

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	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	The Passenger Locator Form must be completed no later than 24 hours before the flight. The form cannot be filled out at the Airport or at the destination. One form can be filled out for several family members; however, the details of all passengers, including children and babies, must be listed on the form. Confirmation (QR code) will be received by email on the eve of the flight, around 00:01 and must be presented on board the plane and at the entrance to Greece. Without the code - it is not possible to fly.
	Additional requirements in the destination country	It is required to present a reference regarding the address where the passengers will be staying - hotel voucher, reception, etc. There may be a corona check at the entrance to the destination for some or all of the passengers.
back to Israel	Corona test	<p>Each passenger who was abroad for over 72 hours and seeks to enter Israel, must present a negative result of Corvid test -19 (PCR) carried out during the 72 hours prior to departure to Israel. This obligation constitutes a condition of entry into Israel and also applies to those who hold a vaccinator's certificate or a certificate of recovery, as well as to infants and children.</p> <p>The test can be booked 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>
	Health declaration	Any passenger, who wishes to Enter to Israel, is required to fill out a form application for entry to Israel , during the 24 hours before the flight and 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>Each passenger who was abroad for over 72 hours and seeks to enter Israel must present a negative result of Corvid test -19 (PCR) carried out during the 72 hours prior to departure to Israel .This obligation constitutes a condition of entry into Israel and also applies to those who hold a vaccinator's certificate or a certificate of recovery, as well as to infants and children.</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	<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>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.</p>
	Additional requirements in the destination country	<p>Upon entering the destination, passengers might be required to perform an additional Corvid -19 check.</p>
Back to Israel	Corona test	<p>Each passenger who was abroad for over 72 hours and seeks to enter Israel, must present a negative result of Corvid test -19 (PCR) carried out during the 72 hours prior to departure to Israel . This obligation constitutes a condition of entry into Israel and also applies to those who hold a vaccinator's certificate or a certificate of recovery, as well as to infants and children.</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>

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 – whichever 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, whichever is 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.

Cancellation of a transaction that does not meet the cancellation conditions set forth in the Consumer Protection Law will be subject to cancellation fees as follows:

Cancellation of more than 11 working days before the date of departure - Cancellation fees will be 25% of the value of the transaction.

Cancellation made between 10 working days and up to 5 working days prior to the date of departure - the cancellation fee will be 50% of the value of the transaction.

Cancellation made between 4 working days and up to 2 working days before departure - Cancellation fees will be 80% cancellation fees.

Cancellation during the two working days prior to the date of departure, including non-show - the traveler will be charged full cancellation fees (100%).

"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.

[Aviation Services Law](#)