



Dear sales partners,

With regard to the developments in the Middle East, SKY express has revised its policy for flights that have now been cancelled up to and including April 1, 2026, and updated as follow:

A. Flight cancellations (March 1 - April 1)

- Free rebooking of your ticket on a future flight on the same route with a departure date until 31.12.2026
- Cancellation and issuance of a voucher for the full ticket value, valid for 12 months
- Cancellation and full refund

B. Flexible options for travel until 30.04.2026

Passengers with bookings to/from Tel Aviv for flights until 30/04/2026 can request the following:

1. Free rebooking on a future flight on the same route with a departure date until 31.05.2026

2. Cancellation and issuance of a voucher in the amount of the ticket value, valid for 12 months

C. Connecting flights with other airlines

Passengers with bookings for flights until 01.04.2026 that involve a connection to/from another airline (except SKY express) and whose flight has been cancelled can exceptionally request the following (upon presentation of proof of cancellation):

1. Rebooking to a future flight on the same route with a departure date until 30/04/2026, subject to change fees are to be enacted
2. Cancellation and issuance of a voucher in the amount of the ticket value, valid for 12 months

The exemptions for GDS bookings remain unchanged as follows:

- Cancellations will be handled via BSP/ARC link, whereby the UN flight number/date must be indicated in the comments. Please note that this only applies to point A. For points B and C, the fare rules apply in the event of GDS cancellations.
- In the case of involuntary reissues, the exception is: **INVOL DUE TO AIRSPACE RESTRICTIONS.**

As before, further developments will be monitored and, if necessary, further measures will be taken.

With warm regards,

Your SKY express Germany team