

## **Addendum: Israil Airlines and Tourism Ltd. – Code of Conduct**

### **Code of Conduct:**

These Code of Conduct applies to pre-flight inspections and throughout the passenger's stay on and near the aircraft.

1. Passengers must comply with the instructions of the ground crew and/or aircraft crew and/or security team.
2. Please follow the instructions provided by any of the above (verbally or in writing).
3. Inter alia, please comply with the security and safety instructions that cover such topics as seating, seat belts, unregistered luggage, non-smoking, use of electronic equipment (including, without limitation, mobile phones, laptops, tablets, PDAs, portable tape recorders, portable radio, electronic games or transmitters, such as radio-controlled games and walkie-talkies).
4. Do not harm or assault another passenger and/or any member of the flight crew and/or ground crew and/or security personnel.
5. Please refrain from any activity that may pose a risk to or be perceived as threatening (including threats, practical jokes, etc.) by other passengers and/or aircraft crew and/or ground crew and/or the aircraft or any property.
6. Do not curse, raise your voice, insult, cause damage, harm the health or condition of any person and/or property, and do not disturb or harass any person on the plane or cause them any discomfort.
7. Please refrain from any activity that may disturb or be perceived as disturbing, including language and/or behavior that would disturb another person on the plane, including behavior that can be described as sexual harassment or the use of language that can be described as sexual harassment, and refrain from any behavior that other passengers may object to or have reasonably objected to.
8. Please refrain from any activity that might interfere with the normal operation of the plane and/or the plane's crew and/or ground crew and/or security personnel.
9. It is strictly prohibited to consume alcoholic beverages that were not served by a crew member as part of the services provided on the plane, including alcoholic beverages purchased by passengers as duty-free products on the plane, or such beverages that are brought to the plane by passengers.
10. The consumption of alcohol in quantities that affect the physical or mental state of the passenger is strictly prohibited, and Israil reserves the right, at the sole discretion of crew members on board, to refuse to serve alcohol to passengers.
11. Smoking is strictly prohibited on and near the plane.
12. It is strictly forbidden to possess, transport or consume or use drugs on the plane.

13. In addition to the above, the laws of the country that has jurisdiction over the aircraft will apply to the passengers.

**Sanctions:**

1. Israil or any representative thereof may take measures as necessary to prevent any violation of the above procedures or a recurrence thereof, including, without limitation, physically restraining and/or handcuffing and/or removing passengers from the aircraft.
2. Israil and any representative may refuse the entry of any passenger and/or their baggage and/or prevent them from traveling for any reason, and whenever it suspects any of the following applies:
  - a. To prevent the passenger from violating the aforementioned Code of Conduct, in case of reasonable grounds to believe such a violation will occur, or in response to a violation.
  - b. To comply with the laws, regulations or governmental orders that apply to Israil.
  - c. It is suspected that the passenger has committed or is committing a criminal offense (without derogating from the generality of the foregoing, this includes the illegal possession of drugs, kidnapping threats, the preparation of dummy bombs, etc.) at any boarding stage, including pre-flight inspections, connection flights, or on or near the plane.
  - d. The passenger refused to complete a security check or to comply with the instructions of security personnel.
  - e. The passenger has failed to complete the security checks by the deadline or to arrive at the boarding gate at the time set by Israil when they completed the security check.
  - f. The passenger does not have, or appears to have lost or destroyed, valid travel documents, or refused to enable staff to photocopy their travel documents, or refused to hand over their travel documents to the flight crew when asked to do so.
  - g. The passenger did not present a valid ticket or presented a ticket that was purchased or appears to have been purchased illegally, was purchased from an entity that is not Israil or its authorized agents, or that was reported to have been damaged, lost, stolen, or forged, or cases where the passenger is unable to prove that they are the person named on the ticket.
  - h. The passengers is ostensibly unable to meet the entry visa requirements applicable to the country through which they may pass through, or which they seek to enter.

- i. Israil or any of its employees has been informed by the immigration authorities or by other authorities of the passenger's destination country, or of a country in which a layover is planned, that the passenger is not allowed to enter that country, even if they have valid travel documents.
  - j. The passenger did not provide information available to them that a government agency lawfully requested about the passenger.
  - k. The passenger was notified in writing that – at any time after said notification – Israil will not allow them to board its flights.
  - l. The passenger or a person for whom they are responsible and with whom they are traveling (e.g., minors), is not legally allowed – pursuant to applicable law or a court order – to leave the jurisdiction of the location from which the plane departs.
  - m. The boarding of the passenger or their baggage may endanger or affect the course of the flight, or the safety and/or health of other passengers and/or crew members.
  - n. The boarding of the passenger and/or their baggage may significantly affect the convenience of other passengers and/or crew members, or does not comply with other relevant restrictions applicable to the transportation of luggage.
  - o. The mental and/or physical condition of the passenger constitutes a danger to other passengers and/or crew members and/or to themselves and/or the plane, including due to the use of alcohol or drugs or a medical condition or lack of medical fitness.
3. The passenger agrees that such behavior, including the types of behavior described in Section 2 above, but without derogating from the generality of the foregoing, will be considered behavior that endangers the safety of the flight (hereinafter: **“Flight Safety-Endangering Behavior”**). Refusal to allow a passenger on the plane will result in the automatic cancellation of their return ticket and/or any subsequent ticket.
4. The passenger agrees that the sole remedy to which they will be entitled on account of any refusal to let them and/or their luggage board the plane due to Flight Safety-Endangering Behavior will be a refund for that passenger's ticket only or the part thereof that was not used. Except as stipulated in this paragraph, the passenger agrees that Israil will not be liable to them or to any person for reimbursement or loss or damage or expense of any kind (either in tort, under contract law, or for any other reason) which may result from any refusal to allow them or their luggage on the plane.

5. A passenger who chooses not to board a flight because another passenger that flies with them was refused entry will not be entitled to any compensation, restitution, or assistance. Such a passenger will be regarded as no-shows for all intents and purposes. The above also applies to the family members of a passenger who was refused entry, including children.
6. A passenger who violates any of the above procedures shall compensate Israil for any charge, loss, damage, and expense that Israil reasonably incurs to:
  - a. Repair or replace property lost, damaged, or destroyed due to an act or omission of that passenger.
  - b. Compensate any passenger, crew member or other person affected by the acts or omissions of that passenger.
  - c. Postpone or cancel a flight to facilitate a police search of the plane required due to that passenger's act or omission.
  - d. Change the flight route to remove the passenger from the plane and/or unplanned stops.
  - e. Provide reimbursement for such costs as travel, accommodation, and wages of staff members and employees needed to report the incident to the relevant government agencies or other relevant enforcement agencies or any competent judicial authority to facilitate their investigations, or as witnesses.
  - f. Return any fine that Israil was required to pay.
  - g. Provide indemnification for any other loss or expense incurred by Israil in connection with and/or as a result of the acts or omissions of that passenger.
7. Israil may provide personal information about a passenger who violated any of the above procedures to any other passenger or crew member or other person or competent agency that requests this personal information from us to institute civil or criminal proceedings against that passenger on account of damages caused by their behavior or to file criminal charges.
8. Israil may report any violation of procedures or an offense committed on the plane, including before take-off, during take-off and landing and during stopovers and during check-in, to any relevant police authority or enforcement agency, so as to allow the competent agencies to press charges against a passenger pursuant to any criminal offense that may have been committed.