



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 14JUN20**, 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 31DEC20);**

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 31DEC20;
 - Ticket validity can be extended until 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;
 - 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). The EMD voucher is valid until 31DEC20 and can be redeemed for any Air Serbia operated flight available in the system at the time of redemption. 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 15JUN20** 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 31DEC20);**

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 31DEC20;
- Ticket validity can be extended until 31DEC20;
- 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.