

GIFT VOUCHER



From: _____

To: _____

Value: _____

EMD: _____



Gift vouchers are subject to the Terms&Conditions published on www.airserbia.com.
To redeem your Gift voucher for a ticket please visit an AirSERBIA retail office in Belgrade or contact
the AirSERBIA Contact center: from Serbia 0800 111 528, from other countries +381 11 311 21 23.

Terms & Conditions

- ✓ Gift vouchers can only be purchased at AirSERBIA offices in Belgrade (Bulevar kralja Aleksandra 17 and Jurija Gagarina 12) or by calling Air Serbia Contact Center at: 0800 111 528 from Serbia, +381 11 311 21 23 from other countries.
- ✓ Gift vouchers are available in denominations of: 25, 50, 100 and 200 EUR, as well as RSD equivalent.
- ✓ A gift voucher is issued as an Electronic Miscellaneous Document (EMD) with a unique 13-digit number beginning with 115.
- ✓ A gift voucher can only be redeemed at the above listed AirSERBIA offices in Belgrade or through the AirSERBIA Contact Center. It is not possible to redeem a gift voucher online.
- ✓ All gift vouchers have a validity period of up to 12 months from the date of issue. A gift voucher can be used only within its validity period. The validity period cannot be extended.
- ✓ The purchaser of a gift voucher must state the exact e-mail address to which the gift voucher will be sent after the issue. AirSERBIA is not responsible if the gift voucher purchaser states the wrong e-mail address and the voucher is delivered to someone else. Any subsequent change of an e-mail address or correction by the purchaser immediately after the voucher issuance is subject to a charge of 10 EUR in RSD equivalent.
- ✓ A gift voucher purchaser is obliged to inform the gift voucher user of the Terms of Use.
- ✓ When purchasing a gift voucher, it is necessary to indicate the name and surname of the person for whom the gift voucher is purchased for (gift voucher user), as only the person with the exact name details will be able to use the gift voucher. The name and surname of the gift voucher user indicated on the Electronic Miscellaneous Document (EMD) must be identical to that stated in the travel document.
- ✓ The person named on the voucher (the voucher user) can always submit a request for the change of personal data indicated on the voucher. In that case, the voucher user will provide the necessary documents to AirSERBIA as evidence that the personal data has changed and personal data will be changed free of charge.
- ✓ AirSERBIA will not accept any responsibility and will not be liable for any loss, theft, damage, or use of a gift voucher without permission and will not issue a replacement. AirSERBIA reserves the right to refuse the use of a gift voucher in case of abuse. 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 named on the gift voucher will be able to redeem the voucher for an electronic ticket in their own name and surname, and it is not possible to transfer the gift voucher to another person.
- ✓ The voucher user will be able to use a gift voucher for the electronic ticket for another person only if the voucher user and the person are on the same booking and flight.
- ✓ When using the voucher, the voucher user is obliged to provide a gift voucher with a valid identification number, which also represents the number of the Electronic Miscellaneous Document (EMD), and the travel document for identification purpose.
- ✓ A gift voucher can be used solely for commercial electronic tickets in one transaction (one-time purchase) for AirSERBIA operational flights.
- ✓ A gift voucher cannot be: exchanged for cash, used to purchase additional services (baggage, seat, meal, priority services, lounge, wi-fly or any other additional service), exchanged for another gift voucher or used as a form of payment in case an additional charge occurs for a voluntary change of date, and/or destination of travel.
- ✓ A voucher must be used in full, in case any balance remains, it will be forfeited. If the value of the ticket exceeds the value of the gift voucher, the difference can be paid in cash (only in AirSERBIA retail offices) or with a credit card.
- ✓ It is possible to use a maximum of 4 gift vouchers in the same transaction (one-time ticket purchase) if the above conditions are met.
- ✓ Etihad Guest miles cannot be redeemed for gift vouchers. By purchasing a gift voucher you will not accrue Etihad Guest Miles.
- ✓ In case of voluntary refund of a ticket purchased entirely with a voucher, the refund will be processed in accordance with the fare rules and the refundable part of the ticket will be refunded exclusively to the voucher; if the ticket price exceeded the value of the voucher and the passenger has paid the additional amount in cash or with a credit card, the ticket refund will be processed by the fare rules and the refundable part may be refunded: a.) to the voucher or b.) original form of payment (cash or credit card) if the refundable part of the ticket is equal or less the amount paid. Requests for refund of the electronic ticket shall be submitted solely at the place of ticket issuance.
- ✓ In the event of a flight cancellation by the company and the company is not able to provide any other alternative flight as a replacement for the canceled flight, the refund of the ticket fully purchased by the voucher will be refunded exclusively to the voucher. If the ticket price exceeded the amount of the voucher, the additional amount paid in cash or by the card can be refunded: a.) to the voucher or b.) in the original payment manner (cash or card). Requests for refund of the electronic ticket shall be submitted solely at the place of ticket issuance.
- ✓ AirSERBIA 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 valid at the time of the purchase of the service, unless they were notified of changes to the Terms of Use and accepted them.
- ✓ AirSERBIA will publish all changes to the Terms of Use in writing on airserbia.com.