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Pul Express GmbH | 13.03.2020



Informationen zum Coronavirus/COVID-19 Air SERBIA | Policy Update

Sehr geehrte Reisebüropartner,

hier eine weitere Information zum Thema Corona Virus von **Air SERBIA**:

"Dear partners,

AirSERBIA allows one change of reservation without penalty for already issued tickets, regardless the issuance date and for travel period till end of the year.

For cancelled flights, AirSERBIA will change travel date without penalty for travelling from March 16th to December 31st, 2020. regardless RBD availability but within the same cabin. List of cancelled flights is available on our website: <https://www.airserbia.com/en/information/flights/list-of-cancelled-flights>.

For flights that are not cancelled but passenger must change flight date due to corona virus related event cancellation, AirSERBIA allows one change free of charge - date and/or destination (apart from JFK) by collecting only fare difference, if any. Downgrading is not permitted.

If the passenger does not know alternative flight dates, AirSERBIA 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.

All changes will be conducted exclusively by AirSERBIA call center: callcenter@airserbia.com or following phone numbers: +49 692 0756 or +49 692 0956 Germany *local rate call

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