



Dear Travel Partner,

Due to the current flight and travel restrictions issued by Montenegro, we are not able to operate our scheduled flights between Serbia and Montenegro on June 14<sup>th</sup> 2020.

Air Serbia will anyhow operate service from JFK to Belgrade as planned and we would like to offer following options for your passengers:

- They can fly only to Belgrade and should they decide to travel to Montenegro from there, on their own, Air Serbia wants to let you know that we cannot organize ground transport, but we will refund the portion of the unused travel sector – however, no additional compensation can be offer for that sector;
- We can re-book their flights from NY to Montenegro for later date free of charge;
- We can offer them a refund for the ticket that they have with Air Serbia on June 13<sup>th</sup>, 2020 in full amount, or we can offer a credit voucher for future travel with 10% of additional value on the original fare.

Please note that Montenegro is not allowing entrance for U.S. citizens at this very moment either. Your passengers will be able to enter Serbia with the U.S. passport but if they travel from Serbia to Montenegro by land, they will not be able to enter Montenegro unless they have passport of the nationals who are accepted in Montenegro currently. That said, we also suggest that your passengers contact their local Consulate of Montenegro and obtain info as to which passport holders are allowed to enter the country.

Thank you for your kind attention and let us know how you wish to proceed with any bookings that you might have, so that we can assist you in the best possible way.

Sincerely,

**AirSERBIA Sales Support Desk – Chicago**

Sales and Reservations

Commercial - Operations