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Pul Express GmbH | 12.03.2020



## Informationen zum Coronavirus/COVID-19 Air Serbia | Policy Update

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Sehr geehrte Reisebüropartner,

hier eine weitere Information zum Thema Corona Virus von Air Serbia:

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“Dear partners,

*Air SERBIA allows one change of reservation without penalty for already issued tickets, regardless the issuance date and for travel period till end of the year:*

*a) For cancelled flights, Air Serbia will change travel date and/or destination (apart from JFK) without penalty for travelling from April 11th to December 31st, 2020. regardless RBD availability but within the same cabin. List of cancelled flights is available on our [website](#).*

*b) For flights that are not cancelled but passenger must change flight date due to corona virus related event cancellation, Air SERBIA allows one date change without cancellation penalty, by collecting only fare difference, if any. Downgrading is not permitted.*

*If the passenger does not know alternative flight dates, Air Serbia will cancel the original itinerary, enter a remark that reservation is cancelled before the original flight dates stated in the ticket and reissue ticket later (free change not permitted for no-show passengers). In such case, please advise passenger to keep the original ticket number.*

**After the change, travel must be completed by the end of 2020.**

Sincerely yours  
Air Serbia”

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Wir wünschen Ihnen starke Nerven in diesen turbulenten Zeiten!

Herzliche Grüßen aus Berlin

Ihr Pul Express Team

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