



# TRAVEL AGENTS INFO GUIDE

## 1. FARES

Fares for European and Middle East flights

Fares for US flights and other markets

## 2. DISTRIBUTION COST FEE – DCF

- Distribution Cost Fee is a charge that applies to all booking made via global distribution systems (GDS).It is collected at the time of ticketing and is intended to alleviate the charges imposed by GDS to Air Serbia.
- Effective March 28th, 2021 Air Serbia will introduce a Distribution Cost Fee (DCF).
- The charge applied per JU marketed segment is EUR 6.00 and will be collected under the tax code “YR”.
- DCF will be priced automatically during fare quotation by GDSs.
- For more FAQ regarding DCF click [here](#).

## 3. BAGGAGE

Hand luggage

Checked baggage

Excess baggage

Special baggage

Sports equipment

Forbidden objects in baggage

Irregularities with baggage

Partner Airline baggage rules

## 4. SEAT ASSIGNMENT

Advance seat reservation

Exit row seats

Seats with extra legroom, located in the emergency exit row in Economy Class, may only be occupied by passengers in full compliance with the safety, health, and other requirements relevant to seats in this zone.

To be seated in an exit row seat with extra legroom, passengers must:

- Be physically able to reach, locate and operate the emergency exit window or door, and to quickly pass through the exit,
- Be able to understand and acknowledge instructions given by our cabin crew about the tasks you will be expected to perform in an emergency evacuation and read the safety card provided by our crew for that purpose,
- Be able and willing to assist the crew and other passengers in the evacuation of the aircraft,
- Be able to check outside conditions and respond to cabin crew requests before opening an exit,
- Not be in any stage of pregnancy,
- Not have any condition (be it a consequence of age, frailty, injury, physical or psychological disability, mobility, vision or hearing impairment, sickness, or anything else) which may prevent you from performing the duties listed above,
- Be aged 18 years or older,
- Not be travelling with children or infants,
- Not be travelling with a care giver, a guide dog or an assistance animal.

In selecting an exit row seat, a passenger is understood to accept the terms listed above pertaining to these seats. Should a passenger fail to meet the above criteria, for any reason whatsoever, he/she is required to notify the airline thereof as soon as possible, and certainly at least 24 hours before the scheduled time of departure of their booked flight.

### **Assessment**

Air Serbia and its associated entities involved in the provision of services retain the right to assess compliance with the set criteria at all times.

Airport staff may directly assess on behalf of Air Serbia, during check in and boarding, whether a passenger still meets the criteria for occupying an exit row extra legroom seat in Economy Class. Should this not be the case, airport staff will reseat the passenger. This rule applies to all passengers, regardless of their manner of check in.

Cabin crew may directly assess on behalf of Air Serbia, during boarding, whether a passenger still meets the criteria for occupying an exit row extra legroom seat in Economy Class. Should this not be the case, cabin crew will reseat the passenger onboard.

### **Restrictions**

Air Serbia does not guarantee at any time the availability of an exit row extra legroom seat in Economy Class, regardless of the fare paid.

Air Serbia retains the right to allocate in certain situations a number of these seats to other passengers, free of charge, for security and safety reasons.

## Extra Seat

NOTE: It is recommended to contact JU for stretcher bookings due to Sabre reservation system procedures, in order to avoid technical issues with the booking

For the purpose of comfort, a passenger may book an extra seat on Air Serbia flights.

### Policy:

1. The fare to be paid for the extra seat is the normal fare which would have been charged to a passenger occupying such a seat.
2. Taxes are charged only for the passenger and not for the extra seat purchased.
3. The passenger and extra seat have to be booked on the same RBD (Reservation Booking Designator) and same PNR.
4. Bookings are permitted only on Air Serbia operated flights.
5. At check-in desk staff have to issue 1 boarding pass.

## Cabin Seat Baggage (CBBG)

If the passengers wish to take in the passenger cabin items that is extremely fragile, expensive or Bulky (exceeds maximum permitted weight and dimension for cabin baggage), advanced agreement shall be made. For that purpose, an extra seat will be offered.

Such baggage may include:

- musical instruments
- works of art
- electronic equipment
- diplomatic baggage
- valuable baggage
- other (fragile, not suitable to loading in hold, ...)

The following conditions will be applied:

- each seat shall be charged
- brief description (type) of CBBG, weight and dimensions shall be entered in the PNR
- Request through reservation system shall be approved by responsible department (Air SERBIA office for special requests).

The baggage carried on extra seat shall respect load limitation:

- weight of 75 kg,

- weight of 75 kg,
- dimensions:

Aircraft type	Position	CBBG Dimensions (W x L x H)
A319/A320	placed between two seats placed on seat	49 x 160 x 30cm 38 x 50 x 120cm
A330	placed between two seats placed on seat	45 x 160 x 23cm 45 x 50 x 113,5cm
ATR-72	placed between two seats placed on seat	43 x 155 x 23cm 43 x 50 x 97cm

Note: Items placed on the seat shall not obscure any passenger's view of the seat belt sign, no smoking sign or required exit sign.

For passenger travelling with CBBG shall be issued:

- Ticket covering carriage of the passenger in the normal manner.
- second ticket for cabin baggage on extra seat(s) according to standard ticketing procedures except CBBG code is added in the "Name of Passenger" box following the passenger's name.

### Musical Instruments

Musical instruments can be transported on Air SERBIA flights as passenger's baggage in three ways:

1. Hand baggage - Small musical instruments can be carried as hand baggage in the place of the permitted carryon baggage provided their number, dimensions, and weight comply with the free hand baggage allowance. Musical instruments shall be carried in a protective case.
2. Additional seat - Instruments such as the violoncello, drums, guitars, harps, violins, amplifiers/loudspeakers used with musical instruments, etc. will be accepted for transport in the passenger cabin on an additional seat.
3. Checked baggage - Musical instruments can be carried as checked baggage and in that case the rules for free checked baggage allowance will apply in regard to the number/weight/dimensions of the baggage.

The musical instrument shall be packed in a hard and undamaged protective case. Air Serbia retains the right to inspect the instrument's packaging. In the event of inadequate packaging, Air Serbia will not be liable for any ensuing damage claims.

If the instrument together with its casing exceeds the limits for free checked baggage allowance, standard excess baggage fees will apply.

*When the sum of the dimensions of the casing holding the musical instrument exceeds 203 cm, please give us prior notice at the time of booking as transport of the instrument will require Air Serbia approval.*

If the sum of dimensions of the instrument casing exceeds 300 cm and/or the casing and instrument together weigh over 32 kg, the musical instrument will be transported as cargo.

Passengers have to report to responsible office at airport any damage, or delay of musical instruments as soon as they arrive at airport and take their musical instrument or notice that it is not arrived.

## **5. SPECIAL REQUESTS**

Wheelchair

Medical Clearance

Stretcher

NOTE: It is recommended to contact JU for stretcher bookings due to Sabre reservation system procedures, in order to avoid technical issues with the booking

Transport on a stretcher can be arranged provided advance notification for passenger who are required to be transported in lying-down position.

- a. If SCTR has been confirmed at the time of booking, accept the passenger as per Air Serbia policy
- b. Status details are to be updated in the check-in record.
- c. The acceptance of stretcher case is linked to:
  - o The acceptance condition of PRM/MEDA cases
  - o The provision for stretcher installation onboard the aircraft

Passenger on a stretcher is confined to a stretcher.

The passenger requiring this service must be accompanied by an escort (with a confirmed reservation) who must be assigned the seat next to him/her and must be able to assist the passenger in all his/her personal needs throughout the flight. In some cases, escort must be medical personnel

Prior to the booking creation, Passenger should have [MEDIF](#) form.

In accordance with the Data protection law, it is forbidden to insert the MEDIF information in the PNR. It is required to send the scanned copy of filled out MEDIF to the e-mail [SSR@airserbia.com](mailto:SSR@airserbia.com), along with the PNR code. It is also mandatory to enter special requests SCTR and MEDA (diagnosis is entered in this SSR).

The passenger on stretcher has to pay the fare to cover the seats covered by the dimensions of the stretcher, while the escort pays the normal applicable fare for his journey.

On Air Serbia aircrafts, boarding a passenger on a stretcher will be operating through forward passenger door. If the situation required different the forward service door can be used for that purpose. Carrying capacity of stretchers is up to 120 kg.

### Oxygen on-board for medical use

Passenger who require special oxygen equipment on board during the flight are identified by the IATA code – AOXY.

Passengers are not permitted to carry their own oxygen supply as cabin baggage or as checked baggage.

Personal medical oxygen devices that utilize liquid oxygen are prohibited on the person, in checked and carry-on baggage.

Air Serbia will provide passenger with oxygen during their flight, upon request.

On flights from/to USA, this service cannot be provided by Air Serbia. Those passengers must provide their own arrangements (e.g. SSR PPOC which needs to be approved by Air Serbia).

It is never possible to request OXYG company service on the ground and during transit. It is always passenger responsibility who need it to have personal oxygen apparatus (e.g. PPOC).

Oxygen must be requested and paid for at the time of reservation.

Only one passenger who needs oxygen may be transported on Air Serbia flight.

In order to deliver this service, passenger must submit their request at least 48 hours prior to departure.

Compressed oxygen is classified as dangerous goods, but the provisions of the ICAO Technical Instructions and IATA Dangerous Goods Regulations do not apply according to the ICAO Technical Instructions 1.1.3 General exceptions and IATA Dangerous Goods Regulations 1.2.3 Exceptions.

Air Serbia provide passenger with oxygen when:

- a. A maximum of 6 cylinders (3 Portable oxygen Kit) belonging to the Air Serbia in the cabin of the aircraft is allowed. One kit consists of: 2 oxygen cylinders, oxygen mask, 2 pairs of safety gloves etc.
- b. Oxygen gas cylinders have been manufactured specifically for the purpose of containing and transporting that particular gas.
- c. Each cylinder must be adequately packed (packaging that conforms to the performance criteria of Air Transport Association (ATA) Specification 300 for Category I and stowed in aircraft hat-rack. Oxygen cylinders transported under these provisions must be included in the information provided to the pilot-in-command. Copy of the PIL shall be prepared for the pilot-in-command.

MEDIF (Medical Information Form) / medical clearance is required for that passenger.

The “Information Sheet for Passengers Requiring Special Assistance” form and MEDIF (Medical Information Form) must be completed. MEDIF is signed by a physician and in MEDIF states the number of liters of oxygen required per minute, whether the oxygen is needed continuously or on standby and the oxygen flow (low or high).

Escort is not required unless otherwise instructed by Air Serbia physician.

The passenger usually (but not always) has a medical escort who is competent in the use of administering the oxygen.

Booking Office will forward oxygen request to the Jat Tehnika Maintenance Department which will prepare and submit Potable Oxygen Kit on requested flight.

Air Serbia oxygen cylinder maintains a continuous standard flow of 2 or 4 liters per minute.

Passenger who uses oxygen during the flight may be transported in business or economy class except for the categories WCHC and STCR.

## Deportees

“DEPORTEE” means a person who had legally been admitted to a country by its authorities or who had entered a country illegally, and who at some later time is formally ordered by the authorities to be removed from that country. As a rule, the authorities of the departing country shall provide the return ticket.

- a) DEPO is used to designate a deportee:
  - 1. Who was formally ordered by the authorities to leave that State
  - 2. Who is under arrest
  - 3. Who has to be transported to another State for legal reasons
  - 4. Who has applied for asylum and is transferred to the state responsible for the application.
  - 5. Described by the term “Dublin Convention” as reasons for transportation.
- b) DEPA—deportee accompanied: a deportee who is escorted by security escorts during flight.
- c) DEPU—deportee unaccompanied: a deportee who is not escorted by security escorts during flight.

The responsibility for deportees lies fully with the State(s) concerned. Deportees will be accepted for carriage only on request of an Authority and on operating airline approval.

*If the assessment referred to a passenger threat to flight for the transport of such passengers must be provided the appropriate escort or when it is not possible his transportation will be rejected.*

No member is obliged to assume responsibility for a deportee to reach the destination specified by the departing authorities. The outbound carrier shall endeavor to obtain confirmed reservations to the deportee's destination. If interline carriage is involved, the connecting



reservations to the deportee's destination. If interline carriage is involved, the connecting carrier's reservations offices shall be altered by use of the AIRIMP code(s) "DEPA" or "DEPU" as applicable in the reservations message(s) in accordance with the current interline reservation procedures.

## Inadmissible Passengers (INAD)

### General

“Inadmissible passenger” (INAD) means a passenger who is refused admission to a country by authorities of such country, or who is refused onward carriage by carrier or government authority at a point of transfer. Reason for refuse admission by country or onward carriage due to noncompliance with entry requirements can be: lack of appropriate travel document or visa, expired travel document or visa, lack of other receipts or discretion rightful by immigration authority. In case that INAD passenger must be escorted by police, Air Operator is responsible for issuing their tickets.

In general, INADs travel without being accompanied.

INADs need to be accompanied if:

- a. The INAD physically resists carriage.
- b. The INAD has already been denied transportation by another airline.
- c. There is any sign he might endanger the safety of the flight or passengers.

For the above reasons, unaccompanied INADs may also be refused at any stage.

### Refusal

If an INAD resists transportation or gives rise to the assumption that he/she will be the source of annoyance to other passengers or crew members, then only accept him/her according to the procedure for a deportee who is escorted by authorized personnel during the removal (DEPA).

Refuse the carriage of deportees or inadmissible passengers if they are likely to:

- a. Involve any risk to the safety of the flight.
- b. Involve any hazard or risk to himself, other passengers or crew members.
- c. Cause discomfort or make themselves objectionable to other passengers.
- d. Require special assistance from ground or in-flight staff

### Expenses of Inadmissible Passengers and Charges

- When an inadmissible passenger holds a ticket covering the routing of the outbound carriage, on which there are restrictions such as minimum stay, fare validity, travel together, etc., such restrictions may be waived and the ticket may be used for immediate outbound carriage.

1. such restrictions may be waived and the ticket may be used for immediate outbound carriage. An annotation "Restrictions waived due INAD" shall be made in the "Restrictions/Endorsements" box of all remaining flight coupons and the passenger coupon.

2. When an inadmissible passenger does not hold a ticket covering outbound carriage, Air Serbia shall ticket the inadmissible passenger for the outbound carriage to his last point of stopover. If passenger would not be admissible at the last point of stopover, he shall be re-ticketed to his point of origin; provided that where the authorities are refusing permission have specified a destination other than the inadmissible passenger's last point of stopover or point of origin, or where different routing is deemed more appropriate, Air Serbia shall ticket the passenger accordingly.

3. Note: The special purpose code "INAD" (inadmissible passenger) shall be entered after the passenger's name in the PNR.

4. Any unused flight coupons of the passenger's original ticket shall be withdrawn by Air Serbia and their value applied in full or partial payment of the new ticket.

5. If Air Serbia is the inbound carrier, it shall be responsible for the collection from the inadmissible passengers of the amount of fare or a difference in fare from the ticket issued for the outbound carriage and shall be responsible to obtain confirmed reservation for the inadmissible passenger's outbound carriage.

### Pregnant women

Expectant mothers shall not be regarded as incapacitated passengers.

Expectant mother should inform Air Serbia about her pregnancy while booking a flight.

The reservation office is responsible to record in the PNR pregnancies from 28th to 36th week as well as to inform pregnant woman with her obligations to present a valid medical certificate of your pregnancy status and estimated date of delivery. The certificate may not be issued before the 28th week of pregnancy. This certificate could be asked to present at check-in and she shall keep it with her for the event a crew member asks to see it onboard. Reservations office is required to enter this information in ticket record.

Air Serbia restricts travel for:

- Uncomplicated single pregnancies, beyond the end of the 36th week of pregnancy
- Multiple pregnancies (twins, triplets, etc.) beyond the end 32nd week.

## **6. CHILD/INFANT**

### Child

A child is a minor between 2 and 11 years of age. If the minor reaches his/her 2nd birthday during the journey, he/she will be considered a child as of the birthday.

Children must occupy an individual passenger seat and may not be seated in emergency exit row. Children will not be accepted on flights unless accompanied by a parent/legal guardian or sibling/any other person of at least 16 years old.

### Unaccompanied Minor (UMNR)

### Infant

Infants are a minor under 2 years of age, not having reached its second birthday. The seating of adult passengers with infants and the number of infants on board is given by configurations of individual airplane types, by the number of seats with extra oxygen masks and infant seat belts.

Infants do not get their own seat, unless a separate seat is booked and paid for (Child Restraint Device -CRD). One adult can travel with one infant only. Infants are accepted in any class of travel.

## **7. ANCILLARIES**

### Priority Services

### Air Serbia Premium Lounge Passes

### Meet & Assist

### Celebrate your special moments

### Traveling with your pets

### Ancillary Bundles

### Pre-paid meals

### Gift voucher

## **8. EMD**

### EMD – Electronic Miscellaneous Document

EMD is a document used in JU for various Fees, Services and compensations.

In case of instances where it is issued for a Fee or a Service it serves as receipt to the passenger and in case of Compensation or Downgrade it can be used for either further transportation or refund (conditions apply).

Like VCRs (Virtual Coupon Record), these are also stored electronically in JU database and hence the term EMD.

### EMD – A (Associated)

- Not Consumed at issuance
- Issued for the collection of ancillary services associated to a flight coupon and lifted with a VCR (E-TICKET).
- Requires a VCR
- Coupon status automatically changes with the change of VCR coupon status it is associated to
- Requires Re-association when the VCR is modified
- Some e.g.
  - Additional Baggage
  - Lounge Pass
  - Priority Services
  - Pet in Cabin
  - Unaccompanied Minor
  - Instant Upgrade

### EMD – S (Standalone)

- Issued for the collection of miscellaneous charges not associated to a flight coupon, such as deposits, service fees that are not lifted with the VCR (E-TICKET).
- Can be issued with/without a VCR
- Independent coupon status - not linked with the VCR coupon status
- Does not require a re-association
- Some e.g.
  - Gift Vouchers
  - Name correction fee (Must be issued by JU)
  - Deposits

### GDS COMPARISON

<u>EMD-S</u>		TRAVELPORT	ABACUS	SABRE RED	AMADEUS
	Description				
EMD-S	1YR PASS ASL PREM LOUNGE BEG	✓	✓	✓	✓
EMD-S	UNDER COLLECTIONS FARES	✗	✓	✓	✓
EMD-S	UNDER COLLECTIONS TAX FEES	✓	✓	✓	✓
EMD-S	DEPOSITS DOWNPAYMENTS	✓	✓	✓	✓
EMD-S	CANCELLATION FEE	✓	✓	✓	✓
EMD-S	PENALTY FEE	✓	✓	✓	✓
EMD-S	AIRTRANSPORTATION	✗	✓	✓	✓

<b>EMD-A</b>		<b>TRAVELPORT</b>	<b>ABACUS</b>	<b>SABRE RED</b>	<b>AMADEUS</b>
EMD-A	PRE RESERVED SEAT ASSIGNMENT	✓	✗	✓	✓
EMD-A	ADD STDRD BAG UPTO 23KG	✓	✓	✓	✓
EMD-A	ADD XL BAG UPTO 32KG	✓	✓	✓	✓
EMD-A	PET IN CABIN UP TO 8 KG	✓	✗	✗	✓
EMD-A	UNACCOMPANIED MINOR	✓	✗	✗	✓
EMD-A	MEET AND ASSIST	✓	✗	✗	✓
EMD-A	1HRS PASS ASL PREM LOUNGE BEG	✓	✓	✓	✓
EMD-A	3HRS PASS ASL PREM LOUNGE BEG	✓	✓	✓	✓
EMD-A	PRIORITY BOARDING	✓	✓	✓	✓
EMD-A	PRIORITY BAGGAGE TAGGING	✓	✓	✓	✓
EMD-A	PRIORITY CHECK IN	✓	✓	✓	✓
EMD-A	FAST TRACK AT DEPARTURE APT	✓	✓	✓	✓
EMD-A	SPORTS EQUIP SMALL UPTO 15KG	✓	✓	✓	✓
EMD-A	SPORTS EQUIP MEDIUM UPTO 32KG	✓	✓	✓	✓
EMD-A	SPORTS EQUIP LARGE UPTO 45KG	✓	✓	✓	✓
EMD-A	JUMP VAULTS 450CM UP TO 10 KG	✓	✓	✓	✓
EMD-A	JUMP VAULTS 450 CM UP TO 20 KG	✓	✓	✓	✓

<b>MEALS</b>		<b>TRAVELPORT</b>	<b>ABACUS</b>	<b>SABRE RED</b>	<b>AMADEUS</b>
EMD-A	CELEBRATION CAKE	✓	✗	✗	✓
EMD-A	CAKE AND PROSECCO	✓	✗	✗	✓
EMD-A	CAKE CHAMPAGNE AND ROSE	✓	✗	✗	✓
EMD-A	ASIAN OR HINDU VEGETARIAN MEAL	✓	✗	✗	✓
EMD-A	INFANT BABY MEAL	✓	✗	✗	✓
EMD-A	BLAND MEAL	✓	✗	✗	✓
EMD-A	CHILD MEAL	✓	✗	✗	✓
EMD-A	DIABETIC MEAL	✓	✗	✗	✓
EMD-A	FRUIT PLATTER MEAL	✓	✗	✗	✓
EMD-A	GLUTEN FREE MEAL	✓	✗	✗	✓
EMD-A	HINDU MEAL NON VEGETARIAN	✓	✗	✗	✓
EMD-A	KOSHER MEAL	✓	✗	✗	✓
EMD-A	LOW CALORIE MEAL	✓	✗	✗	✓
EMD-A	LOW CHOLESTEROL LOW FAT MEAL	✓	✗	✗	✓

EMD-A	LOW SODIUM NO SALT ADDED MEAL	✓	✗	✗	✓
EMD-A	MUSLIM HALAL MEAL	✓	✗	✗	✓
EMD-A	NON LACTOSE MEAL	✓	✗	✗	✓
EMD-A	RAW VEGETARIAN MEAL	✓	✗	✗	✓
EMD-A	SEAFOOD MEAL	✓	✗	✗	✓
EMD-A	VEGETARIAN MEAL	✓	✗	✗	✓
EMD-A	VEGETARIAN JAIN MEAL	✓	✗	✗	✓
EMD-A	VEGETARIAN LACTO OVO MEAL	✓	✗	✗	✓

## **9. ON BOARD SERVICES**

Elevate Deli & Bar

Sky Au Pair

## **10. GDS/CRS BOOKING & TICKETING POLICY**

Introduction

Booking Policy

Ticketing policy

## **11. ADM POLICY**

## **12. NAME CHANGE POLICY**

All JU tickets are non-transferable.

Name change can only be done in the following cases:

- First & Second name rotated (i.e. John/Smith to Smith/John)
- Last name change - maiden into married name
- Missing and/or maximum three wrong characters in either First or Last name

For all name changes contact JU Call Center.

## **13. EXCHANGE AND REFUND POLICY**

NOTE: Due to COVID-19 Pandemic Exchange/Refund policy is often being updated. Text below presents general policy. Always refer to fare rules and COVID-19 Exchange/Refund policy (Section 16). For additional support contact [rs.sales.support@airserbia.com](mailto:rs.sales.support@airserbia.com).

### **Revalidation Policy**

For any kind of voluntary changes, regardless the Fare Brand / Fare Family, ticket will always have to be reissued and **NOT** revalidated.

Even in case there is not additional collection, no penalty, no rerouting, ticket must be reissued (as No Additional Collection).

### **Voluntary Reissue Policy**

- Travel agencies can only reissue tickets originally issued by their own IATA (office)
- Travel Agents are not permitted to exchange tickets issued by Air Serbia
- Travel Agencies cannot reissue tickets validated on another carrier to an Air Serbia ticket (115) ticket. This type of exchange is prohibited.
- Travel Agents can reroute/reissue tickets according to IATA Resolution 838 (Change of Traffic Documents by Agents) the above rules apply to tickets reissued by travel agencies.
- In all cases, new total fare amount must be equal or higher from the original fare amount.

### **Involuntary reissue and schedule change policy**

- Involuntary reissue is being done by Air Serbia only
- When a schedule change occurs, the travel agencies receive messages for each affected agency PNR. Air Serbia sends message to agency PNR for customer notification, the PNR is updated and in most cases the ticket is revalidated/changed by Air Serbia only (except 72 hours prior to departure, or less)

### **Refund policy**

#### **General Policy**

- Travel agencies can only reissue tickets originally issued by their own IATA (office)
- Travel agencies cannot refund tickets issued by JU.
- If the fare is non-refundable or used (flown), the fare amount that will not be refunded should be shown in the "fare used" field and not in the cancellation penalty field.

- Travel agents should fill the refund application form through BSP link
- In the cancellation penalty field “CP” agents will add the cancellation penalty for the refundable fare.

### **Automatic Refund**

- All tickets issued before the date of automatic refund activation for any GDS must be manually processed for YQ and/or YR tax modification as per fare rules.
- For 1A, all tickets issued before 06<sup>th</sup> of February 2018 must be processed manually

### **Manual Refund**

- Always refer to fare rules prior to processing refund.

### **Voucher refund**

## **EMD Refund policy**

### **General Policy**

- Travel agencies cannot refund an EMD that is not originally issued by their own IATA (office)
- Travel agencies cannot refund EMDs issued by JU.
- Travel agencies can refund EMDs that are originally issued by the issuing agency.
- Before initiating EMD refund, check each individual ancillary refund policy, for non-refundable ancillary services, EMD cannot be refunded even if service is unused.

## **14.OFFICES**

## **15.PERSONAL DATA PROTECTION**

## **16.ABOUT US**

Destinations

Fleet