

### **Notice according to the Israeli Consumer Protection Law**

According to Israeli Consumer Protection Law ("CPL"), 5741-1981, any transaction carried out in a "long-distance sales transaction" (according to the definition of this term under the Israeli CPL) can be canceled within fourteen (14) days of the date of the transaction, or as of the date of receiving the transactions' summary document (as required under the CPL) and no less than seven (7) days, not being days of rest, prior to the departure date of the first flight on your itinerary.

Subject to the provisions of the Law, if you are a consumer who is "disabled", "senior citizen" or "new immigrant", as these terms are defined under the CPL, you can cancel a "long-distance sales transaction" within four (4) months as of the date of the transaction, or as of the date of receiving the transactions' summary document (as required under the CPL) and no less than seven (7) days, not being days of rest, prior to the departure date of the first flight on your itinerary.

This will apply solely on transactions which included a conversation between yourself and the seller (including a conversation by means of electronic communication). Kindly note that we are entitled to demand documentation to verify your status.

When a cancellation is being made according to the provisions of the CPL as stipulated above, the cancellation fee shall be equal to the lesser between 5% and NIS 100.

When a cancellation under the provisions of the CPL is a result of non-conformance, failure to provide the service at the scheduled date or due to any other alleged breach of contract – you will be entitled to receive a full refund within 14 days from the cancellation notice.

A "long distance transaction" can be cancelled through each of the following channels:

- Orally, through our customer service center, at the telephone number 0090 850 250 6777;
- Via using the link available on our website: <https://www.flypgs.com/en/write-to-us/changes-and-cancellations#sf-4>
- By email to: [telaviv@flypgs.com](mailto:telaviv@flypgs.com)
- By registered mail sent to: Pegasus Hava Yolları Aeropark Yenişehir Mah. Osmanlı Bulvarı No:11/A 34912 - Kurtköy/İstanbul Türkiye

The cancellation notice must contain the name of the customer and the identification number.

Refunds according to the Consumer Protection Law shall be provided, when applicable, only to passengers who requested to cancel a reservation using one of the channels detailed above.

Cancellations made via Pegasus's website shall result in refunds in accordance with the ticket rules, which are usually different from refunds provided under the Consumer Protection Law.

Passengers eligible for a refund under the Israeli Consumer Protection Law who mistakenly cancelled their reservation on Pegasus's website which resulted in a lower refund can contact Pegasus using the channels above and request receiving the difference.