

The passengers of Air Serbia and members of Etihad Guest Program may use earned Etihad Guest Miles for extra baggage.

- Purchase of excess baggage with Etihad Guest Miles must be purchased no less than 24 hours before planned flight departure and can be purchased by contacting Air Serbia Call Centre (from Serbia: 0800 111 528 | from abroad: +381 11 311 21 23.)
- Etihad Guest Miles may be used to purchase excess baggage for tickets that specify a piece concept is applied. Miles for excess baggage cannot be purchased on bags where the weight concept is applied. In case you have any doubts as to the concept applying to your travel, please call Air Serbia Call Centre.
- Excess baggage is purchased per ticket, not per sector (for example, if Zagreb – Belgrade – London is issued under 1 ticket, excess baggage will be purchased only once. If Zagreb – Belgrade, and Belgrade – London are issued as 2 tickets, excess baggage will need to be purchased twice)
- Excess baggage purchased must adhere to Standard Bag allowance, weighing up to 23 kg with the maximum dimension sum of up to 158 cm. If during the baggage drop off, any discrepancy is established with respect to the standard type, dimensions and/or weight of the baggage purchased by means of Etihad Guest Miles, the established excess shall be charged solely in money in accordance with the applicable Air Serbia Terms and Conditions on Baggage specified in sections Extra Piece of Baggage and Special Types of Baggage. Etihad Guest Miles may not be used to pay for excess baggage weight, regardless of the initial method of purchase of a standard piece of baggage.
- It is not possible to use Etihad Guest Miles to purchase excess baggage for special types of baggage, non-standard baggage dimensions, excess size, weight and/or quantity of baggage; the purchase and additional payment are rather effected by means of money in accordance with the applicable Air Serbia
- Terms and Fees published on [www.airserbia.com](http://www.airserbia.com).
- Any member of Etihad Guest Program may use their miles for a Standard Piece of Baggage for any airline class, unless otherwise specified in the Terms and Conditions. This service may be limited if operative circumstances so require.
- Excess baggage can be purchased by Etihad Guest members spending Etihad Guest Miles on Air Serbia marketed and operated flights with JU ticket code (ticket beginning with 115). This service is not available for members who have an Air Serbia operated flight that is marketed by another carrier, or a flight marketed by Air Serbia that is operated by another carrier.
- Excess baggage purchased with Etihad Guest Miles must only be on full fare commercial tickets purchased (not eligible for reduced ticket fares, for example employee tickets).
- Etihad Guest Program members may use their earned Etihad Guest Miles for an additional Standard Piece of Baggage for their own travel by Air Serbia or for other persons. If an Etihad Guest Program member uses their Etihad Guest Miles to use this service for themselves or any other person, the member must personally contact Air Serbia Call Centre so that the Etihad Guest Miles could be used for this service. While contacting Air Serbia Call Centre with the intent of using Etihad Guest Miles for a Standard Piece of Baggage either for oneself or any other passenger, one must answer security questions. If you cannot answer all the security questions – you may not be allowed to use Etihad Guest Miles for a Standard Piece of Baggage. The security questions include some of the details related to the reservations for which you wish to purchase an additional baggage by your miles or details from the Etihad Guest account.
- Extra baggage is allowed only if there is required mileage. It is not possible to make an additional payment for the missing miles (Miles+Cash).
- The mileage required for this service is identical for all persons using this commodity regardless of their status in Etihad Guest Program.
- Total number of bags per passenger is limited to 5 and is a sum of an allowed number of bags per ticket and number of additionally purchased bags. Accordingly, if a passenger has no included baggage per ticket, they will be able to additionally purchase up to 5 Standard Bags by means of their miles. In case

a passenger has one included piece of baggage per ticket, the maximum number of Standard bags they may additionally purchase by miles is 4, or 3 if the ticket includes 2 pieces of baggage, etc.

- Etihad Guest Silver, Gold or Platinum members who have purchased a 'light fare' (that does not include standard baggage allowance), can use their Etihad Guest Miles to purchase a standard bag as per the excess luggage rules
- If an Etihad Guest Silver, Gold or Platinum member, who is entitled to excess baggage as per standard Etihad Guest tier benefits, purchases a ticket that includes baggage, and wishes to also purchase excess baggage, the total number of bags per person must not exceed 5 bags.
- Purchase of excess baggage with Etihad Guest Miles is non-refundable.
- In case of delay, damage, destruction or loss of baggage, the same terms and conditions shall apply as for any baggage regardless of the payment method, by miles or money. You may find all the details in Baggage Irregularities. Air Serbia reserves the right to modify required mileage or the Terms of Use from time to time. Passengers are subject to the Terms of Use applicable at the moment of the relevant service purchase, unless they have received a notification about the amended Terms of Use and accepted them.

Air Serbia will publish the amendments to the Terms of Use in writing via [airserbia.com](http://airserbia.com).