



Dear Travel Partner,

Please note that effective from 13MAR20, Air Serbia starts again with double daily flights to/from ZRH.

1/Pursuant to this new situation:

A/Passengers, holding JU tickets for travel between BEG and ZRH in period from 10MAR- 10APR20, **whose reservations have been cancelled** may:

- **choose new 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 fares will not 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.

- **choose any other JU destination within JU network, except NYC**. New ticket will be issued without penalty and processing fee. Passengers will not 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.

- **request refund of ticket** under the following conditions:

a/ full refund in cash or

b/ full refund increased by 10% on fare + YQ, if they agree to accept EMD voucher for purchasing of new ticket

B/ Passengers holding JU tickets for travel between BEG and ZRH in period from 10MAR- 10APR20 **whose reservations have not been cancelled** and who don't want to travel according to date shown on the 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.

2/Passengers holding JU tickets for commencing of travel between BEG and ZRH on/after 11APR20 until the end of year, and who don't want to travel according to date shown on the ticket, due to COVID-19, have right to:

- 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.

3/For the passengers holding the tickets for travel on other Air Serbia flights/except to/from FCO, MXP, VCE or whose flights are cancelled (FCO, MXP, VCE) instruction sent on 12MAR20 is valid.

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

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