



Dear Travel Partner,

Pursuant to the Decision of the Government of the Republic of Serbia on the declaration of COVID-19 disease caused by SARS-CoV-2 virus, Air Serbia will implement a Government's Decision on banning or restricting the arrival to the Republic of Serbia of foreign nationals coming from countries or areas with intensive transmission of COVID-19 disease (Italy, the People's Republic of China, South Korea, Switzerland and Iran).

As result, Air Serbia has **cancelled its flights from/to BEG to/ from FCO, MXP, VCE, ZRH effective from 10MAR20 up to and including the 10APR20.**

Due to cancellation of above mentioned flights, passengers who possess valid JU tickets for travel on these flights will have rights to:

**1/change the dates of their travel without penalty and processing fee**, provided that travel may commence at the earliest from 11APR20 and must be completed at the latest on 31DEC20. Only one change per ticket is permitted, without penalty. If originally paid fare is not available, the difference in fares will be charged. Downgrading is not permitted. If the passenger does not know the new date of travel at that moment, original itinerary may be cancelled and the following remark must be entered in reservation: Reservation is cancelled before the original date of travel due to COVID-19. The new ticket will be issued subsequently. The passenger must be warned that he must keep the number of the original ticket.

**2/choose any other JU destination within JU network, except NYC.** New ticket will be issued without penalty and processing fee, provided passengers pay the difference in fares and taxes if any. Only one change per ticket is permitted, without penalty. Travel must be completed at the latest on 31DEC20. The same rule is applied for groups.

**3/ If passengers do not opt for any of above offered solutions, then refund without penalty will be offered.**

-----  
-----  
Below is the newest instruction, referring to passengers holding JU tickets **for all destinations in Air Serbia network except from/to BEG to/from FCO, MXP, VCE, ZRH:**

Passengers, holding JU tickets for travel until the end of year who don't want to travel according to date shown on ticket, due to COVID-19, may:

- **change the dates of their travel without penalty and processing fee**, provided that travel must be completed at the latest on 31DEC20. Only one change per ticket is permitted, without penalty. If originally paid fare is not available, the difference in price will be charged. Downgrading is not permitted.

If the passenger does not know the new date of travel at that moment, original itinerary may be cancelled and the following remark must be entered in reservation: Reservation is cancelled before the original date of travel due to COVID-19. The new ticket will be issued subsequently. The passenger must be warned that he must keep the number of the original ticket.

All affected tickets will be handled by Air Serbia's Call Center (you can reach them at 1-718-725-8642).

We kindly ask you to advise all your staff and sub-agents accordingly and we thank you for your continuing support of AirSERBIA.

Sincerely,

**Air Serbia's Sales Support Desk – Chicago**

4740 N Cumberland Ave #197  
Chicago, IL 60656  
Tel: +1-773-293-7511 +1-773-942-6186  
Fax: +1-773-942-6298  
Email: [ChicagoTO@airserbia.com](mailto:ChicagoTO@airserbia.com)  
Website: [www.airserbia.com](http://www.airserbia.com)