

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 31MAR20);**

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 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 and ancillaries (if any), if they agree to accept EMD voucher for purchasing of new ticket valid one year after the date of issuance.** For the time being, this option is available only on our website.

You can find more info about our voucher program's terms and conditions here:

https://www.airserbia.com/en/footer_menu/support/refunds-regarding-covid19/voucher-refund

- **ORIGINAL FOP** - full refund

2. Passengers holding JU tickets for commencing of travel on/after 01MAY20 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 31MAR20);**

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 31MAR21;
- 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, 15DEC-20JAN;
 - **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.

Sincerely,

Air Serbia's Sales Support Desk – Chicago

4740 N Cumberland Ave #197

Chicago, IL 60656



The time has come for a strong and smart decision,
the good thing is that it is a temporary one.
We hope to see you soon back on board with us!

#weareairserbia

#supportingserbia

#wearetogetherwithyou

Towards zero emissions, every little bit helps!

Think before you print this email.