SIL Issue 03/2025 Passenger handling
Effective from 27.03.2025

Dear partners,

Please be informed about the updated travel document requirements for passengers travelling to Israel.

Starting from 01.01.2025 all travelers to Israel must have a valid visa or ETA-IL (Electronic Travel Authorization, sample below) approval before beginning their journey.

The ETA-IL is required for visitors from visa-exempt countries.
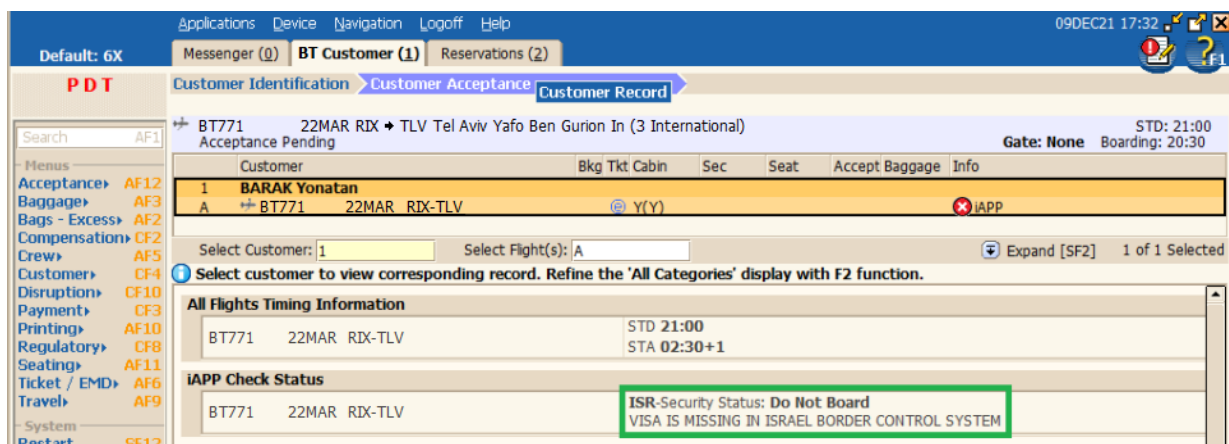

Please note, that no more than 1 typo error in the document is allowed. In case this rule is breached, a new ETA-IL application must be filled.

The following statuses in DCS are returned.
- o OK to Board
- o Do Not Board
- o Advisory
- o Data Error

The status, together with any special instruction received is displayed as follows on the 'View Customer' screen

Acceptance, Boarding Pass print and Boarding are inhibited by default for "Do Not Board" and "Data Error" statuses

In cases when the "Do Not Board" status has been received but after manual documentation checks it is concluded that the passenger should be ok to board, please contact airBaltic

Travel document Competence Unit (Mo-Su 05:00-23:45 (Riga time))

+371 67130810 (calls only);   +371 28603096 (WhatsApp);   traveldoc@airbaltic.com