

Dear Travel Partner,

Due to the seriousness of the current situation that is a result of the significant disruptions caused by the global travel restrictions imposed to help prevent the spread of Coronavirus, Air Serbia has decided to offer the following ticketing waiver policy:

1. Passengers, holding JU tickets for travel on/before 30APR20, whose **reservations have been cancelled** may:
  - \* **choose new dates of their travel without penalty and processing fee**
  - \* **choose any other JU destination within JU network, except NYC**
  - \* **advise new dates later on (travel by end of MAR2021)**

The passenger must be warned that he must keep the number of the original ticket.

Remark in PNR: Reservation is cancelled before the original date of travel due to COVID-19.

**For all the situations above, following conditions apply:**

- Travel must be completed at the latest on 31MAR21.
  - Ticket validity can be extended until the 31MAR21.
  - 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.
  - The same rule is applied for groups.
- \* **request refund of ticket**, under the following conditions:
- **VOUCHER** - full refund increased by 10% on fare + YQ, if they agree to accept EMD voucher for purchasing of new ticket valid one year after the date of issuance, or
  - **ORIGINAL FOP** - full refund
2. Passengers holding JU tickets for commencing of travel on/after 30APR20 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:
    - \* **choose new dates of their travel without penalty and processing fee**
    - \* **cancel and advise new dates later on (travel by end of MAR2021)**

The passenger must be warned that he must keep the number of the original ticket.

Remark in PNR: Reservation is cancelled before the original date of travel due to COVID-19

**For all the situations above, following conditions apply:**

- travel must be completed at the latest on 31MAR21.
  - Ticket validity can be extended until the end of MAR21.
  - Only one change per ticket is permitted, without penalty
  - Difference in all taxes must be collected
  - If originally paid fare is not available, the difference in fares will:
    - **BE CHARGED** for travel between 15JUN20-31AUG20; 15DEC20-20JAN21
    - **NOT BE CHARGED** for travel between 01MAY20-14JUN20; 01SEP20-14DEC20; 21JAN21-31MAR21
  - Downgrading is not permitted.
- \* **request refund of ticket**, under the following conditions:
- by fare rules

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