

GIFT VOUCHER



GIFT VOUCHER



FROM: _____

FOR: _____

AMOUNT: _____

VOUCHER NUMBER (EMD): _____

The gift voucher is subject to the terms of use published on www.airserbia.com.
Tickets with gift vouchers can be purchased at AirSERBIA offices in Belgrade or by calling the
AirSERBIA Contact Centre on 0800 111 528 from Serbia, +381 11 311 21 23 from other countries.

Terms of purchase

All gift vouchers may be purchased only at Air Serbia offices in Belgrade or via the Air Serbia Contact Center at: 0800 111 528 from Serbia, from other countries +381 11 311 21 23.

The Birthday Gift Voucher may have one of the following values: 50, 100 and 150 euros in dinar equivalent. The recipient also gets a 30-minute stay in the Air Serbia lounge at Nikola Tesla airport. The Wedding Gift Voucher may have one of the following values: 100, 150 and 200 euros in dinar equivalent. The VIP Wedding Gift Voucher is 500 euros in dinar equivalent.

With the Wedding Gift Voucher, each of the newlyweds is entitled to a 30-minute free stay in the Air Serbia lounge at Nikola Tesla Airport, while with the VIP Wedding Gift Voucher they have the right to stay in the salon for 1 hour.

The value that can be deposited to the Gift Voucher For Every Occasion is not pre-determined, but it cannot be less than 50 euros in dinar equivalent. The recipient of the Gift Voucher For Every Occasion is not entitled to a free stay in the Air Serbia Lounge at Nikola Tesla Airport.

Gift vouchers are issued as an electronic document (EMD) with a unique 13-digit number starting with 115. The Gift Voucher can only be used at Air Serbia offices in Belgrade or through the Air Serbia Contact Centre. It is not possible to use the Gift Voucher on the website.

Gift Vouchers are valid for up to 12 months from the date of issue. A Gift Voucher can only be redeemed within its validity period. The validity period cannot be extended.

The purchaser of the gift voucher must provide the correct e-mail address to which the gift voucher will be forwarded upon issue. Air Serbia is not responsible if the voucher buyer provides the wrong e-mail address and the gift voucher is delivered to someone else.

When purchasing a Gift Voucher, you must state the name and surname of the person to whom the voucher is being given (the voucher user), as only the specified person will be able to use the gift voucher. The name and surname of the voucher beneficiary on the electronic document (EMD) must be identical to the one in the travel document.

The person in whose name the voucher is issued (the voucher user) can always submit a request to change the personal data specified on the voucher. In this case, the holder of the voucher will submit a written confirmation to Air Serbia as proof that there has been a change in personal data and the personal data will be changed for a fee of 10 euros in dinar equivalent.

Air Serbia is not responsible in case of loss, theft, destruction or use of the Gift Voucher without permission and will not issue a replacement. Air Serbia reserves the right to deny the use of Gift Vouchers in case of misuse. Gift Voucher resale is not allowed.

A Gift Voucher cannot be issued in the name of a person under the age of 18.

Only the person to whom the gift voucher is addressed will be able to use it to purchase an electronic ticket in their name and surname, gift vouchers cannot be transferred to another person. A Wedding Gift Voucher may be used for the purchase of tickets for the newlyweds.

The voucher user will be able to use the gift voucher for an electronic ticket for another person only if the voucher user and the other person are on the same reservation and route.

When using the voucher, the user must attach a Gift Voucher with a valid identification number, which also represents the number of the electronic document (EMD), together with a personal document for identification purposes (identity card, passport).

The Gift Voucher can be used exclusively for the purchase of a commercial electronic ticket in one transaction for operational Air Serbia flights.

The Gift Voucher cannot be exchanged for money, for the purchase of additional services (luggage, seat, meal, priority services, passenger lounge or similar), another gift voucher or additional payment in case of a voluntary change of travel date/destination.

The voucher must be used in full; any difference is not refundable. If the value of the ticket exceeds the value of the Gift Voucher, additional payment is possible in cash or with a suitable credit card and only in the same currency as the gift voucher.

It is possible to use a maximum of 4 gift vouchers in the same transaction if the above conditions are met. A Gift Voucher cannot be purchased with Etihad Guest miles. The purchase of a Gift Voucher does not earn Etihad Guest miles.

In the event that at the passenger's request, a ticket that was fully purchased with a gift voucher is refunded, the amount will be refunded in accordance with the terms of the tariff and the refundable part will be returned exclusively to the voucher; if the price of the ticket exceeded the amount of the voucher and the passenger paid an additional amount in cash or with a card, the refund of the ticket will be made according to the terms of the tariff and the refundable part can be returned:

- on the voucher or
- if the difference paid in cash or by card covers the amount to be refunded, it can also be returned via the original method of payment (cash or card)

Requests for electronic ticket refunds are submitted exclusively to the place where the ticket was issued.

In the event that the flight is canceled by the company and the company is unable to provide any other alternative flight as a replacement for the canceled flight, the refund of the ticket, fully or partially purchased with a voucher, will be made exclusively on a new voucher by the electronic ticket sales point.

Air Serbia reserves the right to change the Terms of Use of the Gift Voucher without prior notice and/or explanation. Passengers are subject to the Terms of Use that were valid at the time of purchase of the service, unless they have received notice of changes to the Terms of Use and accepted them.

Air Serbia will announce all changes to the Terms of Use in writing via airserbia.com.