

This site is operated by Holiday Lines L.T.D on behalf of

Blue Bird Airways

General Terms:

In accordance with the Tourism Services (Duty of Fair Disclosure) 2003

Dealer details:

Holiday Lines LTD

2 Pinsker Street, Tel Aviv, Israel

Email: bookings@bluebirdair.com

CF: 51-261036-1

Phone: + 972-3-6211000

Details for reservation:

Holiday Lines LTD

2 Pinsker Street, Tel Aviv, Israel

Email: bookings@bluebirdair.com

Phone: + 972-3-6211033

General:

The information presented on this page present the offer of Holiday Lines Ltd.

("Holiday Lines" or "the Company").

Registration and/or reservation and/or payment (also partial) will be considered as the consent of the passenger to all the conditions appearing on this page, and together with the details of the reservation, the information presented on this page will present the contract between Holiday lines and the passenger.

Holiday Lines shall be solely responsible for the information provided by it in writing, and no claim by a passenger that he has not read the terms and conditions specified in this page, or that his attention was not drawn to the information and the conditions prior to his registration.

Holiday Lines Company serves as an intermediary and liaison between the passengers and Blue Bird Airways and does not assume any responsibility for any malfunction, disruption, delay or any other damages that may be caused by failure to perform and/or due to partial and/or defective performance of any service in the Services Offered by Blue Bird Airways.

Information for the passenger regarding preparation for the flight – during (Covid-19)

The guidelines outlined in this document are intended to safeguard the safety and security of the other passengers and crew of the aircraft .Passengers, who arrive to the flight without the required permits and documents ,will not be allowed to board the flight and will not receive any refund for their booking.

Please note - The documents must be printed in English and include the passenger passport number .Destinations that allow exemption from a Covid-19 test by presenting a vaccine certificate, the vaccination must be completed at least 14 days before arrival at the destination.

The information is updated from time to time by the authorities in Israel and in the destinations countries .Blue Bird is not responsible for the up-to-datedness of the information on this page and the responsibility for receiving the latest information applies to passengers through the official authorities in each country.

We recommend that every passenger will check the policy at the destination country and also be updated on the procedures of the State of Israel at [the Ministry of Health](#).

Cancellation policy Blue bird Airways guarantee a full refund within 10 business days ,if a flight cannot be operated due to closure or other restrictions that include Ben Gurion Airport and / or in case the destination country does not allow Israelis to enter.

In addition, we allow you to purchase at the time of booking a cancellation option " refund your ticket " where in case you or one of the passengers with you is found positive in the corona check close to the time of flight.

The cancellation option will allow a 90% refund, within 10 business days.

The cancellation option can be purchased only at the time of the booking through our website:

booking.bluebirdair.com

Greece

Departure from Israel	Corona test	<p>Passengers with a vaccine certificate and children up to the age of 12 years old are exempt from performing the test.</p> <p>Passengers with a recovery certificate - exempt from performing the test by presentation of: (1) Positive test results given upon discovery of the disease; (2) A recovery certificate issued at least 30 days after the test in section 1 and no later than 180 days before the flight.</p> <p>The rest of the passengers are required to present a negative corona test (PCR), which was performed during the 72 hours before the flight.</p>
	Health declaration	<p>Each passenger has a citizenship of Israel above age 16 which is willing to fly from Israel requires to fill out the Departure from Israel form during 24 hours before a flight in order to show the form before boarding on the flight.</p>
	Filling out a form of the destination country	<p>PLF - Passenger Locator Form must be filled out before the flight, for all passengers in the reservation (one form can be filled out for several passengers, but the details of all passengers, including children and babies, must be entered on the form). Confirmation (QR code) will be received by email immediately after filling out the form, and must be presented when boarding the plane and entering Greece. Without the code - passengers will not be accepted for the flight.</p>
	Additional requirements in the destination country	<p>It is required to present a reference regarding the address where the passengers will be staying - hotel voucher, reception, etc.</p> <p>There may be a corona check at the entrance to the destination for some or all of the passengers.</p>
Back to Israel	Corona test	<p>Every passenger who has been abroad for more than 72 hours and wishes to enter Israel must present a negative result of a corona test (PCR) performed during the 72 hours prior to departure to Israel.</p> <p>'Recovering' passengers are exempt from performing the test as stated above by presenting one of the two:</p> <p>(1) Confirmation of a positive PCR test when the test date is between 11 days and 3 months before the flight date (2) a recovery certificate from the State of Israel issued no later than 3 months before the flight date.</p> <p>The test can be ordered through us! The test will be performed at the hotel where you are staying or near it and we are responsible for ensuring that the result is received on time and in accordance with the requirements of the authorities. For further details click here.</p>
	Health	<p>Any passenger, who wishes to Enter to Israel, is required to fill out a</p>

	declaration	form application for entry to Israel , during the 24 hours before the flight and present it before boarding.
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Austria		
Departure from Israel	Corona test	<p>Holders of a vaccine certificate and holders of a recovery certificate (6 months) - exempt from the test.</p> <p>The rest of the passengers (including children) must present a negative corona (PCR) test performed during the 72 hours before the flight.</p>
	Health declaration	Each passenger has a citizenship of Israel above age 16 which is willing to fly from Israel requires to fill out the Departure from Israel form during 24 hours before a flight in order to show the form before boarding on the flight.
	Additional requirements in the destination country	<p>Those who are not vaccinated or recovering are required to fill out a PTC form before leaving Israel and present it when boarding the plane.</p> <p>Corona testing is possible upon entry into the country.</p>
Back to Israel	Corona test	<p>Every passenger who has been abroad for more than 72 hours and wishes to enter Israel must present a negative result of a corona test (PCR) performed during the 72 hours prior to departure to Israel.</p> <p>'Recovering' passengers are exempt from performing the test as stated above by presenting one of the two:</p> <p>(1) Confirmation of a positive PCR test when the test date is between 11 days and 3 months before the flight date (2) a recovery certificate from the State of Israel issued no later than 3 months before the flight date.</p> <p>The test can be ordered through us! The test will be performed at the hotel where you are staying or near it and we are responsible for ensuring that the result is received on time and in accordance with the requirements of the authorities. For further details click here.</p>
	Filling out a health declaration	Every passenger wishing to enter Israel is required to fill out a Form application to enter Israel , during the 24 hours prior to the flight and to present it before boarding.

Bulgaria

Departure from Israel	Corona test	<p>Holders of a vaccine certificate and holders of a recovery certificate (6 months) - exempt from the test.</p> <p>The rest of the passengers (including children) must present a negative corona (PCR) test performed during the 72 hours before the flight.</p>
	Health declaration	<p>Each passenger has a citizenship of Israel above age 16 which is willing to fly from Israel requires to fill out the Departure from Israel form during 24 hours before a flight in order to show the form before boarding on the flight.</p>
	Additional requirements in the destination country	<p>Corona (PCR) test might be performed upon entering the country.</p>
Back to Israel	Corona test	<p>Every passenger who has been abroad for more than 72 hours and wishes to enter Israel must present a negative result of a corona test (PCR) performed during the 72 hours prior to departure to Israel.</p> <p>'Recovering' passengers are exempt from performing the test as stated above by presenting one of the two:</p> <p>(1) Confirmation of a positive PCR test when the test date is between 11 days and 3 months before the flight date (2) A recovery certificate from the State of Israel issued no later than 3 months before the flight date.</p>
	Filling out a health declaration	<p>Every passenger wishing to enter Israel is required to fill out a Form application to enter Israel, during the 24 hours prior to the flight and to present it before boarding.</p>

Cyprus

Departure from Israel	Corona test	<p>Passengers who are not vaccinated (including recovering and including children over the age of 12) - a Covid -19 test must be presented (PCR Negative) performed during the 72 hours prior to the flight.</p> <p>Passengers with a vaccine certificate and children up to the age of 12 are exempt from inspection.</p>
	Health declaration	Each passenger has a citizenship of Israel above age 16 which is willing to fly from Israel requires to fill out the Departure from Israel form during 24 hours before a flight in order to show the form before boarding on the flight.
	Filling out a form of the destination country	All passengers are required to fill out a form (Flight Pass)confirmation for those arriving on flights and present the permit received for it at the entrance to Cyprus.
	Additional requirements in the destination country	Upon entering the destination, passengers might be required to perform an additional Corvid -19 check.
Back to Israel	Corona test	<p>Every passenger who has been abroad for more than 72 hours and wishes to enter Israel must present a negative result of a corona test (PCR) performed during the 72 hours prior to departure to Israel.</p> <p>'Recovering' passengers are exempt from performing the test as stated above by presenting one of the two:</p> <p>(1) Confirmation of a positive PCR test when the test date is between 11 days and 3 months before the flight date (2) A recovery certificate from the State of Israel issued no later than 3 months before the flight date.</p>
	Filling out a health declaration	Every passenger wishing to enter Israel is required to fill out a Form application to enter Israel ,during the 24 hours prior to the flight and to present it before boarding.

Romania

Departure from Israel	Corona test	<p>Passengers with a vaccine certificate (who completed the second vaccine at least 10 days before arrival) and children up to the age of 6 are exempt from performing the test.</p> <p>Passengers with a recovery certificate - exempt from performing the test, upon presentation of positive test results received between 14-180 days before the date of arrival.</p> <p>The rest of the passengers are required to present a negative corona (PCR) test, which was performed during the 72 hours prior to the flight.</p>
	Health declaration	<p>Each passenger has a citizenship of Israel above age 16 which is willing to fly from Israel requires to fill out the Departure from Israel form during 24 hours before a flight in order to show the form before boarding on the flight.</p>
	Additional requirements in the destination country	<p>Passengers are required to fill out an entry form for the destination, however the form can be filled out even after landing at the destination.</p>
Back to Israel	Corona test	<p>Every passenger who has been abroad for more than 72 hours and wishes to enter Israel must present a negative result of a corona test (PCR) performed during the 72 hours prior to departure to Israel.</p> <p>'Recovering' passengers are exempt from performing the test as stated above by presenting one of the two:</p> <p>(1) Confirmation of a positive PCR test when the test date is between 11 days and 3 months before the flight date (2) A recovery certificate from the State of Israel issued no later than 3 months before the flight date.</p>
	Filling out a health declaration	<p>to fill out Israel is required enter Every passenger wishing to , during the 24 hours prior to Form application to enter Israel a .the flight and to present it before boarding</p>

Czech Republic

Departure from Israel	Corona test	<p>Vaccinated passengers (at least 14 days after two vaccinations) and recovering passengers (between 11 and 180 days from recovery) - a vaccinated / recovering certificate must be presented, and no corona examination or isolation is required.</p> <p>Passengers who are not vaccinated / recovering - A negative corona test (PCR) performed during the 72 hours before the flight must be presented, and passengers are required to self-isolate for 14 days upon arrival at the destination (which can be shortened to 5 days upon further examination at the destination).</p> <p>Children up to the age of 6 are exempt from isolation but are required to present a negative corona (PCR) test performed during the 72 hours prior to the flight.</p>
	Health declaration	<p>Each passenger has a citizenship of Israel above age 16 which is willing to fly from Israel requires to fill out the Departure from Israel form during 24 hours before a flight in order to show the form before boarding on the flight.</p>
	Additional requirements in the destination country	<p>Adults from the age of 18 onwards are required to fill in an entry form for the destination (details of children traveling with you must also be filled in on the form).</p>
Back to Israel	Corona test	<p>Every passenger who has been abroad for more than 72 hours and wishes to enter Israel must present a negative result of a corona test (PCR) performed during the 72 hours prior to departure to Israel.</p> <p>'Recovering' passengers are exempt from performing the test as stated above by presenting one of the two:</p> <p>(1) Confirmation of a positive PCR test when the test date is between 11 days and 3 months before the flight date (2) a recovery certificate from the State of Israel issued no later than 3 months before the flight date.</p> <p>The test can be ordered through us! The test will be performed at the hotel where you are staying or near it and we are responsible for ensuring that the result is received on time and in accordance with the requirements of the authorities. For more details click here.</p>
	Filling out a	<p>Every passenger wishing to enter Israel is required to fill out</p>

	health declaration	a Form application to enter Israel , during the 24 hours prior to the flight and to present it before boarding.
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Poland		
Departure from Israel	Corona test	Vaccinated passengers (at least 14 days after two vaccinations) are required to present a vaccine certificate and are not required to have a corona test or isolation on arrival at the destination. Passengers who are not vaccinated / recovering - are required to undergo a negative corona (PCR) test within 48 hours of arriving at their destination, and are committed to isolation until a negative result is obtained.
	Health declaration	Each passenger has a citizenship of Israel above age 16 which is willing to fly from Israel requires to fill out the Departure from Israel form during 24 hours before a flight in order to show the form before boarding on the flight.
	Filling out a form of the destination country	It is required to fill out an entry form for the destination and present it at the airport.
Back to Israel	Corona test	Every passenger who has been abroad for more than 72 hours and wishes to enter Israel must present a negative result of a corona test (PCR) performed during the 72 hours prior to departure to Israel. 'Recovering' passengers are exempt from performing the test as stated above by presenting one of the two: (1) Confirmation of a positive PCR test when the test date is between 11 days and 3 months before the flight date (2) A recovery certificate from the State of Israel issued no later than 3 months before the flight date.
	Filling out a health declaration	Every passenger wishing to enter Israel is required to fill out a Form application to enter Israel , during the 24 hours prior to the flight and to present it before boarding.

Hungary

Departure from Israel	Corona test	All passengers (including vaccinated, recovering children and children) must present a negative corona (PCR) test performed during the 72 hours prior to the flight.
	Health declaration	Each passenger has a citizenship of Israel above age 16 which is willing to fly from Israel requires to fill out the Departure from Israel form during 24 hours before a flight in order to show the form before boarding on the flight.
Back to Israel	Corona test	<p>Every passenger who has been abroad for more than 72 hours and wishes to enter Israel must present a negative result of a corona test (PCR) performed during the 72 hours prior to departure to Israel.</p> <p>'Recovering' passengers are exempt from performing the test as stated above by presenting one of the two:</p> <p>(1) Confirmation of a positive PCR test when the test date is between 11 days and 3 months before the flight date (2) a recovery certificate from the State of Israel issued no later than 3 months before the flight date.</p> <p>The test can be ordered through us! The test will be performed at the hotel where you are staying or near it and we are responsible for ensuring that the result is received on time and in accordance with the requirements of the authorities. For more details click here.</p>
	Filling out a health declaration	Every passenger wishing to enter Israel is required to fill out a Form application to enter Israel , during the 24 hours prior to the flight and to present it before boarding.

Flights - General:

The flights offered by Holiday Lines, the details of which may change after booking, including dates, routes, intermediate arrivals and airline details, subject to the approval of the Civil Aviation Administration and the relevant provisions of the law. The liability for delays, changes and cancellations is by law, and Holiday Lines will not bear any expenses and/or losses incurred by passengers as a result of changes in flight dates.

It is the responsibility of the passenger to provide contact information abroad (telephone, e-mail address), in order to receive notifications of changes, if any, on the flight date and ensure that they can be obtained through these contact details during their stay abroad.

Please note that the airline is requiring the passenger to arrive at the departure or return terminals at least 3 hours before the flight time indicated on the flight ticket.

To your notice, the airline prohibits children under certain age, flying without an adult companion. In addition, it is the responsibility of the parents to check whether in the country of origin and in the countries of destination there are restrictions and requirements of the authorities regarding permits, declarations, etc.

Flights - Baggage:

According to the airline's instructions, passengers may carry baggage weighing up to 20 kg in the cargo belly and up to 5 kg in the passenger compartment (size 23X40X51 cm excluding wheels and handles). Baggage weighing more than 20 kg will be charged for excess cargo weight and the tariff to be determined from time to time by the airline (details on the site). Please note that the maximum weight may vary from time to time as per airline considerations.

Food on flights:

Please note that a flight ticket does not include food and beverage service during the flight.

Price/Payment/Currency Exchange:

The price stated does not include everything that has not been written and stated explicitly, and in particular does not include insurance and liability for the passengers' property and/or bodily injury.

Flights and accompanying services (suitcase, seating, etc.) are presented and charged by the airline at US dollar rates, and can be changed to Israeli shekel or Euro. The payment rate will be the high transfer rate of the currencies stated on the actual payment date, and if the payment was made by credit card - the high transfer rate on the date of the card approval, according to the amount in the selected currency and agreed with the customer.

Insurance:

The Company does not bear responsibility for damages caused to passengers, such as: bodily injury or damage to cargo (indirect or direct) that may be caused to passengers during their flight due to loss of luggage and documents, medical expenses.

The responsibility for purchasing the insurance is for the passenger only, and Holiday Lines will not bear any damage caused as a result of the non-making of the insurance by the passenger. Please note that the insurance must be purchased prior to leaving the country. Please note that not every policy covers all cancellations, and it is recommended that you carefully review the insurance terms in this regard.

Receipt of travel documents:

The passenger must check the travel documents he received, upon receipt, and make sure that all the relevant documents are in his possession (airline tickets, insurance, etc.), and that the details listed in them match the order.

Cancellation and Credit:

A passenger making an order from Holiday Lines via the website and/or in any other manner defined as a "remote sale transaction" (in accordance with the Consumer Protection Law) may cancel the transaction within fourteen (14) days of the date of the reservation or from the date a passenger received the details of the transaction – which ever comes later, under the condition that the transaction date is over 7 working days, from the date the service was supposed to be provided.

A customer with disabilities, senior citizen (from the age 65 years) or immigrant is entitled to cancel the transaction within 4 months from the transaction date, only when the transaction was made verbally (or through Email) and the time of cancellation is over 7 working days from the time that the service is due to be given.

It is recommended that you give the cancellation notice by telephone, by contacting the telephone service department - 972-3-6211033. The cancellation notice can also be delivered in one of the following ways:

The website (www.booking.bluebirdair.com), emails at bookings@bluebirdair.com, faxes (03-9446463) and registered mail to Pinsker 2, Tel Aviv, 6233322, for Service Department.

Blue Bird Airways will return the customer's money within 14 days from the day of the cancellation notice, with a deduction of 5% from the sum of the reservation per passenger or 100 NIS per passenger, which ever lower.

In circumstances and in certain cases, including a defect or discrepancy between the service and the details provided to the consumer, it may be possible to cancel a transaction beyond the period prescribed by law and the consumer will be entitled to a refund without cancellation fees.

"Working days" - except on Shabbat and Holidays. Fridays and holiday eves will not be considered a day of rest.

Sometimes the airline can reduce the cancellation fee, but such a reduction depends on the good will of the airline and Holiday Lines does not undertake to do so. The aforesaid does not derogate from the provisions of the Consumer Protection Law.

Flight cancellation or change in its terms:

A passenger who has received notice of a change in flight cancellation or flight, at least 14 days prior to the date of the flight determined in the flight ticket, and under the circumstances of the change and in accordance with the Aviation Services (Compensation and Assistance in Flight Cancellation or Change of Conditions), Unless otherwise notified upon receipt of the notice.

Passport and visa:

The Passenger shall be responsible for obtaining all documents, visas, permits, etc. required for travel, as well as for compliance with other Government travel documents, requirements, and all the applicable laws concerning exit, entry and transit in the countries of departure, arrival and transit. Holiday Lines do not deal with visas.

Without derogating from the aforesaid passengers must always present:

- A valid non-expired passport
- A passport that bears the holder's signature.
- It is NOT temporary
- It is NOT In-lieu

Israelis Passengers have full responsibility to check in advance that they have valid passports at least 6 months from the day they return to Israel. It is their responsibility to ensure that the spelling and correctness of the passenger's name as indicated in the booking and the flight ticket will be identical to the name of the passenger as indicated in his passport. Passengers that don't meet the above mentioned criteria and they are considered as inadmissible in the country that they are visiting, they might be eligible to pay a fine of €5.000 - €10.000 per case.

Complaints and Jurisdiction:

In order for us to contact Blue Bird Air Ways to investigate a complaint and/or claim, any complaint and/or claim available to the passenger must be submitted by written to Holiday Lines within a reasonable time after the passenger's flight and no later than 15 days after their last service. Since the center of the Holiday Line activity is located in Tel Aviv, it is hereby agreed that in any case of dispute and/or claim and/or dispute that one party has against the other, the Tel Aviv-Jaffa Court shall have exclusive jurisdiction to hear the matter.