

Tariff: JU1 – CTA No. 515 DOT No. 816 Carrier:  
Air Serbia A. D Beograd (JSC)

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Title Page

Airline Tariff Publishing Company, Agent  
International Passenger Rules and Fares  
Tariff No. JU1

Containing  
Local Rules, Fares & Charges on  
behalf of

Air SERBIA A.D. Beograd (JSC for Air Traffic Air SERBIA Beograd)  
Applicable to the  
Transportation of Passengers and Baggage  
between points in

U.S.A./Canada and  
points in Area  
1/2/3

For list of participating carriers, see IPGT-1, DOT:581, CTA:373

This tariff is governed, except as otherwise provided herein,  
by Maximum Permitted Mileage Tariff No. MPM-1, DOT:424, CTA:239;  
Aircraft Type Seating Configuration Tariff No. TS-2, DOT:220,  
CTA:111; and International Passenger Governing Tariff No. IPGT-1,  
DOT:581, CTA:373 issued by Airline Tariff Publishing Company,  
Agent, supplements thereto and reissues thereof.

Issued by:  
Rolf Purzer, President  
Airline Tariff Publishing Company, Agent

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## Rule 1 Definitions

Add-on-fare see "Arbitrary:.

Adult means a person who has reached his/her 12th birthday  
As of the date of commencement of travel.  
Except as noted And defined in rule 200 governed herein.

Africa means the area comprised of Central Africa, Eastern Africa,  
Indian Ocean Islands, Libya, Southern Africa And Western Africa.

Agent means an entity appointed by the carrier to make sales on its  
behalf.

Allowance, free baggage means the baggage which may be carried without  
payment of a charge in addition to the fare. applicable fare means the  
normal or special fare to be applied by taking into account all  
conditions relating to the passenger and his/her travel.

Allowance, free baggage means the baggage which may be  
carried without payment of a charge in addition to the fare.  
applicable fare means the normal or special fare to be  
applied by taking into account all conditions relating to the  
passenger and his/her travel.

"APPR" means the Air Passenger Protection Regulations for  
flights to, from and within Canada.

Airline designators are assigned by IATA. When this code  
appears on a ticket, it reflects the carrier that is  
marketing the flight which might be different from the  
carrier operating the flight.

Alternate transportation means another flight (or flights)  
on the services of the same carrier or a flight (or flights)  
on the services of another carrier.

Arbitrary means an amount published for use only in combination  
with other fares for the construction of unpublished through  
fares. It is also referred to as "proportional fare", "basing  
fare" and "add-on-fare".

Area no. 1 means all of the North and South American  
continents and adjacent islands, islands of the Caribbean Sea,

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 West Indies, Greenland, Bermuda, the state of Hawaii, Midway  
 and Palmyra Islands.

Area no. 2 means all of Europe, including Russian Federation west of the Urals, and adjacent islands, Azores, Iceland, all of Africa and adjacent islands, Madagascar, Ascension islands, that part of Asia lying west of and including Iran.

Area No. 3 means all of Asia except that portion included in area No. 2 above; all of the east indies; Australia; New Zealand, all islands of the Pacific Ocean (including Indonesia, Malaysia, Micronesia And Polynesia, Guam Islands, Wake Island, Caledonia, Norfolk Island and Tasmania) except those included in area no. 1 (including Midway and Palmyra Islands).

Around the world fares means circle trip fares which apply to continuous eastbound or westbound travel via both the Atlantic and Pacific Oceans, commencing from and returning to the same point.

Asia means the area comprised of Afghanistan, Bangladesh, Bhutan, Brunei, Cambodia, China, Hong Kong, India, Indonesia, Islands of Pacific Ocean In Area 3 North Of The Equator Except Gilbert Island, Japan, Kazakhstan, Korea, Kyrgyzstan, Laos, Malaysia, Maldive Islands, Myanmar, Nepal, Outer Mongolia, Pakistan, Philippines, Russian Federation (East Of Ural Mountains) Singapore, Sri Lanka, Taiwan, Tajikistan, Thailand, Timor, Turkmenistan, Uzbekistan and Vietnam.

"assistive device" means any medical device, mobility aid, communication aid or other aid that is specially designed to assist a person with a disability with a need related to their disability.

"ATPDR" means the Accessible Transportation for Persons with Disabilities Regulations.

"ATR" means the Air Transportation Regulations.

Assembly point means a point in the itinerary where the entire group assembles and commences transportation as a group.

Baggage which is equivalent to luggage, means such articles, effects and other personal property of a passenger as are necessary or appropriate for wear, use, comfort or convenience in connection with his trip. unless otherwise specified, it shall include both checked and unchecked baggage of the passenger.

Baggage check means those portions of the ticket which provide for the carriage of passengers' checked baggage and which are issued by carrier as a receipt for passengers' checked baggage.

Baggage identification tag means a document issued by carrier solely for identification of checked baggage. The baggage (strap) tag portion of which is attached by carrier to a particular

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 article of checked baggage and the baggage (claim/identification)  
 tag portion of which is given to the passenger.

"bank of seats" means passenger seats that are immediately adjacent to each other and does not include passenger seats that are across the aisle.

Banker's buying rate means the rate at which, for the Purpose of the transfer of funds through banking channels (i.e. Other than transactions in bank notes, travellers Cheques and similar banking instruments), a bank will Purchase a given amount of foreign currency in exchange for one unit(s) of the national currency of the country in which the exchange transaction takes place.

"bank of seats" means passenger seats that are immediately adjacent to each other and does not include passenger seats that are across the aisle.

Banker's buying rate means the rate at which, for the Purpose of the transfer of funds through banking channels (i.e. Other than transactions in bank notes, travellers Cheques and similar banking instruments), a bank will Purchase a given amount of foreign currency in exchange for one unit(s) of the national currency of the country in which the exchange transaction takes place.

- In Canada, the unit rate published in the Toronto Globe and Mail Friday edition each week, as the foreign exchange mid-market rate in Canadian funds. When a national holiday falls on Friday, the rates quoted on the previous business day will be used. These rates will be applicable from Monday of the following week up to and including the following Sunday.
- In the United States, the rate published each Tuesday in the Wall Street Journal under the heading Foreign Exchange. This rate will be applicable from Wednesday of each week up to and including the Tuesday of the following week. When a national holiday falls on a Monday, foreign exchange rates do not appear in the Tuesday edition of the Wall Street Journal. In such exceptional cases, the previous week's rates are used through Wednesday instead of Tuesday, and the Wednesday edition of the Wall Street Journal will be used for the period Thursday through Tuesday of the following week.

Banker's selling rate means the rate at which, for the Purpose of the transfer of funds through banking channels (i.e. Other than transactions in bank notes, travellers Cheques and similar banking instruments), a bank will sell a Given amount of foreign currency in exchange for one unit(s) Of the national currency of the country in which the Exchange transaction takes place.

Boarding area means the point where the passenger's flight coupons are lifted and kept by the carrier or the point where the carrier examines the passenger's boarding pass prior to the passenger being permitted on the aircraft.

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Boarding pass includes either a paper document or an electronic document issued by the carrier to the passenger and serves as a record that the passenger has checked in for their flight and, when it shows a seat assignment, it permits a passenger to board a particular flight.

Boarding time deadline is the time limit specified by the carrier by which the passenger must be present at the designated boarding area of their flight.

Between ... and... means either in one or in the other direction between two given places or areas. British overseas territory means the area comprising Anguilla, Bermuda, British Antarctic Territory, British Indian Ocean, Cayman Islands, Falkland Islands, Gibraltar, Hong Kong, Montserrat, Pitcairn Islands, St. Helena Plus Dependencies, South Georgia, South Sandwich Islands, Turks And Caicos.

Calendar month means the period of time starting with any day in a month, identified by number, and ending with the same day of the following month. When the same day does not occur in the following month, this period ends on the last day of that month.

**Canada** means the ten provinces of Canada, the Yukon Territory, the Districts and Islands comprising the Northwest Territories of Canada and Nunavut.

Caribbean area means the area comprising Bahamas, Bermuda, the Caribbean Islands (Including The Netherland Antilles, Puerto Rico, U.S. Virgin Islands), Guyana, French Guiana, Surinam, Venezuela.

Carriage, which is equivalent to transportation, means carriage of passenger and/or baggage by air.

Carrier means any or all of the participating carriers named in this tariff.

Central Africa means Malawi, Zambia and Zimbabwe.

Central America Means the area comprising Belize, Costa Rica, El Salvador, Guatemala, Honduras And Nicaragua.

Checked baggage, which is equivalent to registered luggage, means baggage of which carrier takes sole custody and for which carrier has issued a baggage check and baggage (claim) tag(s).

Child means a person who has reached his/her second birthday prior to commencement of travel of each sector but not his/her 12th birthday as of the date of commencement of travel of the journey.

Circle trip-normal fares means travel from one point of origin and return thereto by a continuous, circuitous air route: this may also include journeys comprising two fare components which do not meet the conditions of a round trip but are in line with the aforementioned; provided that where no direct

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scheduled air route is available between two points, a break in the circle between two fare construction points may be travelled by any other means of transportation without prejudice to the circle trip.

Circle trip minimum means the fare to be charged for a circle trip (excluding any side trip for which a separate fare is assessed) shall not be less than the direct route fare for the highest rated pair of points, applicable to the class of service used, from the point of origin to any stopover point on the itinerary.

Circle trip-special fares means the travel from a point and return thereto by a continuous air route, comprising two international fare components which do not meet the conditions of the round trip definition; provided that where no reasonable direct scheduled air route is available between two points, a break in the circle between two fare construction points may be travelled by any other means of transportation without prejudice to the circle trip.

Civil Aeronautics Board means Department of Transportation.

Civil Aeronautics board of the United States of America means Department of Transportation.

Classes of service means economy class and business class.  
combination means whenever two or more one way, round trip or half round trip fares are used and shown separately in a fare calculation.

Code-share refers to a marketing agreement in which two or more airlines i.e. marketing carrier(s) sell seats using their own airline code on a flight that one of them operates (i.e. the operating carrier).

Commercial agreement means an agreement to sell tickets on another carrier's flight, or each other's flights (like a code-share, or a block space agreement).

Conjunction ticket means two or more tickets concurrently issued to a passenger and which together constitute a single contract of carriage.

Conditions of carriage means the terms and conditions established by a carrier in respect to its carriage.

conditions of contract means the terms and conditions shown on the passenger ticket and baggage check.

Constructed fare means unspecified through fares created by the use of add-on amounts, or two more fares shown as a single amount in a fare calculation.

Consequential damages means damages which are reasonable out of pocket expenses and other provable damages incurred by

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passenger as the consequence of the loss, damage, or delay in the delivery of such personal property.

Continental U.S.A. means the 48 contiguous federated states other than Alaska and Hawaii and the Federal District of Columbia of the united states of America.

Convention means either the Montreal convention or the Warsaw convention where applicable.

(A) Montreal convention: means the convention for the unification of certain rules for international carriage by air, signed at Montreal, May 28, 1999;

**Note:** For roundtrip international transportation that originates and ends in Canada, the Montreal Convention will apply to the passenger's journey.

(B) Warsaw convention: means the convention for the unification of certain rules relating to international carriage by air, signed at Warsaw, October 12, 1929, as amended, but not including the Montreal convention as defined above.

Country of commencement of transportation means the country from which travel on the first international sector takes place.

Country of payment means the country where payment is made by the purchaser to the airline or its agent. payment by check, credit card or other banking instruments shall be deemed to have been made at the place where such instrument is accepted by the airline or its agent.

Coupon, flight means the portion of the passenger ticket and baggage check or excess baggage ticket that indicates particular places between which the coupon is good for carriage.

Coupon, passenger means the portion of the passenger ticket and baggage check that constitutes the passenger's written evidence of the contract of carriage.

Currency of the country of payment means the country where payment is made by the purchaser to the carrier or its agent.

date of transaction means the date of issuance of the ticket, MCO or PTA.

Days means full calendar days, including Sundays and legal holidays; provided that for purposes of notification the balance of the day upon which notice is dispatched shall not be counted and that, for purposes of determining durations of validity, the balance of the day upon which the ticket is issued or flight commenced shall not be counted. deadline means:

(1) Reservations: The minimum number of days/months before the day of departure by which reservations must be confirmed.

(2) Payment: The minimum number of days/months before the day of departure by which full payment must be made. (3)

Ticketing: The minimum number of days/months before

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 the day of departure by which ticketing must be completed.

Declared value for carriage means the value of goods or baggage declared to the carrier by the passenger for the purpose of determining charges or of establishing the limit of the carrier's liability for loss, damage or delay.

Destination means the ultimate stopping place of the passenger's journey as shown on the ticket. direct route fare means the fare over the direct route between the two points.

Destination, ultimate see ultimate destination.

Direct routing means the shortest route operated by any carrier in both directions between two points.

domestic fare means a fare applicable between points within the same country.

Direct routing means the shortest route operated by any carrier in both directions between two points.

Domestic fare means a fare applicable between points within the same country.

Disability means any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment – or a functional limitation – whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person's full and equal participation in society.

Domestic transportation means air transportation between points in Canada, from and to the same point in Canada or between and a point outside Canada that is not in the territory of another country.

Domestic transfer means a change from the domestic service of one carrier to another domestic service of the same carrier (online transfer) or to the domestic service of another carrier (interline transfer).

Double open jaw trip means an open jaw trip with an open sector at both the origin/destination and the turnaround ends.

EC member states means the countries of Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden and United Kingdom. eastern Africa means the area comprising Burundi, Djibouti, Eritrea, Ethiopia, Kenya, Rwanda, Somalia, Tanzania and Uganda.

Eastern Caribbean Means The Area Comprising Anquilla, Antigua, Dominica, Grenada, Montserrat, Nevis, St. Kitts, St. Lucia and St. Vincent.

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Eastbound means travel from a point in area 1 to a point in areas 2 and 3 via the Atlantic Ocean, or travel from a point in area 3 to a point in area 1 via the Pacific Ocean.

Eastern Hemisphere means the area comprised of AFRICA, Asia/Area 3, Europe, and the middle east for travel via the Atlantic ocean.

Economy class fare means the full fare established for a normal, regular or usual service, the application of which is not dependent upon any specifically limited period of ticket validity or other special circumstances. Unless otherwise specified, for the application of the provisions of this tariff, economy fares shall be considered to include all year ow, rt, ct and on-season (peak) and off-season (basic) fares for coach/economy class travel.

Educational establishment means a school-academy-college or university offering full time educational-vocational or technical courses for a school year and does not include a commercial office, industrial or military establishment or a hospital at which a student is serving an apprenticeship unless such apprenticeship is part of the school curriculum of the educational establishment at which the student is enrolled.

Electronic ticket - the itinerary/receipt and electronic flight coupon issued by a carrier or its authorized agent.

EMD - electronic miscellaneous document issued by a carrier for the collection of ancillary fees.

Emotional support animal means an animal that provides emotional support, comfort, or therapeutic benefits to meet the disability-related needs of a person with a disability, but has not been individually trained by an organization or person specializing in such training to perform a specific task to assist the person with a disability-related need.

End-on-combinations means a combination of two or more fares which could be ticketed separately at a fare construction point. not applicable to combination of fares between the same points.

Europe Means (According TO IATA Resolutions) The Area Comprising Albania, Algeria, Andorra, Armenia, Austria, Azerbaijan, Belarus, Belgium, Bosnia And Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Georgia, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Monaco, Morocco, Republic of Moldova, Poland, Portugal Including Azores And Maderia, Romania, Russian Federation (West of Urals), San Marino, Serbia, Slovenia, Slovakia, Spain Including Canary Islands, Sweden, Switzerland, Tunisia, Turkey (in Europe and Asia), Ukraine, United Kingdom.

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European Union (EU) means any one of the sovereign nation states that have acceded to the EU. In accordance with Article 229(2) of the treaty establishing the EU, this tariff applies to overseas departments, namely Guadeloupe, French Guyana, Martinique, Reunion Island, the Azores, Madeira and the Canary Islands.

Fare means the amount charged by the carrier for the carriage of a passenger and his/her allowable free baggage and is the current fare which a carrier in the publication it normally uses to publish fares, holds out to the public, or the appropriate segment of the public, as being applicable to the class of service to be furnished.

Fare break point means the origin and/or destination point of a fare component.

Fare break point means the origin and/or destination point of a fare component.

Fare component means a portion of an itinerary between two consecutive fare construction points – the point of origin and the point of destination are fare construction points. fare construction points means the terminal points of a fare component. These are also termed fare break points. fare, local means a fare which applies for carriage over the lines of a single carrier.

Fare, joint means a fare which applies for carriage over the lines of two or more carriers and which is published as a single amount.

First class fare means the full fare established for a normal regular or usual service, the application of which is not dependent upon any specifically limited period of ticket validity or other special circumstances. Unless otherwise specified, for the application of the provisions of this tariff, first class fares shall be considered to include all year OW, RT, CT travel.

Force majeure means unusual and unforeseeable circumstances beyond your control, the consequences of which could not have been avoided even if all due care had been exercised.

Freedom rights

(1) Third Freedom The right to deplane traffic in the foreign country that has been enplaned in the home country of the carrier.

(2) Fourth Freedom The right to enplane traffic in the foreign country that is bound for the home country of the carrier.

(3) Fifth Freedom The right to enplane traffic in one foreign country and to deplane traffic in another foreign country.

Flight coupon means a portion of the passenger ticket that indicates particular places between which the coupon is good for carriage.

French gold francs means francs consisting of 65-1/ju-2 milligrams of gold with a fineness of nine hundred thousandths.

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 French overseas departments means the area comprised of Guadeloupe, French Guiana, Martinique, Reunion and St. Pierre And Miquelon.

French overseas territories means the areas comprised of French Polynesia, Mayotte, New Caledonia and dependencies of the T.A.A.F. (Terres Australes and Antartiques Francaises) consisting of Crozet Archipelago, Kerguelen Islands, St. Paul, Nouvelle Amsterdam and Terre Adelie.

French Polynesia Means the Society Islands which are comprised of The Windward Islands (Moorea And Tahiti), Leeward Islands (Bora Bora, Huahine, Maupiti And Raiatea), Tuamotu Islands (Anaa, Hoa, Manihi And Rangirao), Gambier Islands (Rikitea), Marquesas Islands (Hiva Oa, Nuku Hiva, Ua Huka and Ua Pou), Australes Islands (Rurutu and Tubai).  
 French West Indies means the area comprised of Guadeloupe and Adjacent Islands/Dependencies (La Desirade, Marie Galante, Isles Des Saintes, St. Barthelemy And French St. Martin) and Martinique.

From... To... means the application in one direction between two given points.

Gateway refers to the last U.S.A./Canadian point prior to departure on the Transatlantic/Transpacific leg of a trip or the first point of arrival in the U.S.A./Canada.

Geographical Africa means the area comprising Africa plus Algeria, Canary Islands, Egypt, Madeira, Morocco, Tunisia and Sudan.

Ground transportation means bus, limousine, taxi or train service between air terminal and airport.

Guardian means a legal guardian or a person acting in lieu of parents in the event of death or legal incapacity of parents.

Gulf area means the area comprising Bahrain, Kuwait, Oman, Qatar and United Arab Emirates.

Half round trip fare means half of a specified or constructed round trip normal or special fare.

(1) In the absence of a specified or constructed round trip normal fare, the one way normal fare is considered to be a half round trip normal fare.

(2) If a specified or constructed one way special fare may be doubled to establish a round trip special fare, the one way special fare is considered to be a half round trip special fare.

Hospitalization means admittance/confinement to a hospital on an inpatient basis of at least 1 night duration. Inclusive tour means a prearranged combination of air transportation and surface arrangements other than solely public transportation.

Indirect route means any scheduled continuance air route other than a direct route.

infant Means a person who has not reached his/her second birthday as of the date of commencement of travel.

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Interline transfer means a transfer from the service of one carrier to the service of another carrier.

Interline travel means travel involving multiple air carriers listed on a single ticket that is purchased via a single transaction.

IATA Rate of Exchange (IROE) means the rates of exchange notified by IATA quarterly to convert local currency fares to a neutral unit of construction (NUC) and to convert total NUC amounts to the currency of the country of commencement of transportation.

Iberian Peninsula means the area comprising of Gibraltar, Portugal including Azores and Madeira, Spain including Balearic and Canary Islands. Immediate family except as otherwise indicated, shall mean spouse, children, adopted children, sons-in-law, daughters-in-law, grandchildren, brothers, brothers-in-law, sisters, sisters-in-law, parents, fathers-in-law, mothers-in-law and grandparents.

Immediate family except as otherwise indicated, shall mean spouse, children, adopted children, sons-in-law, daughters-in-law, grandchildren, brothers, brothers-in-law, sisters, sisters-in-law, parents, fathers-in-law, mothers-in-law and grandparents.

Indian Ocean islands means Comoros, Madagascar, Mauritius, Mayotte, Reunion and Seychelles.

Interline transfer point means any point at which the passenger transfers from the services of one carrier to the services of another carrier.

Interline agreement means an agreement between two or more carriers to CO-ordinate the transportation of passengers and their baggage from the flight of one air carrier to the flight of another air carrier (through to the next point of stopover).

Interline itinerary means all flights reflected on a single ticket involving multiple air carriers. Only travel on a single ticket is subject to the agency's approach provided the origin or the ultimate ticketed destination is a point in Canada.

Intermediate fare means the full fare established for normal, regular or unusual service, the application of which is not dependent upon any specifically limited period of ticket validity or other special circumstances. Unless otherwise specified for the application of the provisions of this tariff intermediate fares shall be considered to include all year OW, RT, CT or OJ travel.

International carriage means (except when the Warsaw Convention is applicable) carriage in which according to the contract of carriage, the place of departure and any place of landing are situated in more than one state. As used in this definition, the term "state" includes all

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territory subject to the sovereignty, suzerainty, mandate, authority or trusteeship thereof.

International carriage is defined by the Warsaw Convention means any carriage in which, according to the contract of carriage, the place of departure and the place of destination, whether or not there be a break in the carriage or transshipment, are situated either within the territories of two high contracting parties, or within the territory of a single high contracting party. If there is an agreed stopping place within a territory subject to the sovereignty, suzerainty, mandate or authority of another state, even though that state is not a party to the convention.

International sector means a sector of uninterrupted air travel for which the arrival and departure points are in two different countries, however, when transoceanic travel is involved in a fare component, travel on the transoceanic sector shall be considered the international sector.

international transfer means a change from the international service of one carrier to another international service of the same carrier (online transfer) or to the international service of another carrier (interline transfer).

International transportation means air transportation between Canada and a point in the territory of another country.

Interstate transportation means transportation between a point in any state of the United States or the District of Columbia and a point in any other state of the United States or the District of Columbia.

Involuntary refunds means a refund of an unused ticket or portion thereof of an unused electronic miscellaneous document (EMD) or a miscellaneous charges order (MCO) required as a result of the carrier cancelling a flight, failing to operate a flight according to schedule, failing to stop at a point to which the passenger is destined or is ticketed to stop over, or causing the passenger to miss a connecting flight, being unable to provide previously confirmed space, substituting a different type of equipment or class of service or where because of safety or legal requirements or the condition or conduct of the passenger, carriage is refused.

Issuing carrier means a carrier whose tickets are issued to the passenger.

Local combination means a combination of fares between the same points.

Local currency fares means fares and related charges expressed in the currency of the country of commencement of travel.

Note: See rule 145, ipgt-1 C.A.B. 581 NTA(a) no. 373 for those countries where the U.S. dollar is used for local currency.

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 Marketing carrier means the carrier that sells flights under its code.

Maximum outside linear dimensions means the sum of the greatest outside length plus the greatest outside depth plus the greatest outside height.

Maximum permitted mileage – (MPM) means the maximum mileage that may be travelled for a fare component.

Medical certificate means the following:

(A) In the case of illness a note issued by a doctor on letterhead or prescription pad.

(B) In the case of hospitalization – a copy of any document certifying hospitalization issued by the hospital administration involved.

Micronesia means the area comprised of Guam, Johnston Islands, Marshall Islands, Caroline Islands, Palau Islands and Mariana Islands.

Mid Atlantic area means the area comprising Bahamas, Barbados, Bermuda, Bolivia, Belize, Cayman Islands, Colombia, Costa Rica, Cuba, Dominican Republic, Ecuador, El Salvador, French Guiana, Guadeloupe, Guatemala, Guyana, Haiti, Honduras, Jamaica, Leeward Islands, Martinique, Netherlands Antilles, Nicaragua, Panama, Panama Canal Zone, Peru, Puerto Rico, Surinam, Trinidad And Tobago, Venezuela, Virgin Islands and Windward Islands.

Mid Atlantic fares means fares applicable between the Mid Atlantic area and points in areas 2 and 3 via the North, Mid or South Atlantic Ocean.

Middle East means the area comprising of Bahrain, Egypt (Arab Republic of Egypt), Iran, Iraq, Israel, Jordan, Kuwait, Lebanon, Oman, Qatar, Saudi Arabia, Sudan, Syria, United Arab Emirates (including Abu Dhabi, Ajman, Dubai, Fujairah, Ras Al Khaimah, Sharjah, Omman Al Qaiwain) and Yemen.

Military agencies means departments of the Army, Navy, Air Force, Marine Corps, Coast Guard, the respective academies of the Army, Navy, Air Force, Marine Corps, Coast Guard and the National Guard. The reserve officer training corps is not included.

Military passenger means military personnel of the military agencies who are on active duty status or who have been discharged from active military service within seven days of the date of travel.

Minimum group size means the minimum number of passengers required to qualify for a fare.

Minimum tour price means the minimum selling price for the tour calculated as the air fare plus an amount for land arrangements.

Miscellaneous Charges Order (MCO) means a document issued by a carrier or its agents requesting issue of an appropriate

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 passenger ticket and baggage check or provision of services to the person named in such document.

Most significant carrier (MSC) means the methodology established by IATA resolution 302 which establishes for each portion of a passenger's itinerary where baggage is checked through to a new stopover point, which carrier will be performing the most significant part of the service. For travelers under the resolution 302 system, the baggage rules of the MSC will apply. For complex itineraries involving multiple checked baggage points, there may be more than one MSC, resulting in the application of differing baggage rules through an itinerary.

Most significant carrier (MSC) IATA resolution 302 as conditioned by the Canadian Transportation Agency means the MSC is determined by applying IATA resolution 302 methodology as conditioned by the agency. The agency's reservation stipulated that only a single set of baggage rule may apply for any given interline itinerary. The aim of the agency's reservation is to allow the selecting carrier to use the MSC methodology to determine which carrier's baggage rules apply to an international interline itinerary to or from Canada while reinforcing the role of tariffs in the determination of which carrier's rules apply.

Monday rule (MO) means return journey from the last stopover point outside the country of origin may not be commenced prior to 00.01 hours on the Monday after the date of arrival at the first stopover point outside the country of origin. this definition shall be used in connection with certain special fares as denoted corresponding rule.

National means a person who has the citizenship of a country either by birth or by naturalization.

Neutral Unit of Construction (N.U.C.) means a common unit used to construct fares using different local currencies. normal fare means a fare established as first (f), business (c) (a.k.a. intermediate) of full economy (y) class of service and any other fare denominated and published as a normal fare (e.g., c2, f2, y2). children's fares and infants' fares which are established as a percentage of the fares referred to above are also considered to be normal fares.

North America means the area comprising Alaska, Canada, Continental U.S.A., Hawaii, Mexico, St. Pierre and Miquelon.

No show means a passenger who fails to use reserved accommodation for reason other than missed connection.

North Atlantic fares means fares applicable between the North Atlantic area and points in areas 2 and 3 via the Atlantic Ocean.

North Pacific fares means fares applicable between points in area 1 and points in areas 2 and 3 via the north pacific and Central Pacific Ocean.

NUC means the Neutral Unit of Construction.

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One way trips means a one-way trip is considered to be any journey which, for fare calculation purposes, is not a complete round or circle trip entirely by air.

On-line tariff data base means the remotely accessible, on-line version, maintained by the filer, of:

- (1) The electronically filed tariff data submitted to the "official D.O.T. tariff database," and
- (2) The departmental approvals, disapprovals and other actions, as well as departmental notations concerning such approvals, disapprovals or other actions, that subpart w of the proposed part 221 requires the filer to maintain in its database.

Online service means travel over the services of the same carrier.

The term "official D.O.T. tariff database" means those data records (as set forth in sections 221.283 and 221.286 of the rule) which would be in the custody of, and maintained by the Department of Transportation.

Online transfer means a transfer from the service of one carrier to another service of the same carrier.

Onward combination means a combination of two or more fares at a fare construction point. Not applicable to combination of fares between the same points.

One-way trips means a one-way trip is considered to be any journey which, for fare calculation purposes, is not a complete round or circle trip entirely by air. open-jaw trip (applicable to special fares only) means travel whereby:

- (1) Turnaround open jaw (TOJ) – the outward point of arrival and the inward point of departure are not the same.
- (2) Origin open jaw (OOJ) – the outward point of departure and the inward point of arrival are not the same.
- (3) Single open jaw (SOJ) – either turnaround open jaw or origin open jaw.
- (4) Open jaw (OJ) (a.k.a. double open jaw (DOJ)) – any combination of the above.

Operating carrier means the carrier that operates the actual flight.

Origin means the initial starting place of the journey as shown on the ticket.

Other charges means charges such as taxes, fees, etc. not intended to be shown in the fare construction box of the ticket (excluding excess baggage charges).

Overbooked/oversold means the result of selling more seats than the available number of seats on a flight.

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Overseas transportation means transportation between a point in any state of the United States or the District of Columbia and a point in a territory or possession of the United States.

Passenger means any person, except members of the crew, carried or to be carried in an aircraft with the consent of carrier.

Passenger coupon means that portion of the passenger ticket and baggage check constituting the passenger's written evidence of the contract of carriage.

Passenger ticket means those portions of the ticket issued by the carrier that provide for the carriage of the passenger.

Person with a disability means any person who by virtue of a locomotor, sensory, intellectual or other impairment, requires services or assistance beyond those normally offered by the carrier.

Pitch, seat means the distance between the front edge of one seat in an aircraft and the front edge of the seat immediately in front when both are in the upright position.

Prepaid ticket advice (PTA) means the notification by teletype commercial wire or mail that a person in one city has requested the issuance of prepaid transportation to a person in another city.

Proportional fare see "arbitrary"

Public special fares means all special fares except individual inclusive tour (IIT) and group inclusive tour (GIT) fares.

Rebooking means change of reservation or other changes which do not require ticket reissuance.

Reconfirmation means a requirement that passengers, under certain given circumstances, advise a carrier of their intention to use the space reserved.

Refund means the repayment to the purchaser of all or a portion of a fare rate or charge for unused carriage or service.

Related charges means those charges (such as stopover charges, weekend surcharges) intended to be shown in the fare construction box of the ticket and excess baggage charges.

Rerouting means a change of routing or other changes which require ticket reissuance.

Reservation means equivalent to the term "booking". the allotment in advance of seating or sleeping accommodations for a passenger or of space or weight capacity for baggage. resident means a person normally living in a country of which he may/may not be a citizen.

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Revalidation means the authorized stamping or writing upon the passenger ticket evidencing that it has been officially altered by the carrier.

Round the world (RTW) means travel from the point of origin and return thereto which involves only one crossing of the Atlantic Ocean and only one crossing of the Pacific Ocean.

Roundtrip which is equivalent to return journey, means travel from one point to another and return by an air route for which the same normal all-year through one way fare of the same class applies from the point of origin; provided that this definition shall not apply to journeys for which the same all year through one way fare is established between two points, in either direction around the world.

Routing means the establishment of the possible points via which travel may take place for a specific fare.

Scandinavia means the area comprising Denmark, Norway and Sweden.

Schedule irregularities means the following:

(A) Delays in the scheduled departure or arrival of the carrier's flight resulting in the passenger missing his/her onward connecting flight(s) or any other delay or interruption in the scheduled operation of the carrier's flight, or;

(B) Cancellation of flight, or omission of a scheduled stop, or;

(C) Substitution of aircraft or of a different class of service, or;

Schedule changes which require rerouting of a passenger at departure time of his or her original flight.

School year means a period of 12 consecutive months less whatever interruptions for vacations are normally granted by the education establishment at which the student is enrolled; provided that where the official scholastic year is less than 12 months, "school year" shall mean not less than 6 months period less whatever interruptions for vacations are normally granted at the educational establishment at which the student is enrolled.

Sector means that portion of a journey covered by a single flight coupon.

Selected carrier means the carrier whose baggage rules apply to the entire itinerary.

Selecting carrier means the carrier whose designator code is identified on the first flight coupon of the passenger's ticket at the beginning of an interline itinerary issued on a single ticket whose origin or ultimate destination is in Canada.

Self-reliant means that a person does not require services related to a disability beyond that normally provided by the carrier, or beyond that which applicable rules or regulations require the carrier to provide.

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Service animal means an animal that is required by a person with a disability for assistance and is certified, in writing, as having been trained by a professional service animal institution to assist a person with a disability and which is properly harnessed in accordance with standards established by a professional service animal institution.

Side trip means a journey from and/or to an en route point of a fare component.

Side trip combination means the combination of a fare which could be ticketed separately from and/or to en route point of a fare component

Single open-jaw trip means travel which is essentially of a round trip nature except that:

- (1) The outward point of arrival and inward point of departure are not the same; or
- (2) The outward point of departure and inward point of arrival are not the same.

SITI means sale in and ticket issuance in the country of commencement of transportation.

SITO means sale in but ticket issuance outside the country of commencement of transportation.

SOTI means sale outside but ticket issuance in the country of commencement of transportation.

SOTO means sale outside and ticket issuance outside the country of commencement of transportation.

South America means the area comprising Argentina, Bolivia, Brazil, Chile, Columbia, Ecuador, French Guiana, Guyana, Panama, Paraguay, Peru, Suriname, Uruguay And Venezuela.

South Asian Subcontinent means the area comprised of Afghanistan, Bangladesh, Bhutan, India, Maldives, Nepal, Pakistan and Sri Lanka.

South Atlantic area means the area comprising Argentina, Brazil, Chile, Paraguay and Uruguay.

South Atlantic fares means fares applicable between South Atlantic area and points in areas 2 and 3 via the South Atlantic ocean.

Southern Africa means the area comprising Botswana, Lesotho, Mozambique, Namibia (South West Africa), South Africa and Swaziland.

South East Asia means the area comprised of Brunei, China (People's Republic Of), Guam, Hong Kong, Indonesia, Kampuchea, Kazakhstan, Kyrgyzstan, Laos, Malaysia, Mongolian Republic, Myanmar, Philippines, Russian Federation (east of Urals), Singapore, Taiwan, Thailand, Tajikistan, Turkmenistan, Uzbekistan And Vietnam.

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 South Pacific fares means fares applicable between points in area 1 and points in south west pacific via the South Pacific ocean.

South West Pacific means that portion of area 3 which includes American Samoa, Australia, Cook Islands, Ellice Islands, Fiji Islands, Gilbert Islands, Kiribati Islands, Loyalty Islands, Nauru Islands, New Caledonia, New Hebrides Islands, New Zealand, Norfolk Islands, Papua New Guinea, Pitcairn Island, Polynesian Islands, Samoa Islands, Society Islands, Solomon Islands, Tasmania, Tonga, Tuvalu, Vanuatu, Wallis and Futura Islands.

Special fare means a fare other than a normal fare.

Special Drawing Right means a special unit of currency, the currency values of which fluctuate and are recalculated each banking day. These values are known to most commercial banks and are reported in some newspapers and in the IMF survey, published weekly by the International Monetary Fund, Washington, D.C. 20431.

Stopover means when a passenger arrives at an intermediate point and is not scheduled to depart within 24 hours of arrival.

Surface sector means a sector between two intermediate points of a fare component where travel is via other than air transportation in the case of a mileage fare, the ticketed point mileage between the origin and the destination of the surface sector is included in the tpm calculation of the through fare component. In the case of a routing fare, both the origin and destination points of the surface sector should be on the specified routing. The fare over the surface sector is covered by the through fare component.

Tariffs means the published fares, rates, charges and/or related conditions of a carrier. throughfare means the fare applicable for travel between two consecutive fare construction points via an intermediate point(s).

Ticket means the "passenger ticket and baggage check", including all flight, passenger and other coupons contained therein, issued by carrier, which provides for the carriage of the passenger and his baggage.

Ticketed point means any point shown in the "good for passage" section of the passenger ticket plus any other point(s) used for fare construction and shown in the 'fare construction box' for the passenger ticket; provided that two flight numbers or two carriers such as for an interchange flight will not be permitted on one flight coupon.

Ticketed point mileage - (tpm) means the distance between pairs of points published in the ticketed point mileage manual.

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Ticketing time limit means a time by which the passenger must secure his/her ticket for a confirmed reservation as required by the carrier.

Tour conductor means an individual who is in charge of and/or who personally escorts a group of at least 10 passengers for all or part of the itinerary.

To validate means to stamp or write on the passenger ticket an indication that the passenger ticket has been officially issued by carrier.

Traffic document means ticket, MCO or any other accountable passenger traffic document.

Transatlantic fares means fares applicable between points in area 1 and points in areas 2 and 3 via the north/mid or South Atlantic Ocean and via polar routes.

Transatlantic or Transatlantic sector means the portion of travel covered by a single flight coupon from the point of departure in area 1 to the point of arrival in area 2, and vice versa.

Transfer means a change from the service of one carrier to another service of the same carrier (online transfer) or to the service of another carrier (interline transfer).

Transfer points means any point at which the passenger transfers from the services of one carrier to another service of the same carrier (bearing a different flight number) or to the service of another carrier.

Transpacific or Transpacific sector means the portion of travel covered by a single flight coupon from the point of departure in area no. 1 to the point of arrival in area no. 3 and vice versa.

Trust territory means the area comprising the Caroline Islands, Mariana Islands and Marshall Islands.

Turnaround means a point in a round trip journey where the outward journey ends and the inward journey begins.

Unchecked baggage which is equivalent to hand luggage, is baggage other than checked baggage.

United inches means the total sum arrived at by adding the height, length and width.

United Kingdom or U.K. means England, Scotland, Wales and Northern Ireland including the Channel Islands and the Isle of Man.

"United States Of America" or "the united states" or "the U.S.A." each means, unless otherwise specified, the area comprising of forty-eight (48) contiguous federated states; the federal District of Columbia; Alaska; Hawaii; Puerto

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 Rico; St. Croix And St. Thomas of The Virgin Islands;  
 American Samoa; The Canal Zone; Canton, Guam, Midway and Wake  
 Islands.

U.S. territories means the overseas territories of the United States of America including: American Samoa, Baker Islands, Guam, Howland Islands, Jarvis Islands, Johnston Atoll, Kingman Reef, Midway Island, Northern Mariana Island, Puerto Rico, Saipan, Swains Islands, Pacific Trust Territories, Palmyra Islands, Panama Canal Zone, U.S. Virgin Islands and Wake Islands.

Validation means the authorized stamping or writing upon the passenger ticket evidencing that it has been officially issued by the carrier.

Via used in conjunction with carrier two-letter abbreviation(s), means "applicable to" the carrier(s) specified when carriage is performed by such carrier(s).

Voluntary refunds means a refund of an unused or partially used ticket, or an unused electronic miscellaneous document (EMD) or a miscellaneous charges order (MCO) for reasons other than those mentioned under the definition of an involuntary refund.

Voucher means a monetary credit provided either in paper or electronic format to a passenger that may be used towards future travel services or the provision of incidental services such as meals, ground transportation, and hotel accommodation.

Western Africa means Angola, Benin, Burkina Faso, Cameroon, Cape Verde, Central African Republic, Chad, Congo, Cote d'Ivoire (Ivory Coast), Equatorial Guinea, Gabon, Gambia, Ghana, Guinea, Guinea Bissau, Liberia, Mali, Mauritania, Niger, Nigeria, Sao Tome & Principe, Senegal, Sierra Leone, Togo and Zaire.

Western Hemisphere means the area comprising of area 1.

Westbound means travel from a point in area 2 or 3 to a point in area 1 via the Atlantic Ocean, or from a point in area 1 to a point in area 2 or 3 via the Pacific Ocean.

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## Rule 2 Standard Format of Electronic Rules

### Rule Title/Application (Category \*\*)

This category contains the rule title and defines the application of the rule. It will be used to indicate the geographical application of the rule, type of service (first, coach, etc.), type of transportation (one way or round trip), type of journey (single open jaw, round trip, etc.) and applicability for use with joint fares, tour fares and group fares. Provisions for capacity limitations, general rules which are not applicable and miscellaneous information which is not category specific will also appear here. this category will appear with every rule with at least the rule title.

### Eligibility (Category 1)

Intentionally left blank

### Day/time (category 2)

fares designated as midweek or weekend apply for travel on international flights according to their point of origin. the statement "normal provisions apply" will appear in this paragraph unless an exception exists, in which case, the appropriate midweek/weekend periods will be specified in the applicable fare rule.

### Seasonality (Category 3)

Intentionally left blank

### Flight Application (Category 4)

Intentionally left blank

### Advance Reservations/Ticketing (Category 5)

Groups fares (including group inclusive tour fares) and also applies to tickets purchased individually.

(1) Require that reservations be made and tickets for all members of the group be issued and paid for prior to commencement of outbound travel. The number of days in advance of departure date required to fulfill these conditions will be specified in each group fare rule.

(2) Where applicable, this category will also indicate any payment and ticketing deadline for added/substitute passengers in the group.

(3) Each ticket shall indicate by means of the appropriate ticketing code that the passenger is a member of a travel group and show the applicable inclusive tour code or group code assigned by the carrier, as the case may be.

### Minimum Stay (Category 6)

Intentionally left blank

### Maximum Stay (Category 7)

Intentionally left blank

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#### Stopovers (Category 8)

Unless otherwise specified in the governing fare rules, en route stopovers shall be permitted free of charge.

#### Transfers (Category 9)

Intentionally left blank

#### Permitted Combinations (Category 10)

Any fare may be combined with any other fare that permits combination provided all conditions of the fares are met.

Travel need not be via fare construction points unless otherwise specified in either fare rule.

#### Blackout Dates (Category 11)

Intentionally left blank

#### Surcharges (Category 12)

Intentionally left blank

#### Accompanied Travel (category 13)

Intentionally left blank

#### Travel Restrictions (Category 14)

Intentionally left blank

#### Sales Restrictions (Category 15)

Intentionally left blank

#### Penalties (Category 16)

(1) Rerouting of advance purchase and group fare passengers:  
 Unless otherwise specified, voluntary rerouting are not permitted but will be subject to the provisions specified in this category of the fare rule.

(2) Advance purchase fares

(A) Prior to departure

In the event of submission for refund or failure to use confirmed space as ticketed within the "advance purchase period" for any reason, except as provided below, a portion of the fare will be deemed non-refundable and will be forfeited by the passenger. The applicable non-refundable amount will be specified in each rule.

(i) Full refund will be made in the event of:

(aa) Death or illness of passenger or a member of the passenger's immediate family (attested to by an appropriate certificate);

(bb) An increase in the advance purchase fare after a ticket has been issued, and the passenger desires to cancel.

(ii) If, after issuance of the ticket, schedule changes by the carrier(s) create alterations to the ticketed itinerary which are unacceptable to the passenger, the passenger

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may cancel or have the ticket reissued in accordance with applicable tariffs, without incurring a penalty.

(B) After departure

(i) In the event of submission for refund or failure to use confirmed space as ticketed after travel has commenced, except as provided below, refund will be the difference between the fare paid and the fare for the transportation used less the non-refundable amount specified in the applicable rule.

(ii) In the case of death en route of a member of a family travelling together, the surviving member(s) will be permitted rerouting of the balance of the journey without penalty.

(C) After the ticket has been issued, the non-refundable portion of the fare shall not be used as credit towards payment of any other fares. however, an advance purchase fare ticket may be upgraded to another fare type, only as specified in the applicable rule, subject to all conditions of new fare, in which case the original non-refundable amount shall still not be refundable. the "NONREF/APEX" entry shall continue to be carried in the "form of payment" box of the new ticket and any subsequent reissues.

(3) Group fares (including group inclusive tour fares)

(A) Prior to departure

(i) Refunds shall be made only to or at the direction of the person responsible for the travel arrangements of the group.

(ii) In the event of voluntary cancellation by the group or member of the group less than the number of days stated in the rule prior to commencement of outbound travel, except as provided below, a portion of the group paid will be deemed non-refundable and will be forfeited by the non-departing group member(s).

(iii) Full refund will be made in the case of:

(aa) Death or illness of the passenger or of a member of the passenger's immediate family (attested to by an appropriate certificate);

(bb) Replaced passenger, if substitutions are permitted in the rule being detailed;

(cc) Cancellation of Affinity/non-affinity/incentive/own use group transportation by the carrier.

(B) After departure

(i) Normal cancellation and refund procedures will apply provided that in the event of cancellation or rerouting by a member of the group due to:

(aa) death of the passenger en route, the difference, if any, by which the group fare paid exceeds the applicable fare

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for the portions actually flown by the passenger, calculated from the original point of origin, will be refunded;

(bb) A death in the immediate family of a passenger, the amount of the group fare paid by the passenger will be applied as a credit (but not in cash) towards the purchase of transportation at applicable fares for the portions actually flown by the passenger, calculated from the original point of origin. similar arrangements may be made for other members of the travel group who belong to the immediate family of such passenger;

(cc) A passenger being unable to complete or continue his/her journey with the group due to illness, which must be substantiated by a medical certificate, the amount of the group fare paid will be applied as a credit towards the purchase of transportation at applicable fares for the portions actually flown by the passenger, calculated from the original point of origin. similar arrangements for transportation may be made for other members of the inclusive tour group who belong to the immediate family such passenger.

(ii) Except as provided above, in case of voluntary cancellation of the group or a member of the group, refund will be an amount equal to the excess of the group fare paid over the all-year fare applicable for transportation from the point of origin to the point of cancellation, less the percentage/penalty specified in the applicable fare rule.

(iii) In the event a passenger discontinues his/her journey en route for any reason, the amount of the fare paid will be applied as a credit toward the purchase of transportation at the applicable fare calculated from the point of origin.

(C) In any of the circumstances described above, the remaining members of the travel group, regardless of their number, shall commence or continue with the itinerary, subject to all other conditions of the rule.

(4) Individual inclusive tour fares

(A) Prior to departure

(i) In the event of cancellation by the passenger or failure to use confirmed space as ticketed prior to or at departure time for any

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reason, except as provided in (ii) below, a portion of the fare will be deemed non-refundable and will be forfeited by the passenger. the applicable non-refundable amount will be specified in each individual inclusive tour fare rule.

(ii) Full refund will be made in the event of death or illness of the prospective passenger or a member of the passenger's immediate family (attested to by an appropriate certificate);

(B) After departure

(i) In the event of cancellation by the passenger or failure to use confirmed space as ticketed after travel has commenced, except as provided in (ii) below refund will be the difference between the fare paid and the fare for the transportation used less the non-refundable amount specified in the applicable fare.

(ii) In the case of death en route of a member of a family traveling together; the surviving member(s) will be permitted a rerouting of the balance of the journey without penalty.

(C) Credit towards further transportation in case of voluntary rerouting or change of reservations, the amount of the fare paid may be used as a credit towards payment of a higher applicable fare calculated from the point of origin, in which case the original non-refundable amount shall remain non-refundable in the new ticket as well as any subsequent reissues.

Higher Intermediate Point (Category 17)  
 Intentionally left blank

Ticket Endorsements (Category 18)  
 Intentionally left blank

Children's Discounts (Category 19)  
 Intentionally left blank

Tour Conductor Discounts (Category 20)  
 Intentionally left blank

Agent Discounts (Category 21)  
 Intentionally left blank

All Other Discounts (Category 22)  
 Intentionally left blank

Miscellaneous Provisions (Category 23)  
 Intentionally left blank

(Category 24)

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Currently not available

(Category 25) currently  
 not available

Groups (Category 26)

(1) Group size

Unless otherwise specified in the fare rule, in order to determine the minimum group size, two children each paying at least 50 percent of the applicable group fare will be counted as one member of the group.

(2) Eligibility

(a) Affinity group requirements

(i) The travel group must be formed only from affinity groups, i.e., member (or employee) of the same association, corporation, company or other legal entity (referred to as the 'organization').

(ii) The principal purposes, aims and objectives of the organization, must be other than travel.

(iii) Sufficient affinity must exist prior to the application for transportation in order to distinguish and set the group apart from the general public.

(iv) Each member of the travel group must be a member of the organization at the time of application for the group fares discount and must have been a member for at least six months immediately prior to the date of commencement of travel.

(v) The travel group may include the spouse and dependent children of a member of the organization from which the party to be transported is drawn. In addition, parents living in the same household as a member may be included. However, any such spouse, dependent children or parents must be accompanied on the flight by such member, unless the member has been compelled to cancel his passage.

(vi) Limitation of solicitation with respect to the formation of affinity groups:

(aa) Solicitation is limited to personal letters, circulars and telephone calls addressed to members of the organization, to group publications intended solely for members of the organization (or for members of the federation or organization to which the organization belongs) and to any other form of solicitation not defined as public solicitation in paragraph (vii) below.

(bb) Solicitation must be effected only by officials of the organization or

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members of the travel group.

(cc) The travel group must not be gathered directly or indirectly by a person engaged in soliciting or selling transportation services or providing or offering to provide transportation to the general public. However, the mere ascertainment of the group fare and/or its collection from members of the travel group will not of itself be considered as engaging in such acts.

(dd) If the organizers of the travel group employ a travel agent to assist in the travel arrangements, he must in no way solicit members of the travel group.

however, after the party to be transported is formed, the travel agent may contact members of the group for the purposes of arranging other travel services in addition to assisting in travel arrangements. (vii)

Definition of 'public solicitation'

public solicitation will be considered to exist when the group transportation is described, referred to, announced in advertisements or any other writing or means of public communication, whether paid or unpaid, including but not limited to, telephone campaigns, radio, telegraph and television. However, a statement in public news media other than advertisement, which could not reasonably be construed as calculated or likely to induce travel as a member of the travel group and which has not been initiated by the organization, any member of the travel group, carrier, or an agent or representative of any of them, will not be considered public solicitation.

(b) Incentive/own use group requirements the travel group shall be formed only for own use of one person or a legal entity, such as an association, partnership, company or corporation (referred to as the 'purchaser'). Such purchaser may not, wholly or partially, directly or

indirectly, share the cost of the air transportation with other persons interested in obtaining such transportation, including the passengers carried. However, such cost may be raised by voluntary contributions if:

(i) The voluntary contributions are not solicited/obtained solely from the passengers to be carried:

(ii) Participation in the travel group is not limited to those actually contributing;

(iii) The minimum amount of each person's

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contribution has not been prescribed by the purchaser; and

(iv) Each person to be included in the travel group is selected by the purchaser and for reasons other than such person's request that he/she be included in the travel group.

(c) Incentive group requirements

(i) Incentive groups mean groups of employees and/or dealers and/or agents (including their spouses) of the same business firm(s), corporation(s) or enterprise(s) (excluding non-profit organizations), also referred to as the 'organization', travelling under an established incentive travel program which rewards the employee, dealers and agents for past work or provides an incentive for future activities.

(ii) The incentive travel program is to include air transportation, accommodations, sightseeing, entertainment and other features the cost of which is borne entirely by the business firm, corporation or enterprise and not passed on directly or indirectly to the employees, dealers or agents.

(iii) Officials (and their spouses) of such business firms, corporations or enterprises may also be included in the group if they are travelling for the purpose of making awards or officiating in the incentive travel program.

(iv) Each member of the incentive group must be a member of the organization at the time of application for the group fare.

(3) Documentation

(a) General requirements for all individual and group inclusive tours

These must be vouchers specifying sleeping accommodations and any sightseeing or other features of the tour. such vouchers, including those for ground transportation, must be available for inspection during check-in prior to commencement of travel from the point of origin.

(b) Affinity/incentive/non-affinity/own use group requirements

(i) Written application, in the form required, shall provide a full description of the travel desired, the names and total number of passengers, and, where applicable, the affinity/incentive/own use provision under which the travel is being requested, and must be signed by the applicant (the person responsible for the travel arrangements of the group).

(ii) The application must be submitted to the issuing carrier (the carrier whose tickets are to be issued) prior to commencement of

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outbound travel. the deadline for receipt of the application is specified in each particular group travel rule. (iii)

Except as otherwise noted, only those passengers listed in the written application may be transported.

(iv) Passenger substitution/additions - if name changes and/or additions to the list of participants in the travel group may be made after the written application has been submitted, a statement will appear in this category giving the number of changes and/or additions permitted and the deadline, if any is involved.

(v) Each travel group shall be identified by a definite number (group code) assigned by the carrier.

(c) Group inclusive tour requirements

(i) Written application, in the form required, shall provide the names and total number of passengers and the inclusive tour code number, and be signed by the tour operator or a passenger sales agent (also referred to as the 'travel organizer').

(ii) The application must be submitted to the issuing carrier prior to commencement of outbound travel. the deadline for receipt of the application is specified in each particular group travel rule. (iii)

Except as otherwise noted, only those passengers listed in the written application may be transported.

(iv) Passenger substitutions/additions - if name changes and/or additions to the list of participants in the travel group may be made after the written application has been submitted, a statement will appear in this category giving the number of changes and/or additions permitted and the deadline, if any is involved.

Tours (Category 27)

(1) Individual and group inclusive tour requirements

(a) Except as otherwise noted, the individual inclusive tour must be included in it's published price and appropriate literature, in addition to air transportation, the cost of sleeping or hotel accommodations, plus any other facilities or attractions such as airport transfers, sightseeing, motorcoach trips and car rentals.

(b) Except as otherwise noted, the group inclusive tour must include in it's published price appropriate literature, in addition to air transportation, the cost of airport transfers and sleeping or hotel accommodations for the total duration of the trip, plus other facilities or

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attractions such as sightseeing, motorcoach trips and car rentals.

(c) Tours must be paid for in full prior to commencement of travel and price of tour features and facilities may not be less than the amount specified in this category of the particular fare rule. (2) Minimum tour price

(a) The minimum selling price of the inclusive tour, normally expressed as the applicable inclusive tour plus a specific dollar amount.

(b) Any increase in the minimum selling price due to extra days of stay en route.

Note: The term "minimum tour price" (MTP) shall be understood to mean the minimum selling price of the tour per passenger.

Visit Another Country (Category 28)  
 Intentionally left blank

Deposits (Category 29)  
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## Rule 5 Application of Tariff

### (A) General

(1) Except as provided below, the provisions of this tariff apply locally via the services of the carriers shown below or jointly via the services of these carriers with the other participants in this tariff:

(2) This tariff shall apply to carriage of passengers and baggage including all services incidental thereof performed by carrier under local and joint rates and charged of carrier contained in tariffs which make specific reference to this tariff for governing rules, regulations and conditions of carriage.

(3) Fares and charges of monetary amounts shown in dollars or cents are stated in terms of u.s. currency except where fares and charges or monetary amounts are specifically stated as being published in Canadian currency or other currency.

(4) Rules in this tariff govern the application of all fares and charges published in tariff which specifically refer to and made subject to this tariff with such exceptions as may be expressly stated in such tariffs. These rules constitute the conditions upon which each carrier transports or agrees to transport and are expressly agreed to by the passenger to the same extent as if such rules were included as conditions in the contract of carriage.

(5) The rates, fares, charges, classifications, rules, regulations, practices and services provided herein and in tariffs governed by this tariff have been filed in each country in which filing is required by treaty convention or agreement entered into between that country and Canada in accordance with the provisions of the applicable treaty, convention or agreement.

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(6) Fare rule provisions, local or joint fares, including arbitraries contained in the on-line tariff database maintained by airline tariff publishing company, agent on behalf of JU are considered to be part of this tariff.

(7) The obligations of the carrier under the air passenger protection regulations (APPR) form part of the tariff and supersede any incompatible or inconsistent term and condition of carriage set out in the tariff to the extent of such inconsistency and incompatibility, but do not relieve the carrier from applying terms and conditions of carriage that are more favorable to the passenger than the obligations set out in the APPR.

(8) For the purpose of establishing obligations under both the Canadian APPR and ATPDR, JU declares that it is a large carrier

(B) Gratuitous carriage with respect to gratuitous carriage, carrier reserves the right to exclude the application of all or any part of this tariff.

(C) Change without notice except as may be required by applicable laws, government regulations, orders and requirement, carrier's rules, regulations and conditions of carriage are subject to change without notice; provided that no such change shall apply to a contract of carriage after the carriage has commenced.

(D) When rules or provisions in this tariff or tariffs governed hereby provide for the application of fares and charges based upon percentages of other fares and charges, such proportionate fares and charges will be determined in accordance with the percentage conversion instruction of this tariff.

(E) Effective rules, fares and charges  
 Except as otherwise provided herein, the applicable rules, fares and charges for carriage of passengers and/or baggage are those in effect on the date of commencement of carriage covered by the first flight coupon of the ticket. When the fares or charges collected are not the applicable fares or charges the difference will be refunded to or collected from the passenger, as may be appropriate.

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Applicable for flights to/from Canada

(A) General

(1) This tariff shall apply to carriage of passengers and their accompanying baggage, and to all services incidental thereto: (a) For carriage on flights operated and marketed (carrying an Air SERBIA flight number) to a passenger by Air SERBIA, and (b) For carriage on flights marketed by Air SERBIA to a passenger but operated by another carrier.

(2) With the exception of code-share agreements, when the carrier issues a ticket, baggage check, or makes any other arrangements for transportation over the services of, and in the name of, any other carrier (whether or not such transportation is part of a through service), the carrier acts only as agent for such other carrier and the tariff of that other carrier will apply. (3) Air transportation will be subject to the rules, rates, fares and charges published or referred to in this tariff, in effect on the date of the ticket issuance. (4) Unless the fare rule governing a specific fare basis code applicable to the transportation purchased by the passenger states otherwise, the general rules contained in this tariff will apply. (5) The contents of this tariff constitute the contract between the carrier and the passenger. Should there be a conflict between this tariff and any other document issued or posted by the carrier, this tariff will prevail. (6) The carrier's rules, regulations and conditions of carriage as found in this tariff are subject to change without notice only when required by applicable laws, government regulations, orders and requirements.

(B) Liability under the applicable tariff (1) For international transportation, in the case of damages due to death or bodily injury, passenger delay and lost, damaged, and delayed baggage, the carrier will be subject to the rules relating to liability established by, and to all other provisions of either the Warsaw or the Montreal Convention. The carrier may stipulate that the limits of liability contained in this tariff are higher than those provided for within the applicable Convention or that there are no limits of liability whatsoever. In all other instances, tariff rules which are inconsistent with any provision of the applicable Convention will, to that extent, be inapplicable to international transportation (see Rule 55, Liability – international transportation).

(2) Carrier liability under the APPR: The carrier operating a flight is liable to passengers with respect to the obligations set out in sections 7 to 22 and 24 of the APPR, or, if they are more favourable to those

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passengers, the obligations on the same matter that are set out in the applicable tariff. However, if one carrier carries passengers on behalf of another carrier under a commercial agreement, the carriers are jointly and severally, or solidarily, liable to those passengers with respect to the obligations set out in sections 7, 22 and 24 of the APPR, or, if they are more favourable to those passengers, the obligations on the same matter that are set out in the applicable tariff.

(C) Overriding law/severability

(1) If any provision contained or referred to in the ticket or this tariff is found to be contrary to an applicable law, government regulation, order or requirement, which cannot be waived by agreement of the parties, such provision, to the extent that it is invalid, shall be severed from the ticket or tariff and the remaining provisions shall continue to be in full force and effect.

(D) Gratuitous carriage

(E) Passenger recourse

(1) Any compensation offered to passengers is found in this tariff and is subject to applicable government regulations.

(2) In the case of dispute with [ Joint Stock Company for Air Traffic Air SERBIA Beograd carrying on business as Air SERBIA a.d. Beograd, passengers should, as the first recourse, try to resolve any problem by dealing directly with the carrier. If the passenger has attempted to resolve a complaint with the carrier and is still not satisfied, the passenger may take the matter to either the Canadian Transportation Agency or the appropriate court, as the passenger prefers.

(F) Modification and waiver

(1) No agent, servant or representative of the carrier has the authority to alter, modify, or waive any provisions of this tariff.

(G) Self identification – large or small carrier

APPR

(1) For the purposes of establishing obligations toward passengers under the APPR, [Joint Stock Company for Air Traffic Air SERBIA Beograd carrying on business as Air SERBIA a.d. Beograd declares that it is a Large Carrier APPR.

Accessibility for persons with disabilities

(2) For the purposes of establishing obligations toward passengers with disabilities under the ATPDR or otherwise, [Joint Stock Company for Air Traffic Air SERBIA Beograd carrying on business as Air SERBIA a.d. Beograd declares that it is [a Large Carrier ATPDR and that it has included a statement on its website indicating that it is subject to the ATPDR ] obligations toward persons with disabilities based on other instruments, such as the ATR and the Agency's Codes of Practice, or on human rights principles.

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## Rule 6 Classes Of Service

(A) Economy class

(1) Economy class ("Y" fares will apply when travel is in flights designated as economy class flights in the carrier's schedule or in the economy/class compartment of combination compartment flights operated with jet aircraft.

(2) Description/conditions of service  
passengers seated in the economy/business section will be afforded in-flight amenities such as complimentary beverages and the complimentary use of headsets for audio/visual entertainment (where such feature is provided in flight).

(B) Business class

(1) Air Serbia c or d fares will apply when travel is in the Air Serbia Business and Economy class in the carrier's schedule.

(2) Description/conditions of service  
passengers seated in the Air Serbia Business class large or section will be afforded in-flight amenities such as complimentary beverages (including cocktails) and the complimentary use of headsets for individual audio/visual entertainment (where such feature is provided in flight).

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## Rule 15 Electronic Surveillance of Passengers and Baggage

Passengers and their baggage are subject to inspection with an electronic detector with or without the passengers consent or knowledge.

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## Rule 21 Carriage of Persons with Disabilities

### A) Acceptance for carriage

Air Serbia will make every effort to accommodate a person with a disability and will not refuse to transport a person solely based on the person's disability, except as permitted or required by law. Applicable for flights to/from Canada.

(1) The carrier will accept the determination made by or on behalf of a person with a disability as to self-reliance, unless doing so would impose undue hardship on the carrier, for example, if it would jeopardize security, public health or public safety.

(2) The carrier will not refuse to transport a person with a disability solely based on their disability unless the transportation of the person would impose an undue hardship on the carrier, for example, if it would jeopardize security, public health or public safety.

(3) In instances when refusing transportation to a person with a disability is necessary, the carrier will offer to provide to the person, within 10 days, a written explanation of the reason for the refusal, such as relevant rules, policies, procedures or regulations or evidence in respect of undue hardship.

B) Acceptance of declaration of self-reliance  
 unless Air Serbia determines a safety assistant is essential for safety, pursuant to rule 33 c), air Serbia will accept the determination made by or on behalf of a person with a disability as to self-reliance. Once advised that the person is "self-reliant", Air Serbia shall not refuse such passenger transportation on the basis that the person with a disability is not accompanied by a personal attendant or based on the assumption that the passenger may require extraordinary assistance from airline employees in meeting the passenger's needs.

### C) Accompanying safety assistant required for certain passengers

Air Serbia may require that a safety assistant accompany a person with a disability as a condition of providing transportation if Air Serbia determines that such an assistant is essential for safety, such as in but not limited to, the following circumstances:

1) A passenger is unable to comprehend or respond appropriately to safety related instructions due to a mental disability;

2) A passenger is unable to physically assist in the passenger's own evacuation from the aircraft due to a severe mobility impairment; or

3) A passenger is unable to establish a means of communication with Air Serbia personnel sufficient to receive the safety briefing due to having both severe hearing and vision impairments.

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D) Medical clearance

Air Serbia will not require a medical clearance for a person with a disability as a condition of travel, except as permitted by law. Air Serbia may require a medical certificate when, in good faith and using its reasonable discretion, Air Serbia determines there is reasonable doubt that a passenger can complete the flight safely without requiring extraordinary medical assistance.

E) Seating restrictions and assignments

When a person identifies the nature of his or her disability, Air Serbia will, to the extent possible, accommodate the passenger with a seat assignment that suits the passenger's needs, including seating the passenger together with any safety attendant or personal attendant traveling with the passenger. Passengers with a disability will not be prohibited from occupying seats in designated emergency exit rows, except to the extent required by law. Due to safety reasons, passengers with a disability will not be permitted to occupy seats in designated emergency exit rows.

F) Acceptance of aids

In addition to the regular baggage allowance, Air Serbia will accept, without charge, as priority checked baggage, mobility aids, including but not limited to:

- 1) An electric wheelchair, a scooter or a manually operated rigid-frame wheelchair,
- 2) A manually operated folding wheelchair,
- 3) A walker, a cane, crutches or braces;
- 4) Any device that assists the person to communicate, and
- 5) Any prosthesis or medical device.

Where space permits, Air Serbia will, without charge, permit the passenger to store a manually operated, folding wheelchair and other small mobility aids in the passenger cabin during the flight. The assembling and disassembling of mobility aids will be provided by Air Serbia, without charge. Wheelchairs and mobility aids will be the last items to be stowed in the aircraft hold and the first items to be removed.

G) Manually operated wheelchair access

to the extent permitted by space and facilities, Air Serbia will permit a passenger using a manually operated wheelchair to remain in the wheelchair:

- 1) Until the passenger reaches the boarding gate;
- 2) while the passenger is moving between the terminal and the aircraft door; and
- 3) while the passenger is moving between the terminal and the aircraft.

H) Service animals

Service Animal – means a dog, regardless of breed or type, that is individually trained to do work or perform tasks for the benefit of a qualified individual with a disability, including a visual, sensory, psychiatric, intellectual, or other mental

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disability. Animal species other than dogs, emotional support animals, comfort animals, companionship animals, and service animals in training are not Service Animals pursuant to U.S. or Canadian regulations.

Air Serbia will accept for transportation, if requested by a person with a disability at least 48 hours prior to the scheduled time of departure of the person's flight without charge, a service animal required to assist a person with a disability.

To the extent possible, Air Serbia will assign a seat to the person that provides sufficient space for the person and the service animal.

Air Serbia will permit the service animal to accompany the person onboard the aircraft and to remain on the floor at the person's seat. The service animal will not be permitted to occupy a passenger seat. To the extent permitted or required by law, Air Serbia reserves the right to deny transportation to any service animal when reasonably necessary, in Air Serbia's sole discretion, for the comfort or safety of passengers or crewmembers or for the prevention of damage to the property of Air Serbia or its passengers or employees.

The person is responsible for complying with all laws, regulations, orders, demands, and travel requirements of countries to be flown from, into or through, in respect of the service dog. In particular, the person is responsible for obtaining valid health and vaccination certificates, entry permits and other documents required by countries, states or territories for entry or transit of any service dog that is to accompany the person.

The carrier may refuse to transport a service dog if the person with a disability fails to have in their possession documentation at the time of check-in which demonstrates that the dog has all the necessary valid health and vaccination certificates, entry permits and other documents required by countries, states or territories for entry or transit.

When travel involves more than one carrier, it is the responsibility of the person to verify the policy of each carrier involved in the itinerary and ensure that the requirements of each carrier have been met and that each carrier is aware of and has agreed to carry the service dog on its own aircraft.

For U.S. flights only:

Passengers are required complete and submit to JU the following forms:

(1) a U.S. DOT Service Animal Air Transportation form attesting to the health, training and behavior of the dog; and

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(2) for flight segments of eight (8) hours or more, a U.S. DOT Service Animal Relief form, certifying that the dog will not need to relieve itself on the flight, or can relieve itself in a way that will not cause a health and sanitation issue.

(3) These forms should be submitted more than 48 hours in advance of travel to JU, and are required at the departure gate on your date of travel.

(f) when travel involves more than one carrier, it is the responsibility of the passenger to verify the policy of each carrier involved on the itinerary, and ensure that each carrier is aware and willing to transport the Service Animal.

I) Services to be provided to persons with disabilities upon request, Air Serbia will provide the following services to a person with a disability:

- 1) Assistance with registration at the check in counter;
- 2) Assistance in proceeding to the boarding area;
- 3) Assistance in boarding and deplaning;
- 4) Assistance in stowing and retrieving carry-on baggage and retrieving checked baggage;
- 5) Assistance in moving to and from an aircraft lavatory;
- 6) Assistance in proceeding to the general public area or, in some cases, to a representative of another carrier;
- 7) Transfer between the person's own mobility aid and a mobility aid provided by Air Serbia;
- 8) Transfer between a mobility aid and the passenger's seat;
- 9) Limited assistance with meals, such as opening packages, identifying items, and cutting large food portions;
- 10) Inquiring periodically during a flight about a passenger's needs, and
- 11) Briefing individual passengers with disabilities and any attendant on emergency procedures and the layout of the cabin.

J) Advance notice for special services to the extent permitted by law, Air Serbia may require advance notice for certain special services desired by a person with a disability. Services applicable under this rule include but are not limited to:

- 1) Transportation of an electric wheelchair on an aircraft of less than 60;
- 2) Provision of hazardous materials packaging for batteries or other assistive device that are required to have such packaging;
- 3) Accommodation for a group of 10 or more passengers with disabilities traveling as a group;
- 4) Provision of an onboard wheelchair on an aircraft of 60 seats or more;
- 5) Transportation of an emotional support or psychiatric service animal in the cabin;

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- 6) Transportation of service animal on a flight segment scheduled to take 8 or more hours; or
- 7) Accommodation of a passenger with both severe vision and hearing impairments.

Such request should be made by the passenger at the time of reservation and as far in advance as possible. If a passenger requests a special service at least 48 hours prior to departure, Air Serbia will, to the extent possible, provide the service. If a passenger requests a service less than 48 hours prior to departure, Air Serbia will make a reasonable effort to provide the service.

- K) Boarding and deplaning

Where a person with a disability requests assistance in boarding or seating or in stowing carry-on baggage, Air Serbia will allow the passenger to board the aircraft in advance of other passengers where time permits.

- L) Communication and confirmation of information  
 Air Serbia will ensure that announcements to passengers concerning stops, delays, schedule changes, connections, on-board services, and claiming baggage are communicated to any person with a disability in a manner sufficient for the person to understand the communication.

- M) Inquire periodically

When passengers in wheelchairs that are not independently mobile are waiting to board an aircraft, Air Serbia will inquire periodically about their needs and shall attend to those needs where the services required are usually provided by Air Serbia.

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## Rule 25 Refusal to Transport/Limitation of Carriage

### (A) Refusal, cancellation or removal

(1) Carrier will refuse to carry, cancel the reserved space of, or remove en route any passenger or passenger's baggage:

(a) When such action is necessary for reasons of safety;

(b) When such action is necessary to prevent violation of any applicable laws, regulations, or orders of any state or country to be flown from, into or over;

(c) When the conduct, age, status or mental or physical condition of the passenger is such as to:

(i) Require special assistance of carrier when not required previously by passenger; or

(ii) Cause discomfort or make himself/herself objectionable to other passengers; or

(iii) Involve any hazard or risk to himself/herself or to other persons or to property;

Note: Passengers with physical disabilities have the right to determine their own self-reliance.

(e) When the passenger refuses on request to produce positive identification.

Note: Carrier shall have the right, but shall not be obligated, to require positive identification of persons purchasing tickets and/or presenting a ticket(s) for the purpose of boarding aircraft.

(f) When the passenger refuses to permit search of his/her person or property for explosives or a concealed, deadly or dangerous weapon or article.

(g) The ticket produced by the passenger:

(i) Has been acquired unlawfully or has been purchased from an unagreed entity other than the issuing carrier or its authorized agents; or

(ii) Has been reported as being lost or stolen; or

(iii) Is a counterfeit or falsified ticket; or

(iv) Any flight coupon has been altered by anyone other than the carrier or its authorized agents, or has been mutilated.

in the above cases, the carrier reserves the right to retain the said ticket.

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(h) The person producing the ticket cannot prove that he/she is the person named in the "name of passenger" box, and the carrier reserves

the right to retain the said ticket and to advise the local authorities;

(h) The passenger has previously committed one of the acts or omissions referred to above.

(2) If question arises of any aircraft being overloaded, carrier shall decide which passengers or articles will be carried.

(3) Subject to the provisions of rule 87, (denied boarding compensation) herein, the sole recourse of any person so refused carriage or removed en route for any reason specified in the foregoing paragraphs shall be recovery of the refund value of the unused portion of his/her ticket as hereinafter provided in rule 90 (refunds) herein.

(B) Conditional acceptance for carriage

If a passenger, whose status, age, or mental or physical condition is such as to involve any hazard or risk to himself/herself is carried, it is on the express condition that carrier shall not be liable for any injury, illness or disability, or any aggravation or consequence thereof, including death caused by such status, age, or mental or physical condition.

(C) Carriage of unaccompanied children

(1) Except as otherwise provided, children 7 years of age or over but under 12 years of age will be accepted for carriage unaccompanied only under the following conditions:

(a) At fares provided by rule 200 of this tariff.

(b) Advance arrangements have been made with the carrier.

(c) Children are accompanied to the airport at the time of departure by a parent, guardian or responsible adult who shall remain with the child until enplaned and satisfactory evidence is presented that the child will be met at the airport of destination by another parent, guardian or responsible adult upon deplaning. In addition carrier requests that such evidence must be in writing, duplicate of which must be in child's possession.

(d) The flight on which space is held is not expected to terminate short of or by-pass the destination.

(e) For on-line transportation only.

(2) Children under 7 years of age will not be accepted unless accompanied by an adult at least 16 years old and advance arrangements have been made with the carrier.

(3) A child shall be considered unaccompanied:

(a) A child at least 7 years of age but under 12 years of age, if not accompanied by a

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passenger at least 16 years of age.  
 (b) An infant under 2 years of age if not accompanied by a passenger at least 16 years of age.

## Rule 30 Ground Transfer Service

(A) Except as otherwise provided below carrier does not maintain, operate or provide ground transfer service between airports or between airports and town centers. except where ground transfer service is directly operated by carrier, it is agreed that any such service is performed by independent operators who are not and shall not be deemed to be agents or servants of carrier. Anything done by an employee, agent or representative of carrier in assisting the passenger to make arrangements for such ground transfer service shall in no way make carrier liable for the acts or omissions of such independent operator. In cases where a carrier maintains and operates for its passengers local transfer services, the terms, conditions, rules and regulations of the carrier, including (but without limitation) those stated or referred to in their tickets, baggage checks and baggage valuation agreements shall be deemed applicable to such local services. No portion of the fare shall be refundable in the event local transfer services are not used.

In the case of scheduled overnight stops on through service via the same or a combination of carriers named, ground transfer charges may be borne by the carrier.

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## Rule 35 Passenger Expenses En Route

- (A) Inflight services  
 meals, if served, will be free of charge, unless otherwise specified in the published tariffs of carrier.
- (B) En route ground services
- (1) When requested by passenger, carrier's representatives will make application on their behalf for hotel reservations, but the availability thereof is not guaranteed. All expenses incurred by carrier or its representatives in arranging, or attempting to arrange, for reservations will be chargeable to passengers, except as otherwise provided in this tariff.
- (2) Except as provided below, hotel expenses are not included in passenger fares, and in the case of scheduled overnight or other stops on through services, the cost of hotel accommodation may be borne by carrier. (C) Arrangements made by carrier
- In making arrangements for hotel or other housing and board accommodation for passengers, or for other services requested by passengers, whether or not the cost of such arrangements are for the account of carrier, carrier acts only as agent for the passenger and carrier is not liable for loss, damage or expense incurred by the passenger as a result of, or in connection with, the use by the passenger of such accommodation or other service, or the denial of the use thereof to the passenger by any other person, company or agency.

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## Rule 40 Taxes

Any tax or other charge imposed by government authority and collectible from a passenger will be in addition to the published fares and charges.

Exception: Transit taxes at connecting points will be borne by carrier in case of scheduled overnight or other stops on through services.

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## Rule 45 Administrative Formalities, Passports, Visas and Tourist Cards

### (A) Compliance with regulations

the passenger shall comply with all laws, regulations, orders, demands or travel requirements of countries to be flown from, into or over, and with all rules, regulations and instructions of carrier. Carrier shall not be liable for any aid or information given by any agent or employee of carrier to any passenger in connection with obtaining necessary documents or complying with such laws, regulations, orders, demands, requirements or instructions, whether given orally or in writing, or for the consequences to any passenger resulting from his failure to obtain such documents or to comply with such law, regulations, orders, demands, requirements or instructions.

### (B) Passports and visas

(1) The passenger must present all exits, entry and other documents required by laws, regulations, orders, demands or requirements of the countries concerned. Carrier may refuse carriage to any passenger who has not complied with applicable laws, regulations, orders, demands or requirements or whose documents are not completed. Carrier is not liable to the passenger for loss or expense due to the passenger's failure to comply with this provision.

(2) Subject to applicable laws and regulations, the passenger agrees to pay the applicable fare whenever carrier, on government order, is required to return a passenger to his point of origin or elsewhere due to the passenger's inadmissibility into a country, whether of transit or of destination. Carrier will apply to the payment of such fares any funds paid by the passenger to carrier for unused carriage, or any funds of the passenger in the possession of carrier. The fare collected for carriage to the point of refusal or deportation will not be refunded by carrier.

### (C) Customs inspection

If required, the passenger must attend inspection of his baggage, checked or unchecked, by customs or other government officials. Carrier accepts no responsibility toward the passenger if the latter fails to observe this condition. If damage is caused to carrier because of the passenger's failure to observe this condition, the passenger shall indemnify carrier therefor.

### (D) Government regulation

no liability shall attach to carrier if carrier in good faith determines that what it understands to be applicable law, government regulation, demand, order or requirement requires that it refuse and it does refuse to carry a passenger.

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## Rule 55 Liability of Carriers

(Applicability to international transportation to/from the US and Canada)

### (A) Successive carriers

Carriage to be performed under one ticket or under a ticket and any conjunction ticket issued in connection therewith by several successive carriers is regarded as a single operation. (B) Laws and provisions applicable

(1) Carriage hereunder is subject to the rules and limitations relating to liability established by the convention (rule 1 definitions herein) unless such carriage is not "international carriage" as defined by the convention (rule 1 definitions herein).

(2) To the extent not in conflict with the provisions of paragraph (1) above, all carriage under this tariff and other services performed by each carrier are subject to:

- (a) Applicable laws (including national laws implementing the convention or extending the rules of the convention to carriage which is not "international carriage" as defined in the convention), government regulations, orders and requirements.
- (b) Provisions set forth in the passenger's ticket.
- (c) Applicable tariffs; and
- (d) Except in transportation between a place in the U.S. and any place outside thereof and also between a place in Canada and any place outside thereof, conditions of carriage, regulations and timetables (but not the times of departure and arrival therein specified) of carrier, which may be inspected at any of its offices and at airports from which it operates regular services.

(3) Carrier's name may be abbreviated in the ticket and carrier's address shall be the airport of departure shown opposite the first abbreviation of carrier's name in the ticket; and for the purpose of the convention, the agreed stopping places are those places, except the place of departure and the place of destination set forth in the ticket and any conjunction ticket issued therewith or as shown in carrier's timetable as scheduled stopping places on the passenger's route. A list giving the full name, and its abbreviations of each carrier concurring in this tariff is set forth herein.

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(4) For the purpose of international carriage governed by the Montreal convention, the liability rules set out in the Montreal convention are fully incorporated herein and shall supersede and prevail over any provisions of this tariff which may be inconsistent with those rules.

(C) Limitation of liability

(1) General provisions

Except as the applicable convention or other law may otherwise require:

(a) The carrier is not liable for any death, injury, delay, loss or other damage of whatsoever nature (hereinafter in this tariff collectively referred to as "damage") to passengers or unchecked baggage arising out of or in connection with carriage or other services performed by carrier incidental thereto, unless such damage is caused by the negligence or willful fault of carrier. assistance rendered to the passenger by carrier's employees in loading, unloading, or transshipping baggage shall be considered as gratuitous service to the passenger. The carrier is not liable for damage to such unchecked baggage incurred during, or as a result of such service, irrespective of the negligence of carrier's employees.

(b) The carrier is not liable for any damage directly and solely arising out of its compliance with any laws, government regulations, orders, or requirements or from failure of passenger to comply with same, or out of any cause beyond carrier's control.

(c) The carrier is not liable for damage to a passenger's baggage caused by property contained in the passenger's baggage. Any passenger whose property caused damage to another passenger's baggage or to the property of carrier shall indemnify carrier for all losses and expenses incurred by carrier as a result thereof.

(d) When the carrier has exercised the ordinary standard of care, it shall not be liable for spoilage resulting from delay in delivery of any perishables described in rule 115

(baggage), nor for damage to, or damage caused by, fragile articles described in rule 115 which are unsuitably packed and which are included in a passenger's checked baggage without carrier's knowledge, nor for damage, destruction, loss of precious and highly valuable articles, forbidden as checked baggage, described in rule 115 if they are included in a passenger's checked baggage

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without carrier's knowledge. The carrier shall not be liable for the damage, or delay in delivery of a passenger's checked baggage and property accepted pursuant to the execution of a release as set forth in Rule 115, to the extent that such release relieves carrier of liability.

(e) The carrier may refuse to accept any articles that do not constitute checked baggage as such term is defined herein, but if delivered to and received by carrier, such articles shall be deemed to be within the baggage valuation and limit of liability, and shall be subject to the published rates and charges of carrier.

(f) Liability of carrier for damages shall be limited to occurrences on its own line, except in the case of checked baggage as to which the passenger also has a right of action against the first or last carrier.

(i) a carrier issuing a ticket or checking Baggage for carriage over the lines of another carrier does so only as agent.

(ii) The carrier shall not be liable for death or injury of a passenger not occurring on its own line.

(g) The carrier shall not be liable in any event for any consequential or special damage arising from carriage subject to this tariff, whether or not carrier had knowledge that such damages might be incurred.

(h) Any exclusion or limitation of liability of carrier under this tariff or the ticket shall apply to agents, servants, or representatives of the carrier acting within the scope of their employment and also to any person whose aircraft is used by the carrier and its agents, servants or representatives acting within the scope of their employment.

(i) The owner of a pet shall be responsible for compliance with all governmental regulations and restrictions, including furnishing valid health and rabies vaccination certificates when required. The carrier will not be liable for loss or expense due to the passenger's failure to comply with this provision, and carrier will not be responsible if any pet is refused passage into or through any country, state or territory.

(2) Liability in the case of death or bodily injury of a passenger

(a) The carrier shall be liable under article 17 of the Montreal convention for recoverable

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compensatory damages sustained in the case of death or bodily injury of a passenger, as provided in the following paragraphs:

- (i) The carrier shall not be able to exclude or limit its liability for damages not exceeding 151880 special drawing rights (SDRS) for each passenger.
- (ii) The carrier shall not be liable for damages to the extent that they exceed 151880 special drawing rights for each passenger if the carrier proves that:
  - (aa) Such damage was not due to the negligence or other wrongful act or omission of the carrier or its servants or agents; or
  - (bb) Such damage was solely due to the negligence or other wrongful act or omission of a third party.
- (iii) The carrier reserves all other defenses and limitations available under the Warsaw convention or the Montreal convention, whichever may apply, to such claims including, but not limited to, the exoneration defense of article 21 of the Warsaw convention and article 20 of the Montreal convention except that the carrier shall not invoke articles 20 and 22(1) of the Warsaw convention in a manner inconsistent with paragraphs (1) and (2) hereof.
  - (iv) with respect to third parties, the carrier reserves all rights of recourse against any other person, including without limitation, rights of contribution and indemnity.
  - (v) The carrier agrees that, subject to applicable law, recoverable compensatory damage for such claims may be determined by reference to the laws of the country of the domicile or country of permanent residence of the passenger.
- (b) In cases of personal injury or death, the carrier shall make an advance payment where the carrier determines it is necessary to meet the immediate economic needs of, and hardship suffered by a passenger as provided in the following paragraphs:
  - (i) Unless a dispute arises over the identity of the person to whom an advance payment shall be made, the carrier shall, without delay, make the advance payment to the passenger in an amount or amounts determined by the carrier in its sole discretion. In the

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event of death of a passenger, the amount of the advance payment shall not be less than 16,000 special drawing rights, which shall be paid to a representative of the passenger's next of kin eligible to receive such advance payment as determined by the carrier in its sole discretion.

(ii) The carrier shall make the advance payment as an advance against the carrier's liability under the Warsaw convention, or the Montreal convention, whichever may apply. An advance payment shall not constitute recognition of liability. An advance payment shall be offset against, or deducted from the payment of any settlement or judgement with respect to any claim for compensation on behalf of the passenger.

(iii) The carrier, in making an advance payment, does not waive any rights, defenses, or limitations available under the Warsaw convention, or the Montreal convention, whichever may apply, to any claim on behalf of the passenger, nor shall acceptance of an advance payment constitute a release of any claim, whatsoever, by any person.

(iv) The carrier, in making an advance payment, preserves its right to seek contribution or indemnity from any other person for such payment, which shall not be deemed to be voluntary contribution or contractual payment on the part of the carrier.

(v) The carrier may recover an advance payment from any person where it is proven that the carrier is not liable for any damage sustained by the passenger, or where it is proven that the person was not entitled to receive the payment, or where and to the extent that it is proven that the person who received the advance payment caused, or contributed to, the damage.

(3) Liability in the case of passenger delay  
 The carrier shall be liable for damage occasioned by delay in the carriage of passengers by air, as provided in the following paragraphs:

(a) The carrier shall not be liable if it proves that it and its servants and agents took all measures that could reasonably be required to avoid the damage, or that it was impossible

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for it or them to take such measures.

(b) Airport, air traffic control, security, and other facilities or personnel, whether public or private, not under the control and direction of the carrier are not servants or agents of the carrier, and the carrier is not liable to the extent the delay is caused by these kinds of facilities or personnel.

(c) Damages occasioned by delay are subject to the terms, limitations and defenses set forth in the Warsaw convention and the Montreal convention, whichever may apply. They include foreseeable compensatory damages sustained by a passenger and do not include mental damages.

(d) the carrier reserves all defenses and limitations available under the Warsaw convention or the Montreal convention, whichever may apply, to claims for damage occasioned by delay, including, but not limited to, the exoneration defense of article 21 of the Warsaw convention and article 20 of the Montreal convention. Under the Montreal convention, the liability of the carrier for damage caused by delay is limited to 6303 special drawing rights per passenger. The amount of compensation shall be determined in light of the damage proved by the passenger. The limits of liability shall not apply in cases described in article 25 of the Warsaw convention or article 22(5) of the Montreal convention, whichever may apply.

(4) Liability in the case of destruction or loss of, damage to, or delay of checked and unchecked baggage

No claim should be eligible under this rule unless the person presents valid baggage tag issued by carrier for the lost, damaged or delayed bag and relevant flight. The carrier is liable for damages sustained in the case of destruction, loss of, damage to, or delay of checked and unchecked baggage, as provided in the following paragraphs:

(a) Except as provided below, the liability of the carrier is limited to 1519 special drawing rights for each passenger in the case of destruction, loss, damage, or delay of baggage, whether checked or unchecked, under the Warsaw convention or the Montreal convention, whichever may apply. Unless the passenger proves otherwise:

(i) All baggage checked by a passenger shall be considered to be the property of that passenger;

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(ii) A particular piece of baggage, checked or unchecked, shall not be considered to be the property of more than one passenger; and

(iii) Unchecked baggage, including personal items, shall be considered to be the property of the passenger in possession of the baggage at the time of embarkation.

(b) If a passenger makes, at the time checked baggage is handed to the carrier, a special declaration of interest and has paid a supplementary sum, if applicable, the carrier will be liable for destruction, loss, damage, or delay of such checked baggage in an amount not exceeding the declared amount, unless the carrier proves that the declared amount is greater than the passenger's actual interest in delivery at destination. The declared amount, and the carrier's liability, shall not exceed the total amount of declaration permissible under the carrier's regulations, inclusive of the limitation of paragraph(c)(4)(a) hereof. In the case of transportation under the Warsaw convention, no supplementary sum shall apply unless the declared amount exceeds 19 special drawing rights per kilogram of the total recorded weight of the checked baggage at the time the baggage is handed to the carrier. nevertheless, the carrier may impose charges for pieces of baggage in excess of any free allowance the carrier may provide.

note: this provision is not applicable to a person with a disability's mobility aid.

(c) In the case of unchecked baggage, the carrier is liable only to the extent the damage resulted from its fault, or that of its servants or agents.

(d) The carrier is liable for the damage sustained in case of destruction or loss of, or damage to, checked baggage upon condition only that the event which caused the destruction, loss or damage took place on board the aircraft or during any period within which the checked baggage was in the charge of the carrier. carrier is not liable for destruction, loss, damage, or delay of baggage not in the charge of the carrier, including baggage undergoing security inspections or measures not under the control and direction of the carrier. however, the carrier is not liable if and to the extent that the damage resulted from an inherent defect, quality or vice of the

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baggage or due to over-packed baggage. further, the carrier's liability for the destruction, loss, damage or delay of baggage is subject to the terms, limitations and defenses set forth in the Warsaw convention and the Montreal convention, whichever may apply, in addition to any limitation of defense recognized by a court with proper jurisdiction over claim.

(e) In the event of loss of or partial loss, delay of, destruction or damage to baggage, the passenger must submit original receipts of purchase when filing a claim. The carrier will depreciate the cost of the item(s) as evidenced by the receipt at the rate of 10% for each year from the date of purchase till the date of the submission of the claim.

(f) In the case of damaged bag (suitcase and similar), accepted as checked baggage, the carrier's liability shall be limited to the repairing the damaged bag, paying the cost of repair if such repair were preapproved by the carrier on the basis of an estimate or replacing the bag with adequate one, satisfactory to the passenger, if it is not repairable or reimburse the passenger for the replacement cost of the bag. The carrier shall have discretion to determine which, if any, of the three above mechanisms to use to compensate the passenger.

(g) The carrier reserves all defenses and limitations available under the Warsaw convention, and the Montreal convention, whichever may apply to such claims including, but not limited to, the defense of article 20 of the Warsaw convention and article 19 of the Montreal convention, and the exoneration defense of article 21 of the Warsaw convention and article 20 of the Montreal convention, except that the carrier shall not invoke article 22(2) and (3) of the Warsaw convention in a manner inconsistent with paragraph (4)(a) hereof. The limits of liability shall not apply in cases described in article 25 of the Warsaw convention or article 22(5) of the Montreal convention, whichever may apply.

#### (5) Mobility aids

Note: Notwithstanding the normal carrier liability as contained in this rule, the limit of liability will be waived for claims involving the loss of, damage to, or delay in delivery of mobility aids, when such items have been accepted as checked baggage or otherwise. In the event that a mobility aid is lost or damaged,

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compensation is to be based on the cost of the repair or replacement value of the mobility aid.

(D) Time limitations on claims and actions

(1) No action shall lie in the case of damage to baggage unless the person entitled to delivery complains to the carrier forthwith after the discovery of the damage, and, at the latest, within seven days from the date of receipt; and in the case of delay, or loss, complaint must be made at the latest within 21 days from the date on which the baggage has been placed at his/her disposal (in the case of delay), or should have been placed at his/her disposal (in the case of loss). Every complaint must be made in writing and dispatched within the time aforesaid.

(2) Any right to damages against carrier shall be extinguished unless an action is brought within two years reckoned from the date of arrival at the destination, or from the date on which the aircraft ought to have arrived, or from the date on which the carriage stopped.

(E) Overriding law

If any provision contained or referred to in the ticket or in this tariff may be contrary to an applicable law, government regulation, order or requirement which cannot be waived by agreement of the parties, such provisions, to the extent that it is invalid, shall be severed from the ticket or tariff and remaining provisions shall continue to be of full force and effect.

(F) Modification and waiver

No agent, servant, or representative of carrier has authority to alter, modify, or waive any provisions of the contract of carriage of this tariff.

(G) Gratuitous transportation

(1) Gratuitous transportation by carrier of persons as hereinafter described shall be governed by all the provisions of this rule, except subparagraphs (2) below and by all other applicable rules of this tariff.

(a) Transportation of persons injured in aircraft accidents on the lines of carrier and physicians and nurses attending such persons.

(b) Transportation of persons, the object of which is that of providing relief in general epidemics, pestilence or other calamitous visitation.

(c) Transportation of persons, which is required by, and authorized pursuant to part 223 of the economic regulations of the U.S. Department of Transportation.

(d) Transportation of persons which is subject to the convention.

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(e) Transportation of officers, employees and servants of carrier traveling in the course of their employment and in the furtherance of carrier's business.

(2) Except with respect to gratuitous transportation of persons described in paragraph (g) (1) above, carrier in furnishing gratuitous transportation shall not be liable (the provisions of rule 55 (liability of carriers) to the contrary notwithstanding) under any circumstances, whether of its own negligence or that of its officers, agents, representatives or employees, or otherwise, and the person using such free transportation, on behalf of himself/herself, his/her heirs, legal representatives, defendants and other parties in interest, and their representatives, assignees, releases and agrees to indemnify carrier, its officers, agents, representatives and employees from all liability (including cost and expenses), for any and all delay, and for failure to complete passage, and from any and all loss or damage to the property of such person.

(3) Except in respect of gratuitous transportation of persons described in paragraph (g)(1) above, carrier in furnishing gratuitous transportation shall not be liable (the provisions of Rule 55 liability of carrier to the contrary notwithstanding) under any circumstances whether of its own negligence or that of its officers, agents, representatives or employees, or otherwise, and the person using such free transportation, on behalf of himself/herself, his/her heirs, legal representatives, defendants and other parties in interest, and their representatives, assignees, releases and agrees to indemnify carrier, its officers, agents, representatives and employees from all liability (including cost and expenses) for any and all death or injury, to such person (see note below).

Note: Rules stating any limitation on, or conditions relating to, the liability of carriers for person injury or death are not permitted to be included in tariffs filed pursuant to the laws of the United States, except to the extent provided in Rule 55(2)(a), as part of the tariff filed with governments other than the United States and not as part of this tariff filed with the Department of Transportation of the United States.

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## Rule 60 Reservations

### (A) Personal data

Passengers shall provide the carrier, or its authorized agent, with their personal data for the purpose of making a reservation, obtaining ancillary and complementary services, facilitating immigration formalities and entering the territory of a state. To this end, passengers shall authorize the carrier to retain the data collected and to the transfer said data to its own agencies, its authorized agents, to the carriers, as defined by (1) above, to the ancillary service providers mentioned above and/or the government agencies, regardless of the country and subject to the applicable law. Passengers concerned shall be entitled to access and amend the personal data thus collected, stored and transferred, to the extent that said data is found to be inaccurate or incomplete.

(2) The transportation security agency's (TSA) secure flight program requires that JU collect the following additional information from passengers when making a reservation to fly within, into or out of the United States:

(1) Full name (required), as it appears on government-issued i.d. approved for use when traveling.

(2) Date of birth (required)

(3) Gender (required)

(4) Redress number (optional)

JU may cancel passenger reservations if the reservation does not include the required secure flight passenger data (full name, date of birth and gender).

Applicable for flights to/from Canada

The passenger should provide the carrier with their preferred means of communication from among means offered by the carrier (for example, email address and/or telephone numbers) when the carrier solicits point of contact information from the passenger in case the carrier must communicate with the passenger prior to their departure or at any point during the passenger's itinerary.

### (A) General

A ticket will be valid only for the flight(s) for which reservation(s) shall have been made, and only between the points named on the ticket or applicable flight coupons. A passenger holding an unused open-date ticket or portion thereof or miscellaneous charges order for onward travel, or who wishes to change his ticketed reservation to another date, shall not be entitled to any preferential right with respect to the obtaining of a reservation.

### (B) Conditions of reservations

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Reservations shall be tentative unless and until carrier has issued a validated ticket or Miscellaneous charges order for the carriage for which space is reserved, and the reservation is entered into the carrier's reservation system. Carrier will cancel a reservation at any time without notice on the failure of the passenger to purchase a ticket for the space reserved.

Exception 1: Subject to payment or satisfactory credit arrangement, a validated ticket will be issued by the carrier indicating such confirmed space provided the passenger applies to carrier for such ticket before the time agreed upon between the carrier and the passenger when the reservation was confirmed. However, if airport ticketing was agreed upon, it must be made at a time greater than 60 minutes prior to the scheduled time of flight.

Exception 2: Such reservation of space is subject to cancellation by the carrier without notice if the passenger has not obtained a validated ticket specifying his/her confirmed reserved space by the time limit agreed upon between the carrier and the passenger.

Exception 3: In the event of the termination of an interline traffic agreement between Air Serbia and another carrier, JU will honor any reservation for travel on JU made by such other carrier prior to termination of the agreement provided JU issues the ticket if such ticket was not issued prior to termination.

Exception 4: In the event that the number of persons presenting themselves with confirmed reservations for carriage on a flight exceeds the number of seats available, those passengers with confirmed reservations who are not accommodated will be subject to rule 87 (denied boarding compensation) herein.

#### (C) Allocation of accommodations

Carrier does not guarantee allocation of any particular space or seat in the aircraft or of a seat in the no smoking section of the aircraft. (D) Arrival of passengers at airports.

The passenger must present himself at the airport of departure for check-in at least the number of minutes indicated below prior to the scheduled departure time of the flight on which he/she holds a reservation. If the passenger fails to arrive at such airport of departure by the established time limit or appears improperly documented and not ready to travel, carrier will cancel space reserved for him/her. Departure will not be delayed for passengers who arrive at airports of departure too late for such formalities to be completed before scheduled departure time. Carrier is not liable

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to the passenger for loss or expense due to passenger's failure to comply with this provision.

Applicable for flights to/from Canada

For travel within Canada \*recommended check-in time is 60 minutes before departure, \*\*check-in baggage drop-off deadline is 30 minutes, \*\*\*boarding gate deadline is 20 minutes; to/from the U.S. recommended check-in time is 90 minutes before departure, check-in baggage drop-off deadline is 60 minutes, boarding gate deadline is 20 minutes; for international flights recommended check-in time is 120 minutes before departure, check-in baggage drop-off deadline is 60 minutes, boarding gate deadline is 35 minutes. \*Recommended check-in time: To ensure that the passenger has plenty of time to check in, drop off checked baggage and pass through security, the above details sets out how much in advance of the flight's departure time the passenger should check in. e.g. if the passenger's flight from Paris to Toronto leaves at 4:00 pm, the carrier recommends that the passenger check in by 2:00 pm (120 minutes before their flight). \*\*Check-in and baggage drop-off deadline: The passenger must have checked in, obtained their boarding pass and checked all baggage at the baggage drop-off counter before the check-in deadline for their flight. e.g. if the passenger's flight from Montreal to Miami leaves at 7:00 a.m., the passenger is required to have checked in and checked all baggage with carrier by 6:00 a.m. (60 minutes before their flight). \*\*\*Boarding gate deadline: The passenger must be available for boarding at the boarding gate by the boarding gate deadline, e.g. if the passenger's flight from Toronto to Ottawa leaves at 11:00 a.m., the passenger must be at the boarding gate no later than 10:40 a.m. (20 minutes before their flight). If the passenger fails to meet either the check-in/baggage drop off deadline or the boarding gate deadline specified in the above chart, the carrier may reassign any pre-reserved seat and/or cancel the reservation of the passenger and the carrier may not be able to transport the passenger's baggage. (E) Cancellation of continuing space

If a passenger fails to occupy space which has been reserved for him/her, carrier will cancel all other reservations held by such passenger for continuing or return space. Carrier is not liable for such cancellation but carrier will refund in accordance with voluntary refunds provisions published herein under rule 90(e).

(E) Cancellation of continuing space

If a passenger fails to occupy space which has been reserved for him/her, carrier will cancel all other reservations held by such passenger for continuing or return space. Carrier is not liable for such cancellation but carrier will refund in accordance with voluntary refunds provisions published herein under rule 90(e)

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## Rule 65 Tickets

### (A) General

- (1) A ticket will not be issued and in any case carrier will not be obliged to carry until the passenger has paid the applicable fare or has complied with credit arrangements established by carrier.
- (2) A ticket which has not been validated or which has been altered, mutilated or improperly issued, shall not be valid.
- (3) No person shall be entitled to transportation except upon presentation of a valid ticket. Such ticket shall entitle the passenger to transportation only between points of origin and destination and via the routing designated thereon.
- (4) An electronic ticket ("e-ticket") is the record of agreement maintained and processed within the carrier's electronic reservations system. Instead of flight coupons (a "paper ticket"), a written receipt is provided to the purchaser, which contains a file reference for retrieving the passenger's record within the carrier's reservations system, and includes a summary of the ticket information and itinerary.

### (B) Validity

#### (1) General

When validated, the ticket is good for carriage from the airport at the place of departure to the airport at the place of destination via the route shown therein and for the applicable class of service and is valid for one year from the date on which transportation commences at the point of origin on original ticket, except as otherwise specified in carrier's tariffs. Each flight coupon will be accepted for carriage on the date and flight for which accommodation has been reserved. When flight coupons are issued on an "open date" basis, accommodation will be reserved upon application subject to the availability of space. The place and date of issue are set forth on the flight coupons. Any extension of ticket validity will be in accordance with carrier's tariffs.

Exception 1: If the ticket is for or includes an excursion or other special fare having a shorter period of ticket validity than indicated above, such shorter period of validity shall apply only in respect to such excursion or special fare transportation.

Exception 2: If no portion of the ticket is used

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the period of validity will be one year from the date of issuance of the ticket.

(2) Periods of validity

Tickets expire at midnight on the date of expiration of ticket validity, except that such period of validity will be extended by carrier without additional collection of fare as follows:

(a) For no longer than seven days beyond the original limit when a passenger who holds a ticket valid for one year is unable to obtain space at time of application to carrier.

(b) For no longer than thirty days beyond the original limit when carrier is unable to provide previously confirmed space; or a flight is cancelled or postponed during the period of validity; a scheduled stop which is either a stopover or destination for the passenger is omitted; carrier substitutes a different class of service, or causes a passenger to miss a connection, or fails to operate a flight reasonably according to schedule.

(c) Until the date when the passenger, who is prevented from traveling within the period of validity of his ticket by reason of illness, becomes fit to travel according to a medical certificate, or until the first service of the class for which the fare has been paid on the carrier on which space is available after such date from the point where the journey is resumed or from the last connecting point. provided, that when the flight coupons remaining in a ticket having a one year validity involve one or more stopovers, the validity of such ticket will be extended for not more than 3 months from the date shown on such certificate. In the case of short limit special fare tickets, the validity of the ticket may be extended in the event of illness of the passenger until the date of the first available flight after he/she becomes fit again to travel according to a medical certificate, but in no case later than 7 days beyond the date he/she becomes fit to travel. In such circumstances, carrier will extend similarly the period of validity of tickets of persons traveling with an incapacitated passenger.

(d) For no longer than forty-five (45) days after the date of death of a passenger for tickets of the persons accompanying the deceased passenger.

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(e) A miscellaneous charges order issued without definite date of passage must be presented for a ticket within one year from the date of issue; otherwise it will not be honored for a ticket.

(f) In case of death of a passenger en route, the validity of tickets of persons accompanying the deceased passenger may be extended by no more than 45 days from the date of death. In case of death in the immediate family of a passenger who has commenced travel, the validity of the passenger's ticket and those of members of his immediate family accompanying him, may be extended by no more than 45 days from date of death. A death certificate, or copy thereof must be presented at the time of reticketing. (C) Coupon sequence and production of the ticket

(1) Flight coupons will be honored in sequence from the place of departure as shown on the passenger coupon. The passenger throughout his journey must retain the passenger coupon and all flight coupons of the ticket not previously surrendered to carrier. He must, when required, produce the ticket or surrender any applicable portion to carrier.

(2) The fare paid shall only be applicable when international travel commences in the country of the point of origin shown on the ticket; if international travel actually commences outside the country of the ticketed point of origin, the fare must be reassessed from the point where international travel actually began. (D) Absence, loss or irregularities of ticket Carrier will refuse carriage to any person not in possession of a valid ticket. In case of loss or non-presentation of the ticket or the applicable portion thereof, carriage will not be furnished for that part of the trip covered by such ticket or portion thereof until the passenger purchases another ticket at the current applicable fare for the carriage to be performed. Carrier will not accept a ticket if any part of it is mutilated or if it has been altered by other than carrier or it is presented without the passenger coupon and all unused flight coupons. notwithstanding the foregoing, carrier will issue at the passenger's request a new ticket to replace the lost one upon receipt of proof of loss satisfactory to carrier, and if the circumstances of the case in carrier's opinion warrant such action; provided, that the passenger agrees, in such form as may be prescribed by carrier, to indemnify carrier for any loss or damage which carrier may sustain by reason thereof.

(E) Non-transferability

(1) A ticket is not transferable, but carrier shall not be liable to the person entitled to be

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transported or to the person entitled to receive such refund for honoring or refunding such ticket when presented by someone other than the person entitled to be transported thereunder or to a refund in connection therewith.

- (2) If a ticket is in fact used by any person other than the person to whom it was issued, with or without the knowledge and consent of the person to whom it was issued, carrier will not be liable for the destruction, damage, or delay of such unauthorized person's baggage or other personal property arising from or in connection with such unauthorized use.

- (3) If a ticket is in fact used by any person other than the person to whom it was issued, with or without the knowledge and consent of the person to whom it was issued, carrier will not be liable for the death or injury of such unauthorized person arising from or in connection with such unauthorized use (see note). note: except to the extent provided in rule 55 (liability of carrier) with respect to rules affecting liability of carriers for personal injury or death are not permitted to be included in tariffs filed pursuant to the laws of the united states, and this rule is included herein as part of the tariff filed with governments other than the united states and not as part filed with the Department of Transportation.

(F) Prepaid ticket advice

(1) General

Tickets may be purchased by means of a prepaid ticket advice (PTA); however, unless otherwise provided, payment for a PTA will not constitute ticket issuance. The ticketing time limit requirement, when specified in the rule governing the applicable fare will be met only when the ticket itself is issued. exception: (applicable only for travel originating in Canada, paid in France and issued in Canada) the PTA will constitute ticketing, provided it is issued within tariff deadlines and reservation requirements are met and shown on the PTA, any cancellation, refund and rerouting will result in penalties against the PTA in the same manner as though a ticket were issued. an open PTA will not constitute ticketing for any special fare requirements.

(2) Service charge

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The carrier will impose a service charge for each prepaid ticket advice (PTA) issued: EUR 25.00 or for sales made in France. Prepaid ticket advice (PTA) are not sellable in Canada.

this service charge is not subject to any discount and cannot be refunded.

(G) Waiver of minimum/maximum stay requirements

(1) When a ticket is sold at a special fare containing a minimum stay requirement, the minimum stay requirement will be waived on presentation of a death certificate or copy thereof for passengers who are:

(a) Members of the immediate family of a passenger who dies en route, or

(b) Other persons actually accompanying a passenger who dies en route.

(2) If a passenger holding a special fare ticket with a minimum stay requirement desires to commence the return before the expiry of the minimum stay period owing to the death of an immediate family member not accompanying the passenger, and a death certificate or copy thereof is not immediately available, the passenger will be entitled to a refund of the additional amounts paid to permit earlier return, on presentation of a death certificate attesting to the death of such family member after the passenger's commencement of travel.

Note: The same provisions will apply to immediate family member(s) accompanying the passenger.

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## Rule 75 Currency of Payment

Subject to exchange laws and government regulations, the following rules shall apply:

- (A) Payment in country of commencement of transportation payment shall be made as follows:
  - (1) In the currency of the country of commencement of transportation, or
  - (2) In any currency acceptable to the carrier, provided that the equivalent of the local currency fare is collected at the bankers buying rate of exchange in effect on the date of issuance of the transportation document.
- (B) Payment outside the country of commencement of transportation Payment shall be made as follows:
  - (1) The amount to be paid shall be determined by converting the total amount to be collected, expressed in the currency of the country of commencement of transportation, into the currency of the country of payment at the applicable bankers selling rate of exchange in effect on the date of the transaction.
  - (2) Payment shall be made either in the currency of the country of payment, or in any currency applicable to the carrier, provided that the equivalent of the local currency amount of the country of payment established in accordance with paragraph 1. Above is collected by the bankers buyers rate of exchange on the date of the transaction.

### (C) Rates of exchange

1. Applicable for the U.S.A.  
 The bankers rates referred to in the payment rules means the unit rate published each Tuesday in the wall street journal under heading 'foreign exchange'. This rate will be applicable from Wednesday of each week up to and including Tuesday of the following week. When a national holiday falls on Monday, foreign exchange rates do not appear in the Tuesday edition of the wall street journal. In such exceptional cases, the previous week's rates are used through Wednesday instead of Tuesday and the Wednesday edition of the wall street journal will be used for the period Thursday through Tuesday.

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## 2. Applicable for Canada

The banker's buying rate or banker's selling rate means the unit rate published in the Toronto globe and mail Friday edition each week, as the foreign exchange mid market rate in Canadian funds. For currencies not quoted in such publication, the bankers rate shall mean the bank buying rate quoted by the royal bank of Canada, main office in Winnipeg, as of the close of business on Thursday of each week. These rates will be applicable from Monday of the following week up to and including the following Sunday. For currencies not published in such publication, the latest issue of the "IATA clearing house monthly five day rates" shall be used. For Armenia, Azerbaijan, Belarus, Czech Republic, Estonia, Georgia, Hungary, Kazakhstan, Kyrgyzstan, Latvia, Lithuania, Moldova, Romania, Russian Federation, Slovakia, Tajikistan, Turkmenistan, Ukraine, Uzbekistan, the latest issue of the "IATA clearing house monthly five day rates" shall be used."

### (D) En-route reassessment of fare

- (1) The fare will be reassessed in the currency of the country of commencement of transportation.
- (2) The local currency fares to be used will be those applicable at the time of commencement of transportation.
- (3) The IATA rate of exchange to be used will be that applicable at the time of original ticket issuance.
- (4) If an en-route reassessment of the fare results in a refund, the amount of the refund shall be converted using the banker's rate applicable at the date of the refund, except when original payment has been made in a currency other than the currency of the country of commencement of transportation, refunds in the same currency as originally tendered will be made at the exchange rate used for the original payment.
- (5) If an en-route reassessment of the fare results in an additional collection, the amount of additional collection shall be converted using the banker's selling rate applicable at the date of original collection.

Note: Carriers will pay the refund in the same form (i.e. cash, check, credit card, etc.) that was used in purchasing the original transportation document. Carriers, in making the refund, will observe any refund restriction that may be published in the applicable rules governing the original transportation document. Further, JU will observe a government of JU restriction imposed on the conversion and refund of

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currencies outside the country whose currency was originally collected.

(E) Acceptability of currencies

- (1) Fares and charges are payable in any currency acceptable to the carrier hereby specified in rule 145, (E) in ipgt-1, C.A.B. 581 NTA(A) no. 373.
- (2) Those currencies hereby specified in rule 145, paragraph (f) in ipgt-1, cab no. 581, nta(a) no. 373., may only be accepted in the country of which it is the local currency.

Note: For the purpose of (e)(2) above, the following will only be honored in the country of original payment:

- (a) MCOS for unspecified transportation issued in such currency.
  - (b) Unused traffic documents paid for in such currency.
- (F) Conversion Of Local Currency Amounts For combination/construction purposes

(1) Where a journey requires the combination of local currency fares, on the same ticket, or the construction of fares by use of add-on amounts, conversion of local currency fares/add-on amounts into the currency of country of commencement of transportation shall be taken as follow:

(a) All local currency amounts shall be divided by the rate of exchange to the us dollar as shown herein under rule 145 ipgt-1, C.A.B. 581 NTA(A) no. 373 for the currency in which the amount is denominated, the resultant amount being expressed to two decimal places ignoring any further decimal places.

(b) All resultant amounts shall be added together and multiplied by the rate of exchange to the us dollar as shown herein under rule 145 ipgt-1, C.A.B. 581 NTA(A) no. 373 for the currency of the country of commencement of transportation, the resultant amount being rounded in accordance with the following: rounding units: conversions/changes shall be calculated to one decimal place beyond the number of decimal places shown in rule 145 ipgt-1, C.A.B. 581 NTA(a) no. 373 ignoring any further decimal places and unless otherwise shown, rounded up the net higher rounding unit.

Example:

(i) when rounding unit is whole number, e.g. 100, convert total fare to one decimal place and unless otherwise

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stated, round up the next higher unit.

(ii) when the rounding unit is to one decimal, e.g. 0.1, convert total fare to two decimal places and, unless otherwise stated, round up to the next higher unit.

(iii) when the rounding unit is two decimal places, e.g.

0.05, convert total fare to

three decimal places and, unless otherwise stated, round up to the next higher unit.

(G) Transportation documents

(1) All transportation documents shall show the applicable currency codes as shown in rule 145 ipgt-1, CAB no. 581, NTA(a) no. 373 governed herein.

(2) When showing local currency amounts in the "fare" box and "equivalent amount paid" box of the ticket, the amount shall be rounded in accordance with paragraph (f)(1)(b) above and expressed to the number of decimals shown in rule 145 ipgt-1, cab no. 581, NTA(a) no. 373.

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## Rule 80 Revised Routings, Failure to Carry and Missed Connections

(Applicable for transportation to/from the U.S.A. and Canada)

### (A) Changes requested by passenger

(1) At the passenger's request, carrier will effect a change in the routing (other than the point of origin), carrier(s), class(s) of service, destination, fare or validity specified in an unused ticket, flight coupon(s) or miscellaneous charges order by issuing a new ticket or by endorsing such unused ticket, flight coupon(s) or miscellaneous charges order, provided that: (a) Such carrier issued the original ticket or; (b) Such carrier is the carrier designated in the "via carrier" box, or no carrier is designated in the "via carrier" box, of the unused flight coupon or miscellaneous charges order for the first onward carriage from the point on the route at which the passenger desires the change to commence; however, where the carrier who issued the ticket is designated as carrier for any subsequent section(s) and has an office or general agent, who is authorized to make endorsements, at the point on the route where the change is to commence or where the passenger makes his request for such change, the reissuing carrier shall obtain such issuing carrier's endorsement; or (c) Such carrier has received written or telegraphic authority to do so from the carrier entitled, under (a) or (b) above, to effect the change.

### (2) Partly used tickets

(a) Where the rerouting results in a fare change, the new fare and charge shall be recalculated from the last fare construction point preceding the point from which the flight coupon(s) will be uplifted to the destination or to the next fare construction point beyond which the original fare calculation remains applicable; provided once travel on a fare component has been completed such fare component may not be used for subsequent voluntary rerouting.

Note: For the purpose of this rule, fare construction point, as used herein, means the point to which the previous fare was calculated.

(b) Additional passage at the through fare and charges shall not be permitted unless request therefor has been made prior to arrival at the destination named on the original ticket

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or miscellaneous charges order, and after carriage has been commenced:

(i) A one way ticket shall not be converted into a round, circle or open jaw trip ticket at the round, circle or open jaw trip discount for any portion already flown. Discount will be applied only to any rerouted portion of the trip and only from the point of rerouting, not based on any portion of the trip already flown.

(ii) A round, circle or discounted open jaw trip ticket can be converted into any other one of these categories provided that the request therefore is made prior to arrival at the destination named on the original ticket or miscellaneous charges order.

(3) Totally unused tickets unless otherwise specified in the applicable fare rule used:

(a) When a totally unused ticket is presented for a change of journey, the ticket shall be refunded and a new ticket shall be issued.

(b) The fare for the new journey shall be reassessed based on the fares applicable at the time of commencement of the new transportation and the rate of exchange applicable to the time of reassessment.

(c) The ticket issuance details from the old ticket shall not be carried forward to the new ticket.

(4) Any difference between the fares and charges applicable under subparagraph (2) above, and the fares and charges paid by the passenger, will be collected from the passenger by the carrier accomplishing the rerouting who will also pay to the passenger any amounts due on account of refunds.

(5) The expiration date of any new ticket issued for a revised routing will be limited to the expiration date that would have been applicable had the new ticket been issued on the date of sale of the original ticket or miscellaneous charges order.

(6) Time limits on cancellations and charges for late cancellations will be applicable to revised routings requested by passenger.

(B) Involuntary revised routings

(1) In the event carrier cancels a flight, fails to operate according to schedules, substitutes a different type of equipment or different class of service, or is unable to provide previously confirmed space, or the passenger is refused passage or removed, in accordance with rule 25

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(refusal to transport - limitations of carriage)  
 herein, carrier will either:

- (a) Carry the passenger on another of its passenger aircraft on which space is available; or
  - (b) Endorse to another carrier or to any other transportation service the unused portion of the ticket for purposes of rerouting; or
  - (c) Rerouting the passenger to destination named on the ticket or applicable portion thereof by its own services or by other means of transportation and, if the fare, excess baggage charges and any applicable service charge for the revised routing is higher than the refund value of the ticket or applicable portions as determined from rule 90 (refunds), and charges for the revised routing are lower; or
  - (d) Make involuntary refund in accordance with the provisions of this rule.
- (2) In the event of death, the following provisions will apply for passenger's travelling at a fare with rerouting or change of reservation restrictions:
- (a) In the case of death of a passenger, the accompanying passengers may terminate or interrupt travel but no later than 45 days after the travel is interrupted.
  - (b) In the case of death in the immediate family, a group fare passenger or an individual passenger may return to the place of origin shown on the ticket, without stopovers en route, at the same fare on the next available flight, if death occurred at the point at which travel is interrupted, but no later than 45 days after the travel is interrupted.
  - (c) The ticket of returning passengers will be endorsed "return account death ..... (name)" and such endorsement shall be authenticated by validation or other official stamp.
  - (d) A death certificate must be presented at the time of reticketing or in the country where death occurred.
- (C) Missed connections
- In the event a passenger misses an onward connecting flight on which space has been reserved for him/her because the delivering carrier did not operate its flight according to schedules, or changed the schedule of such flight, the delivering carrier will arrange for the carriage of the passenger or make involuntary refund in accordance with this rule.
- (D) Free baggage allowance

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An involuntary rerouted passenger shall be entitled to retain the free baggage allowance applicable for the type of service originally paid for. This provision shall apply even though the passenger may be transferred from a first class flight to an economy/tourist/coach/thrift class flight and is entitled to a fare refund.

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## Rule 85 Schedules, Delays and Cancellations of Flights

### (A) Schedules

The times shown in timetables or elsewhere are approximate and not guaranteed, and form no part of the contract of carriage. Schedules are subject to change without notice and carrier assumes no responsibility for making connections. Carrier will not be responsible for errors or omissions either in timetables or other representatives of schedules. No employee, agent or representative of carrier is authorized to bind carrier as to the dates or times of departure or arrival or of the operation of any flight.

### (B) Cancellations

(1) Carrier may, without notice, substitute alternative carriers or aircraft.

(2) Carrier may, without notice cancel, terminate, divert, postpone or delay any flight or the further right or carriage or reservation of traffic accommodations and determine if any departure or landing should be made, without any liability except to refund in accordance with its tariffs the fare and baggage charges for any unused portion of the ticket if it would be advisable to do so:

(a) Because of any fact beyond its control (including, but without limitation, meteorological conditions, acts of god, force majeure, strikes, riots, civil commotions, embargoes, wars, hostilities, disturbances, or unsettled international conditions) actual, threatened or reported due, directly or indirectly, to such fact; or

(b) Because of any fact not to be foreseen, anticipated or predicted; or

(c) Because of any government regulation, demand or requirement; or

(d) Because of shortage of labor, fuel or facilities, or labor difficulties of carrier or others.

(3) Carrier will cancel the right or further right of carriage of the passenger and his baggage upon the refusal of the passenger, after demand by carrier, to pay the fare or the portion thereof so demanded, or to pay any charge so demanded and accessible with respect to the baggage of the passenger without being subject to any liability therefor except to refund, in accordance herewith, the unused portion of the fare and baggage charge(s) previously paid, if any.

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The rules set out in the Canadian APPRs are fully incorporated herein and shall supersede and prevail over any provisions of this tariff which may be inconsistent with those rules.

## Delays and cancellations

Applicable for flights to/from Canada

**Part I:** Applicable only to flights or portions of flights originating in the EU and terminating in Canada

### (1) Applicability

The following rules shall apply:

(a) In respect of flights departing from an airport in the European Union (EU) and flights departing from an airport in a third country bound to an airport in the EU unless passenger received benefits or compensation and were given assistance in that third country;

(b) On condition that passengers have a confirmed reservation on the flight concerned and presents himself/herself for check-in at the time indicated in advance and in writing or electronically; or; if no time is indicated; not later than 60 minutes before the published departure time;

(c) Only to the passenger traveling with a valid ticket including tickets issued under a frequent flyer or other commercial program with confirmed reservations and

(i) Presents himself at the appropriate place and has observed published minimum check-in times

(ii) Has complied with Swiss' ticketing and reconfirmation procedures

(iii) Is acceptable for transportation under the carrier's tariff and the flight for which the passenger holds confirmed reservations is unable to accommodate the passenger and departs without him/her

(d) where JU is the operating carrier of the flight exceptions:

The following passengers will not be entitled to compensation:

(i) Passengers travelling to EU who have received benefits or compensation in a third country

(ii) Passengers travelling between two airports outside the EU unless the sector is part of a flight (same flight number) that originated in the EU

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- (iii) Passengers without confirmed reservations
- (iv) Passengers who have not presented themselves for check-in on time
- (v) Passengers on free or reduced fares not directly or indirectly available to the public, e.g. ID and AD tickets

(e) The passenger is accommodated on the flight for which he/she holds confirmed reservations, but is seated in a compartment of the aircraft other than that reserved, provided that when the passenger is accommodated in a class of service for which a lower fare is charged, the passenger will be entitled to the appropriate refund.

## (2) Cancellation of flights

- (a) In case of cancellation of a flight the passengers will be entitled to the following:
- (i) Right to compensation according to paragraph (c) and
    - (ii) Right to choose between reimbursement/rerouting with the same options as mentioned under (a)(1) above and
    - (iii) Right to care including
      - Meals and refreshments, reasonably related to the waiting time
      - 2 telephone calls or telex, e-mails, fax
      - If necessary, hotel accommodation plus transfer between airport and hotel

## (b) Amount of compensation payable

- (i) The amount of compensation depends on the distance of the scheduled flight or the alternative flight proposed.

Compensation amounts in EUR:

Flight km between and	Amount in EUR
0-1500	250
1500 – 3500	400
Intra EU flights of more than 1500	400
Greater than 3500	600

- (iii) In lieu of cash payment of the amounts mentioned in (b)(i) and (b)(ii) the passenger may choose compensation in the form of a voucher valid for further travel on the services of

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Swiss, then the compensation amount will be 150 percent of the amount mentioned in (b)(i) and (b)(ii).

Following conditions shall apply to such vouchers:

- Validity is 1 year from the date of issue
- If, after one year the voucher has not been used, it will be refunded but only at the cash values as applicable in (b)(i) and (b)(ii).
  - Lost vouchers will not be replaced
  - A ticket may only be issued in exchange for the voucher in the same name as that on the voucher
  - If the value of a desired ticket exceeds the value of the voucher, the passenger shall pay the applicable difference
  - If the value of the voucher exceeds the value of a desired ticket, the difference will not be refunded.

### (3) Long delay

This rule is only applicable when a flight is delayed at departure, not when a flight leaves on time and is subsequently delayed. A long delay is considered a flight that is delayed according to the following parameters:

Trips less than 1,500 km	More than 2 hours
Trips between 1,500-3,500 km & all intra EU flights in excess of 1,500 km	More than 3 hours
Trips more than 3,500 km (non intra EU)	More than 4 hours

In this case the passengers are entitled to the following

(a) Right to care provided this does not result in a further delay of the flight including

- Meals and refreshments, reasonably related to the waiting time
- 2 telephone calls or telex, e-mails, fax If necessary, hotel accommodation plus transfer between airport and hotel; in case the flight is delayed until the next day hotel accommodation and transfer are mandatory.

(b) If flight is delayed more than 5 hours right to be reimbursed within 7 days:

- (i) Outbound passenger: Cost of ticket
- (ii) Inbound passenger: Cost of non-used coupon
- (iii) Transit passenger: Cost of non-used coupon, if the flight no longer serves any purpose; also cost of the tickets for parts of the journey already made and if relevant return flight to the first point of departure
- (iv) For package tour passengers the value of reimbursement will have to be assigned to unused flight coupon(s)

**Part II:** Applicable only to flights or portions of flights originating Canada and terminating in the EU

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The rules set out in the Canadian APPRs are fully incorporated herein and shall supersede and prevail over any provisions of this tariff which may be inconsistent with those rules.

(1) Applicability

The following rules shall apply:

- (a) In respect of flights departing from an airport in Canada bound to an airport in the European Union (EU) unless passenger received benefits or compensation and were given assistance in that the EU or a third country;
- (b) On condition that passengers have a confirmed reservation on the flight concerned and presents himself/herself for check-in at the time indicated in advance and in writing or electronically; or; if no time is indicated; not later than 60 minutes before the published departure time;
- (c) Only to the passenger traveling with a valid ticket including tickets issued under a frequent flyer or other commercial program with confirmed reservations and
  - (i) Presents himself at the appropriate place and has observed published minimum check-in times
  - (ii) Has complied with Air Serbia' ticketing and reconfirmation procedures
  - (iii) Is acceptable for transportation under the carrier's tariff and the flight for which the passenger holds confirmed reservations is unable to accommodate the passenger and departs without him/her
- (d) where JU is the operating carrier of the flight exceptions:  
 The following passengers will not be entitled to compensation:
  - (i) Passengers travelling to EU who have received benefits or compensation in the EU or a third country
  - (ii) Passengers travelling between two airports outside of Canada unless the sector is part of a flight (same flight number) that originated in Canada
  - (iii) Passengers without confirmed reservations
  - (iv) Passengers who have not presented themselves for check-in on time
  - (v) Crew members, airline employees or passengers on free or reduced fares not directly or indirectly available to the public, e.g. ID and AD tickets

(2) When a flight is delayed or cancelled (including before the day of travel), an airline has minimum obligations to passengers. The obligations depend on whether the disruption is:

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- (a) within the control of the airline, such as staff issues, aircraft preparation activities, decisions to consolidate flights because of low demand and disruptions due to routine and scheduled maintenance (including any work to address issues found during that maintenance).
- (b) within the airline's control but required for safety.

In this category "required for safety" means "required by law to reduce risk to passengers". Generally, these are situations in which an airline must delay or cancel a flight to follow rules put in place to make sure the flight and people on board are safe. These rules include the Canadian Aviation Regulations and its standards, or

- (c) Outside the airline's control, such as security incidents, medical emergencies, bad weather or orders from applicable authorities.

(3) Obligations in situations within the airline's control

(a) Standards of treatment

If JU does not notify passengers of a flight disruption at least 12 hours before the scheduled departure time, it will provide passengers with certain amenities, free of charge, when it cancels a flight or when a flight delay reaches two hours.

These are described below.

- (i) JU will provide a meal voucher and means of communication.
- (ii) In the event the passenger will wait overnight for the new flight, JU will provide a voucher for hotel accommodation in the vicinity of the airport, if the airport is not within a reasonable distance to the passenger's residence.
- (iii)

J  
 U may limit or refuse to provide the standards of treatment if doing so would further delay the passenger.

(b) Alternate travel arrangements

When a flight is cancelled, or once a flight delay has reached three hours, JU will offer to make alternate travel arrangements free of charge. The passenger may also choose to continue to wait for their original flight.

- (i) JU will provide the passenger with a confirmed reservation on the next available flight operated by JU or that is operated by another carrier with which they have a commercial agreement. The new flight:

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- May take any reasonable route out of the same airport to the passenger's final destination; and
- Must depart within nine hours of the departure time on the passenger's original ticket.

(ii) If JU cannot meet the obligations in (3)(b)(i) above, it must provide the passenger with a confirmed reservation as soon as possible, on a flight that is operated by any carrier on any reasonable route out of the same airport to the passenger's destination.

(iii) If JU cannot provide the reservation from the same airport within 48 hours of the original departure time, JU will book the passenger from a nearby airport. JU will also provide the passenger with transportation to that airport, free of charge.

(c) Refund

If the alternate travel arrangements an airline offers do not meet the passenger's needs, the passenger is entitled to a refund of the unused portion of the ticket and all unused ancillary charges. However, if the disruption has caused the passenger's travel to no longer serve a purpose and the passenger is no longer at the point of origin on their itinerary, JU will provide the passenger with a confirmed reservation back to the point of origin on the ticket and refund the full amount of the ticket.

Refund will be made to the person who purchased the ticket, in the same form of payment the ticket or additional service was purchased. In any other case, LH will refund the unused portion of the ticket, including any unused ancillary services that were charged, pursuant to rule 90 (Refunds).

(d) Compensation

(i) If JU informs the passengers 14 days or less before their original departure time, they will compensate the passengers for the inconvenience of the disruption. The compensation is determined by the time of arrival at destination compared to the arrival time on their original itinerary and is as follows:

- \$400 if the passenger arrives three or more hours late, but less than six hours
- \$700 if the passenger arrives six or more hours late, but less than nine hours; and
- \$1000 if the passenger arrives nine or more hours late.

(ii) Passengers who choose to take a ticket refund instead of alternative travel arrangements must still be compensated for inconvenience. The compensation is \$400.

(e) Responding to a claim

A passenger has one year to make a compensation claim with JU from the date the flight delay or cancellation happened. JU has 30 days to respond by issuing a payment or saying why it believes compensation is not owed.

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- (i) JU will offer compensation in monetary form; this can include cheque, bank drafts, electronic bank transfers or cash.
- (ii) JU may offer another form of compensation, e.g., vouchers, but only if:
  - It tells the passenger the monetary amount they are entitled to;
  - The voucher has no expiration date;
  - It tells the passenger in writing the value of the other form of compensation it is offering;
  - The other form is greater in value than the monetary amount the passenger is entitled to;
  - The other form of compensation has no expiry date; and
  - The passenger confirms in writing they know that monetary compensation is available, but they choose the other form of compensation.

(f) Communicating with passengers

JU will give passengers key information, including the reason for the delay or cancellation, available compensation, standards of treatment, and their rights and options for making a complaint. During flights delays, JU will provide regular flight status updates until a new departure time or flight arrangement has been confirmed.

(4) Obligations in situations within the airline's control, but required for safety

If an airline delays or cancels a flight for reasons within its control, but required for safety, it does not have to compensate passengers as defined in section 3(d) above. All other obligations such as rebooking and care referenced above will be provided to the passenger including section 3(C) Refund.

(5) Obligations in situations outside the airline's control

If an airline delays or cancels a flight for reasons outside its control, it does not have to compensate affected passengers, and the minimum standards of treatment do not apply. However, JU will follow the communication requirements described in (3)(f) above. JU will also make alternative travel arrangements for passengers as follows.

(a) Alternate travel arrangements

JU will ensure that the passengers complete their journey. If a flight is cancelled or once a flight delay has

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reached three hours, JU will offer to make alternate travel arrangements for passengers free of charge.

- (i) JU will provide the passenger with a confirmed reservation on the next available flight operated by JU or that is operated by another carrier with which they have a commercial agreement. The new flight:
  - May take any reasonable route out of the same airport to the passenger's final destination; and
  - Must depart within 48 hours of the end of the event that caused the delay or cancellation.
- (ii) If JU cannot meet the obligations in (5)(a)(i) above, then JU will provide the passenger with a confirmed reservation, on a flight that is operated by any carrier on any reasonable route out of the same airport to the passenger's destination that departs within 48 hours of the original departure time on the ticket.
- (iii) If JU cannot provide the reservation from the same airport, JU will book the passenger as soon as possible from a nearby airport. JU will also provide the passenger with transportation to that airport, free of charge.
- (b) Refunds

If JU cannot provide a confirmed reservation in accordance with section 5(a) above, the carrier will, at the passenger's choice either (a) provide a refund for any unused portion of the ticket, including any unused ancillary services, or (b) if the disruption has caused the passenger's travel to no longer serve a purpose and the passenger is no longer at the point of origin on their itinerary, JU will provide the passenger with a confirmed reservation back to the point of origin on the ticket and refund the full amount of the ticket.

Refund will be made to the person who purchased the ticket, in the same form of payment the ticket or the additional service was purchased, In any other case, JU will refund the unused portion of the ticket, or the full ticket in unused, including any unused ancillary services that were charged to rule 90 (Refunds)

- (C) Cancellations
  - (1) Carrier may, without notice, substitute alternate carriers or aircraft.
  - (2) Carrier may, without notice cancel, terminate, divert, postpone or delay any flight or the further right of carriage or reservation of traffic accommodations and determine

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if any departure or landing should be made, without any liability except as further defined in this Rule 85:

- (a) Because of any fact beyond its control (including, but without limitation, meteorological conditions, acts of god, force majeure, strikes, riots, civil commotions, embargoes, wars, hostilities, disturbances, or unsettled international conditions), actual, threatened or reported, or because of any delay, demand, conditions, circumstance or requirement due, directly or indirectly, to such fact; or
- (b) Because of any fact not to be foreseen, anticipated or predicted; or
- (c) Because of any government regulation, demand or requirement; or
- (d) Because of shortage of labor, fuel or facilities, or labor difficulties of carrier or others.

Carrier will cancel the right or further right of carriage of the passenger and his baggage upon the refusal of the passenger, after demand by carrier, to pay the fare or the portion thereof so demanded, or to pay any charge so demanded and assessable with respect to the baggage of the passenger, without being subject to any liability therefor except to refund, in accordance herewith, the unused portion of the fare and baggage charge(s) previously paid, if any.

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 Carrier: Air Serbia – JU

## Rule 87 Part 1 Denied Boarding Compensation (Applicable to Flights Originating in The U.S.A.)

### (A) Definitions

For the purpose of this rule, except as otherwise specifically provided herein:

1. Airport means the airport at which the direct or connecting flight, on which passenger holds confirmed reserved space, is planned to arrive or some other airport serving the same metropolitan area, provided that transportation to the other airport is accepted (i.e. used) by the passenger.
2. Alternate transportation is air transportation with a confirmed reservation at no additional charge (by any scheduled airline licensed by D.O.T.), or other transportation accepted and used by the passenger in the case of denied boarding.
3. Carrier means:
  - (a) a direct air carrier, except a helicopter operator, holding a certificate issued by the Department of Transportation pursuant to 49 u.s.c. 41102 or that has been found fit to conduct commuter operations under 49 u.s.c. 41738, or an exemption from 49 u.s.c. 41102, authorizing the scheduled transportation of persons; or
  - (b) a foreign air carrier holding a permit issued by the department pursuant to 49 u.s.c. 41302, or an exemption from that provision, authorizing the scheduled foreign air transportation of persons.
4. Cancellation means the non-operation of a flight which was previously planned and on which at least one place was reserved.
5. Comparable air transportation means transportation provided to passenger at no extra cost by a carrier as defined above.
6. Confirmed reserved space means space on a specific date and on a specific flight and class of service of a carrier which has been requested by a passenger, including a passenger with a "zero fare ticket", and which the carrier or its agent has verified by appropriate notation on the ticket or in any other manner provided therefore by the carrier, as being reserved for the accommodation of the passenger.
7. ECAA agreement is multilateral agreement between the European Community and its members states, the Republic of Albania, Bosnia and Herzegovina, Republic of Bulgaria, the Republic of Croatia, the Former Yugoslavia Republic Macedonia, Iceland, Montenegro, the Kingdom of Norway, Romania, the Republic of Serbia and the United Nations Interim Administration in Kosovo (under UN

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Security Council Resolution 1244 of 10 June in 1999 year) on the establishment of a European Common aviation area.

8. Stopover means a deliberate interruption of journey by the passenger, scheduled to exceed 4 hours, at a point between the place of departure and the place of the final destination.

9. Fare means the price paid for air transportation including all mandatory taxes and fees. It does not include ancillary fees for optional services.

10. Oversold is that condition which is the result of there being more passengers with confirmed reservations and tickets than there are seats available on a flight. Ticket means valid document giving entitlement to transport, or something equivalent in paperless form, including electronic form, issued or authorized by the air carrier or its authorized agents.

11. Volunteer means a person who responds to carrier's request for volunteers and who willingly accepts carrier's offer of compensation, in any amount, in exchange for relinquishing his/her confirmed reserved space. Any other passenger denied boarding is considered for the purposes of this rule to have been denied boarding involuntary, even if he/she accepts denied boarding compensation.

12. Zero fare ticket means a ticket acquired without a substantial monetary payment such as by using frequent flyer miles or vouchers, or a consolidator ticket obtained after a monetary payment that does not show a fare amount on the ticket. A zero fare ticket does not include free or reduced rate air transportation provided to airline employees and guests.

(B) Denied boarding

(1) Request for volunteers

When the manager on duty determines that all passengers holding reserved space will not be accommodated on a given flight, carrier will first request for volunteers to relinquish their confirmed reservation willingly in exchange for compensation of the carrier's choosing. The selection of such persons to be denied space shall be in a manner determined solely by JU. Passengers volunteering for denied boarding will be taken in the order of presentation up to the required number. At the time of boarding these passengers will be boarded last, and if not boarded, given the mutually agreed compensation and offered alternate transportation or refund.

(2) Involuntary denied boarding procedure

If there are not enough volunteers, other passengers may be denied boarding involuntary in accordance with JU boarding priority defined below:

(a) Passengers holding a confirmed reservation will always be boarded before any passengers

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not holding a confirmed reservation or not entitled to a firm reservation.

(b) Passengers holding a confirmed reservation who have fully paid a fare (including special fares, excursion fares, discounted fares – such as for children) approved by the U.S. Department of Transportation for publication and sale for general public, will be boarded in sequence in which they have presented themselves, properly documented for the flight and at appropriate time and place, for check-in. In this case, boarding will be denied firstly to passenger who is checked-in lastly.

Exception:

except it is unavoidable:  
 The following passengers cannot be left behind,

- (i) Inadmissible (inad) and deportee (depa/depu) passengers
- (ii) JU crew members positioning in preparation for a flight and engineers needed for emergency repairs an aircraft grounded at station or travelling to/from the scene of an aircraft accident;
- (iii) Partner's DHC (dead head crew) travelling on duty with confirmed reservation on MIBA (multilateral interline business agreement) fares according to xx/JU ISTA agreement.
- (iv) The passengers who possess travel documents that do not allow them to be rerouted or to enter again in country of departure;
- (v) Unaccompanied minors (UMNR);
- (vi) Stretcher, immobile passengers and their escorts, as well as other disable persons.
- (vii) V.I.P. passengers;
- (viii) Business class passenger;
- (ix) Hardship cases as determined by manager on duty;
- (x) Group passengers;
- (xi) Diplomatic Couriers;
- (xii) Air Serbia Etihad guests Platinum and Gold members;
- (xiii) Merchant seaman who is in possession of valid maritime certificate;
- (xiv) Families with infants (INF) or families with children (CHD); (xv) Connecting passengers;
- (xvi) JU employees on duty travelling with confirmed reservation.

(3) Amount of compensation for passengers denied boarding involuntary. International transportation  
 Passengers traveling from the U.S. to a foreign point who are denied boarding involuntarily from an oversold flight originating at a U.S. airport are entitled to:

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(a) No compensation if the carrier offers alternate transportation that is planned to arrive at the passenger's destination or first stopover not later than one hour after the planned arrival time of the passenger's original flight;

(b) 200% of the fare to the passenger's destination or first stopover, with a maximum of \$1,075, if the carrier offers alternate transportation that is planned to arrive at the passenger's destination or first stopover more than one hour but less than four hours after the planned arrival time of the passenger's original flight; and

(c) 400% of the fare to the passenger's destination or first stopover, with a maximum of \$2,150 if the carrier does not offer alternate transportation that is planned to arrive at the airport of the passenger's destination or first stopover less than four hours after the planned arrival time of the passenger's original flight.

Time Delayed Compensation

0 to 1 hour arrival delay no compensation

1 to 4 hour arrival delay 200% of one-way fare  
 (but no more than \$1,075)

Over 4 hours arrival delay 400% of one-way  
 fare (but no more than \$2,150)

(4) Conditions for payment of compensation

(a) Passenger, denied boarding involuntary, will be eligible for compensation as indicated in the paragraph (3) above if:

(i) Passenger, holding a ticket for confirmed reserved space, presents himself/herself for carriage at appropriate time and place having complied fully with carriers requirements as to ticketing, check-in and reconfirmation procedures and being acceptable for transportation, under carrier tariffs and

(ii) The flight for which the passenger holds confirmed reserved space is unable to accommodate the passenger and departs without him/her.

(b) Passenger, denied boarding involuntary, will not be entitled to monetary compensation if:

(i) He/she has not fully complied with the airline's ticketing, check-in and reconfirmation requirements, or is not acceptable for transportation under the airline's tariff filed with the U.S. Department of Transportation or;

(ii) He/she is denied boarding because the flight is cancelled, or

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- (iii) He/she is denied boarding because a smaller capacity aircraft was substituted for safety or operational reasons; or
- (iv) He/she is offered accommodation in a section of the aircraft other than specified in his/her ticket, at no extra charge (a passenger who is seated in a section of the aircraft for which a lower fare is charged must be given an appropriate refund); or
- (v) He/she is accommodated on another flight or flights that are planned to arrive at the airport of his/her next stopover or at his/her final destination within one hour of the scheduled arrival of the original flight.

(5) Method of payment

Carrier will give each passenger who qualifies for involuntary denied boarding compensation a payment by cash or check, for the amount specified in paragraph (3) above, on the day and at the place the involuntary denied boarding occurred. However, if carrier arranges, for the passenger's convenience, alternate means of transportation that depart before the payment can be made, the payment shall be sent to the passenger within 24 hours after the time the denied boarding occurred. the air carrier may offer free or discounted transportation in place of the cash payment. In that event, the carrier must disclose all material restrictions on the use of the free or discounted transportation before the passenger decides whether to accept the transportation in lieu of a cash or check payment. Carrier may, at the passenger's option, provide an EMD voucher (electronic miscellaneous document) valid for future transportation and services on JU instead of monetary compensation. The credit issued will be for a value equal or greater than the monetary compensation due to the passenger. The credit voucher will be valid for one year only, not transferable and non-refundable.

(6) Passenger's Options

If the compensation is accepted, i.e., used by the passenger, it shall constitute full compensation and liquidated damages for all actual or anticipatory damages incurred or to be incurred by the passenger as a result of carrier's failure to provide the passenger with confirmed reserved space and carrier shall have no further liability to the passenger in respect thereof. The passenger may insist on the cash/check payment or refuse all compensation and bring private legal action.

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(7) written explanation of denied boarding compensation and boarding priorities:

The following notice will be made available at the carrier's ticketing points and boarding locations for remittance to passengers denied boarding involuntarily. Compensation for denied boarding

If you have been denied a reserved seat on JU, you are probably entitled to monetary compensation.

This notice explains the airline's obligation and the passenger's rights in the case of an oversold flight, in accordance with regulations of the U.S. Department of Transportation.

Volunteers and boarding priorities

If a flight is oversold (more passengers hold confirmed reservations than there are seats available), no one may be denied boarding against his/her will until airline personnel first ask for volunteers who will give up their reservation willingly, in exchange for compensation of the airline's choosing. If there are not enough volunteers, other passengers may be denied boarding involuntarily in accordance with the following boarding priority of JU:

Boarding Priority

(1) Passengers holding confirmed reservation will always be boarded before any passengers not holding a confirmed reservation or not entitled to a firm reservation.

(2) Passengers holding confirmed reservation who have fully paid a fare (including special fares, excursion fares, discounted fares – such as for children) approved by the U.S. Department of Transportation for publication and sale for general public, will be boarded in sequence in which they presented themselves, properly documented for the flight and at appropriate time and place, for check-in.

exceptions:

The following passengers will not be denied from the flight except it is unavoidable.

(a) Inadmissible (INAD) and deportee (depa/depu) passengers;

(b) Crew members positioning in preparation for a flight and engineers needed for emergency repairs an aircraft grounded at station or travelling to/from the scene of an aircraft accident;

(c) DHC (dead head crew) travelling on duty with confirmed reservation on MIBA (multilateral interline business agreement) fares according to xx/JU ISTA agreement;

(d) The passengers who possess travel documents that do not allow them to be rerouted or to

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- enter again in country of departure;
- (e) Unaccompanied minors (UMNR);
- (f) Stretcher, immobile passengers and their escorts, as well as other disable persons;
- (g) V.I.P. passengers;
- (h) Business Class passenger;
- (i) Hardship cases as determined by manager on duty;
- (j) Group passengers;
- (k) Diplomatic couriers;
- (l) Air Serbia Etihad guests platinum and gold members;
- (m) Merchant Seaman who is in possession of valid maritime certificate;
- (n) Families with infants (inf) or families with children (chd);
- (o) Connecting passengers;
- (p) JU employees on duty travelling with

confirmed reservation. Compensation for involuntary denied boarding

If you are denied boarding involuntarily, you are entitled to a payment of "denied boarding compensation" from the airline, unless:

- (a) You have not fully complied with the airline's ticketing, check-in and reconfirmation requirements, or you are not acceptable for transportation under the airline's tariff filed with the U.S. Department of Transportation; or
- (b) You are denied boarding because the flight is canceled; or
- (c) You are denied boarding because a smaller capacity aircraft was substituted for safety or operational reasons; or
- (d) You are offered accommodations in a section of the aircraft other than specified in your ticket, at no extra charge (a passenger who is seated in a section of the aircraft for which a lower fare is charged must be given an appropriate refund); or
- (e) You are accommodated on another flight or flights that are planned to arrive at the airport of your next stopover or at your final destination within one hour of the scheduled arrival of your original flight.

Amount of denied boarding compensation  
 International Transportation

Passengers traveling from the U.S. to a foreign point who are denied boarding involuntarily from an oversold flight originating at a U.S. airport are entitled to:

- (a) No compensation if the carrier offers alternate transportation that is planned to arrive at the passenger's destination or

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first stopover not later than one hour after the planned arrival time of the passenger's original flight;

(b) 200% of the fare to the passenger's destination of the first stopover, with a maximum of \$1,075, if the carrier offers alternate transportation that is planned to arrive at the passenger's destination or first stopover more than one hour less than four hours after the planned arrival time of the passenger's original flight; and

(c) 400% of the fare to the passenger's destination or first stopover, with a maximum of \$2,150; if the carrier does not offer alternate transportation that is planned to arrive at the airport of the passenger's destination or first stopover less than four hours after the planned arrival time of the passenger's original flight.

#### Alternate Transportation

"Alternate transportation" is air transportation with a confirmed reservation at no additional charge (by any scheduled airline licensed by D.O.T.), or other transportation accepted and used by the passenger in the case if denied boarding.

#### Method of Payment

Except as provided below, the airline must give each passenger who qualifies for involuntary denied boarding compensation a payment by cash or check for the amount specified above, on the day and at the place the involuntary denied boarding occurs. If the airline arranges alternate transportation for the passenger's convenience that departs before the payment can be made, the payment shall be sent to the passenger within 24 hours. The air carrier may offer free or discounted transportation in place of the cash payment. In that event, the carrier must disclose all material restrictions on the use of the free or discounted transportation before the passenger decides whether to accept the transportation in lieu of a cash or check payment. The passenger may insist on the cash/check payment or refuse all compensation and bring private legal action.

#### Passenger's Options

Acceptance of the compensation may relieve JU from any further liability to the passenger caused by its failure to honor the confirmed reservation. However, the passenger may decline the payment and seek to recover damages in a court of law or in some other manner.

#### (c) Long Delay

##### (1) Applicability

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The following rules shall apply according to EC regulation 261/2004, incorporated in the Serbian law on obligations and the basics of property relations in air transport which established common rules on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay of flights.

(a) In respect of flights departing from an airport located in the territory of a country that is signatory to the ECAA agreement and to which in the ECAA agreement applies or from airport in a third country to an airport located in the territory of a country that is signatory to the ECAA agreement, unless passenger received benefits or compensation and were given assistance in that third country;

(b) On condition that passenger has a confirmed reservation on the flight concerned and presents himself/herself for check-in, unless the flight is cancelled, as stipulated and at the time indicated in advance and in writing or electronically by JU, the tour operator or an authorized travel agent, or if no time is indicated, no later than 60 minutes before the published departure time.

(c) Only to the passenger travelling with valid ticket including ticket issued under a frequent flyer or other commercial program by Air Serbia or tour operator with confirmed reservations and

(i) presents himself/herself at the appropriate place and has observed published minimum check-in times

(ii) has complied with Air Serbia's ticketing and reconfirmation procedures

(iii) is acceptable for transportation under the carrier's tariff and the flight for which the passenger holds confirmed reservations is unable to accommodate the passenger and departs without him/her.

(d) where Air Serbia is the operating carrier of the flight.

Exceptions: the following passengers will not be entitled to compensations:

(i) passengers travelling to U.S.A. who have received benefits or compensation in a third country.

(ii) passengers without confirmed reservation.

(iii) passengers who have not presented themselves for check-in on time.

(iv) passengers on free or reduced fares not

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directly or indirectly available to the public, e.g. id, ad tickets.

(e) The passenger is accommodated on the flight for which he/she holds confirmed reservations, but is seated in a compartment of the aircraft other than that reserved, provided that when the passenger is accommodated in a class of service for which lower fare is charged, the passenger will be entitled to the appropriate refund.

(2) Passenger rights

when flight is delayed passengers are entitled to:

(a) right to care as follows:

(i) meals and refreshments in a reasonable relation to the waiting time.

(ii) if necessary, hotel accommodation and transport between the airport and hotel in case the flight delayed until the next day;

(iii) two telephone calls, telex or fax messages or emails. provided this does not result in a further delay of the flight and when a flight is delayed at departure: for 2 or more hours for trips up to 1500 km or

for 3 or more hours for trips between 1500-3500 km or

for 4 or more hours for distances more than 3500 km

(b) right to reimbursement within 7 days, if the flight is delayed more than 5 hours as follows:

(i) outbound passengers: cost of ticket

(ii) inbound passengers: cost of non-used coupon

(d) Tarmac delay contingency plan (in accordance with the U.S. Department of Transportation's rules on enhancing airline passenger protections) (a) when Air Serbia is operating carrier

Air Serbia has adopted and published on JU website this contingency plan for the departure or arrival of JU operating international flights at covered U.S. airport, operated with an aircraft equal to or greater than 30 passenger seats in the event when a flight is held on the tarmac at U.S. airport for four hours.

(b) When Air Serbia is marketing carrier In the event of extended tarmac delays on the flight operated by JU code share partner, where Air Serbia is marketing carrier on this flight, the contingency plan for lengthy tarmac delays of the operating carrier will apply.

(e) Cancellation of Flights

(1) Applicability - the same provisions as it is valid for delay under (c)(1) above.

(2) Passenger rights

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In case of cancellation of flight, the passenger will be entitled to the following:

(a) right to compensation:

(i) amount of compensation

For flights between 1500 and 3500 km:

USD 448 or EUR 400

For flights greater than 3500 km:

USD 670 or EUR 600

If an alternate flight is offered and the new scheduled arrival time does not exceed 2 hours versus the originally planned, the above shown compensation amounts can be reduced by 50 % as follows: for flights between 1500 and 3500 km: USD 224 or EUR 200 for flights greater than 3500 km: USD 335 or EUR 300 (ii) Compensation will not be paid to passenger if: Passenger was notified of the flight cancellation at least two weeks before the scheduled time of departure; or

Passenger was notified of the flight cancellation between two weeks and seven days before the scheduled time of departure and if you were offered re-routing enabling you to depart no more than two hours before the scheduled time of departure and to reach your final destination less than four hours after the scheduled time of arrival; or passenger was notified of the flight cancellation less than seven days before the scheduled time of departure and were offered re-routing enabling you to depart no more than one hour before the scheduled time of departure and to reach your final destination less than two hours after the scheduled time of arrival; or air serbia can prove that the cancellation is caused by extraordinary circumstances which could not have been avoided even if all reasonable measures had been taken.

(iii) Method Payment

The compensation shall be paid in cash or be electronic bank transfer. Carrier may, at the passenger's options, provide and EMD voucher (electronic miscellaneous document) valid for future transportation and services on JU instead of monetary compensation. The credit issued will be for a value equal or greater than the monetary compensation due to the

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passenger. The credit voucher will be valid for one year only, not transferable and non-refundable.

(b) Right to choose between reimbursement and re-routing with the following options:

(i) reimbursement within 7 days:  
 outbound passengers: the full cost of the ticket, or inbound passengers: cost on non-used coupon  
 (ii) re-routing under comparable transport conditions, to passenger's final destination at the earliest opportunity; or under comparable transport conditions, to passenger's final destination at a later date at his/her convenience, but subject to availability of seats.

(c) Right to care including:

(i) meals and refreshment, reasonably related to the waiting time;  
 (ii) 2 telephones call or telex or fax messages, or emails;  
 (iii) if necessary, hotel accommodation and transfer between airport and hotel in cases when the reasonably expected time of departure of the new flight is at least the day after departure as it was planned for the cancelled flight;

(f) Downgrading of Passengers

In case on involuntary downgrading to a lower class of service, passengers will be entitled to the following reimbursement within 7 days.

- (1) 50% of the ticket price for trips between 1500 and 3500 km
- (2) 75% of the ticket price for trips more than 3500 km. Note: in all cases the relevant distance is understood to be the sector on which the passenger is downgraded. The ticket price is understood to be the one way coupon value for the sector on which the passenger is downgraded.

Part II Denied Boarding Compensation (applicable in case of Direct/connecting flights to the U.S.A. or connecting Flights to Canada)

Applicability

the below rules on passenger rights and carrier obligations in case of flight irregularities shall apply according to EC regulations 261/2004, incorporated in the Serbian law on obligations and the basics of property relations in air transport which established common rules on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay of flights;

(a) in respect of flights departing from an airport located in the territory of a country that is signatory to the ECAA agreement and to which the ECAA agreement applies or airport in a third

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country bound to an airport in U.S.A or Canada, unless passenger received benefits or compensation and were given assistance in that third country;

(b) On condition that passenger has a confirmed reservation on the flight concerned and presents himself/herself for check-in, unless the flight is cancelled as stipulated and at the time indicated in advance and in writing or electronically by JU, the tour operator or authorized travel agent, or if no time is indicated no later than 60 minutes before the published departure time;

(c) Only to the passenger travelling with valid ticket including ticket issued under a frequent flyer or other commercial program by Air Serbia or tour operator with confirmed reservations and

(i) presents himself/herself at the appropriate place and has observed published minimum check-in times

(ii) has complied with Air Serbia's ticketing and reconfirmation procedures

(iii) is acceptable for transportation under the carrier's tariff and the flight for which the passenger holds confirmed reservations is unable to accommodate the passenger and departs without him/her.

(d) Where Air Serbia is the operating carrier of the flight.

Exception: The following passengers will not be entitled to compensations:

(i) passengers travelling to U.S.A. who have received benefits or compensation in a third country.

(ii) passengers without confirmed reservation.

(iii) passengers who have not presented themselves for check-in on time.

(iv) passengers on free or reduced fares not directly or indirectly available to the public, e.g. id, ad tickets.

(e) The passenger is accommodated on the flight for which he/she holds confirmed reservations, but is seated in a compartment of the aircraft other than that reserved, provided that when the passenger is accommodated in a class of service for which lower fare is charged, the passenger will be entitled to the appropriate refund.

(b) Passenger Rights

(1) Denied Boarding

(a) Requesting for volunteers

When the manager on duty determines that all passengers holding reserved space will not be accommodated on a given flight, carrier will

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first request for volunteers to relinquish their confirmed reservation willingly in exchange for benefit under conditions to be agreed between the passenger concerned and JU. The selection of such persons to be denied space shall be in a manner determined solely by JU. At the time of boarding, these passengers will be boarded last, and if not boarded, given the mutually agreed benefits and offered reimbursement or rerouting with the following options:

- (i) reimbursement within 7 days of the cost of coupons not used or:
    - out bound passenger: the full cost of the ticket;
    - inbound passenger: cost of non-used coupons;
    - transit passenger: cost of non-used coupon, if the flight is no longer serving any purpose in relation to passenger's original travel plan; also cost of the tickets for parts of journey already made and when relevant, return flight to the first point of departure at the earliest opportunity;
  - (ii) rerouting
    - under comparable transport conditions, to passenger's final destination at the earliest opportunity or
    - under comparable transport conditions, to passenger's final destination at a later date at his/her convenience, subject to availability of seats.
- (b) Involuntary Denied Boarding  
 if there are not enough volunteers, other passengers may be denied boarding involuntary in accordance with JU boarding priority defined below:
- (i) boarding priority
    - passengers holding a confirmed reservation will always be boarded before any passengers not holding a confirmed reservation or not entitled to a firm reservation.
    - passengers holding a confirmed reservation who have fully paid a fare (including special fares, excursion fares, discounted fares-such as for children) approved by the U.S. Department of Transportation for publication and sale for general public, will be boarded in sequence in which they have presented themselves, properly

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documented for the flight and at appropriate time and place, for check-in. In this case, boarding will be denied firstly to passenger who is checked-in lastly. exceptions:

the following passengers cannot be left behind, except it is unavoidable: -  
 inadmissible (INAD) and deportee

(depa/depu) passenger;

-JU crew members positioning in preparation for a flight and engineers needed for emergency repairs an aircraft grounded at station or travelling to/from the scene of an aircraft accident;

-DHC (dead head crew) travelling on duty with confirmed reservation on MIBA (multilateral interline business agreement) fares according to xx/JU ISTA agreement;

-the passengers who possess travel documents that do not allow them to be rerouted or to enter again in country of departure;

-unaccompanied minors (UMNR);

- stretcher, immobile passengers and their escorts, as well as other disable persons;

-v.i.p. passengers;

- business class passengers;

- hardship cases as determined by manager on duty;

- group passengers;

- diplomatic couriers;

- Air Serbia Etihad guests platinum and gold members;

-Merchant Seaman who is in possession of valid maritime certificate;

-families with infants (INF) or families with children (CHD); -connecting passengers;

-JU employees on duty travelling with confirmed reservation.

(ii) Involuntary denied boarding passengers are entitled to the following:

right to compensation

amount fo compensation

flight distance in km amount in EUR

0-1500 EUR 250

1500-3500 EUR 400

more than 3500 EUR 600

If we offer to reroute passenger's trip to the final destination by an alternative flight, this compensation

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may be reduced by 50% if the time of arrival of the alternative flight does not exceed the scheduled arrival time of the originally booked flight:  
 by two hours for flights up to 1,500 km  
 by three hours for flights between 1,500 km and 3,500 km  
 by four hours for flights over 3,500 km.

Method of payment:

The compensation shall be paid by electronic bank transfer.

Carrier may, at the passenger's option, provide an EMD voucher (electronic miscellaneous document) valid for future transportation and services on JU instead of monetary compensation. The credit issued will be for a value equal or greater than the monetary compensation due to the passenger. the credit voucher will be valid for one year only, not transferable and non-refundable.

Right to choose between reimbursement and rerouting with the following options: reimbursement within 7 days:

-outbound passengers: the full cost of the ticket, or  
 -inbound passengers: cost on non-used coupon  
 -transit passenger: cost of non-used coupon, if the flight is no longer serving any purpose in relation to passenger's original travel plan; also cost of the tickets for parts of journey already made and when relevant, return flight to the first point of departure at the earliest opportunity; Rerouting under comparable transport conditions, to passenger's final destination at the earliest opportunity; or  
 under comparable transport conditions, to passenger's final destination at a later date at his/her convenience, but subject to availability of seats.

Right to care including:  
 meals and refreshments, reasonably related to the waiting time;

2 telephone calls or telex or fax messages, or emails;

if necessary, hotel accommodation and transfer between airport and hotel

(2) Long delay

when flight is delayed passengers are entitled to:

(a) right to care as follows:

(i) meals and refreshments in a reasonable relation to the waiting time;

(ii) if necessary, hotel accommodation and transport between the airport and hotel in case the flight delayed until the next day;

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(iii) two telephone calls, telex or fax messages or email, provided this does not result in a further delay of the flight and when a flight is delayed at departure:

for 2 or more hours for trips up to 1500 km or  
 for 3 or more hours for trips between 1500-3500 km or  
 for 4 or more hours for distances more

than 3500 km

(b) Right to reimbursement within 7 days, if the flight is delayed more than 5 hours as follows:

(i) outbound passengers: cost of ticket  
 (ii) inbound passengers: cost of non-used coupon

(iii) transit passenger: cost of non-used coupon, if the flight is no longer serving any purpose in relation to passenger's original travel plan; also cost of the tickets for parts of journey already made and when relevant, return flight to the first point of departure at the earliest opportunity.

(3) Cancellation of flights

In case of cancellation of flight, the passenger will be entitled to the following: (a) right to compensation (i) amount of compensation flight distance in km amount in EUR

0-1500	EUR 250
1500-3500	EUR 400
more than 3500	EUR 600

If we offer to reroute passenger's trip to the final destination by an alternative flight, this compensation may be reduced by 50% if the time of arrival of the alternative does not exceed the scheduled arrival time of the originally booked flight:

by two hours for flights up to 1,500 km

by three hours for flights between

1,500 km and 3,500 km

by four hours for flights over 3,500 km

(ii) Compensation will not be paid to passenger if: passenger was notified of the flight cancellation at least two weeks before scheduled time of departure; or passenger was notified of the flight cancellation at least two weeks and seven days before scheduled time of departure and if you were offered re-routing enabling you to depart no more than two hours before the scheduled time of departure and to reach your final destination less than four hours after the scheduled time of arrival; or passengers was notified of the flight

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cancellation less than seven days before the scheduled time of departure and were offered re-routing enabling you to depart no more than one hour before the scheduled time of departure and to reach your final destination less than two hours after the scheduled time of arrival; or

Air Serbia can prove that the cancellation is caused by extraordinary circumstances which could not have been avoided even if all reasonable measures had been taken.

(iii) Method of payment:

The compensation shall be paid in by electronic bank transfer. Carrier may, at the passenger's option, provide an EMD voucher (electronic miscellaneous document) valid for future transportation and services on JU instead of monetary compensation. The credit issued will be for a value equal or greater than the monetary compensation due to the passenger. The credit voucher will be valid for one year only, not transferable and non-refundable.

(b) Right to choose between reimbursement and rerouting with the following options:

(i) Reimbursement with 7 days:

Outbound passengers: the full cost of the ticket, or  
 inbound passengers: cost on non-used coupon  
 transit passenger: cost of non-used coupon, if the flight is no longer serving any purpose in relation to passenger's original travel plan; also cost of the tickets for parts of journey already made and when relevant, return flight to the first point of departure at the earliest opportunity;

(ii) rerouting

-under comparable transport conditions, to passenger's final destination at the earliest opportunity; or

-under comparable transport conditions, to passenger's final destination at the later date at his/her convenience, but subject to availability of seats.

(c) Right to care including:

(i) meals and refreshments, reasonably related to the waiting time;

(ii) 2 telephone calls or telex or fax messages, or e-mails;

(iii) if necessary, hotel accommodation and transfer between airport and hotel in cases when the reasonably expected time of departure of the new flight is at

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least the day after the departure as it was planned for the cancelled flight;

(4) Downgrading of passengers

in case of involuntary downgrading to a lower class of service, passengers will be entitled to the following reimbursement within 7 days:

30% of the ticket price for trips less than 1500 km

50% of the ticket price for trips between 1500 and 3500 km

75% of the ticket price for trips more than 3500

km.  
note: in all cases the relevant distance is understood to be the sector on which the passenger is downgraded. The ticket price is understood to be the one way coupon value for the sector on which the passenger is downgraded.

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## Rule 87 Part 2 Denied Boarding Compensation (Applicable to Flights Originating in Canada)

### (a) Applicability

the below rules on passenger rights and carrier obligations in case of flight irregularities shall apply according to EC regulations 261/2004, incorporated in the Serbian law on obligations and the basics of property relations in air transport which established common rules on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay of flights;

(a) in respect of flights departing from an airport located in the territory of a country that is signatory to the ECAA agreement and to which the ECAA agreement applies or airport in a third country bound to an airport in Canada, unless passenger received benefits or compensation and were given assistance in that third country;

(b) On condition that passenger has a confirmed reservation on the flight concerned and presents himself/herself for check-in, unless the flight is cancelled as stipulated and at the time indicated in advance and in writing or electronically by JU, the tour operator or authorized travel agent, or if no time is indicated no later than 60 minutes before the published departure time;

(c) Only to the passenger travelling with valid ticket including ticket issued under a frequent flyer or other commercial program by Air Serbia or tour operator with confirm reservations and

(i) presents himself/herself at the appropriate place and has observed published minimum check-in times

(ii) has complied with Air Serbia's ticketing and reconfirmation procedures

(iii) is acceptable for transportation under the carrier's tariff and the flight for which the passenger holds confirmed reservations is unable to accommodate the passenger and departs without him/her.

(d) Where Air Serbia is the operating carrier of the flight.

Exception: The following passengers will not be entitled to compensations:

(i) passengers travelling to U.S.A. who have received benefits or compensation in a third country.

(ii) passengers without confirmed reservation.

(iii) passengers who have not presented themselves for check-in on time.

(iv) passengers on free or reduced fares not directly or indirectly available to the public, e.g. id, ad tickets.

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(e) The passenger is accommodated on the flight for which he/she holds confirmed reservations, but is seated in a compartment of the aircraft other than that reserved, provided that when the passenger is accommodated in a class of service for which lower fare is charged, the passenger will be entitled to the appropriate refund.

(b) Passenger Rights

(1) Denied Boarding

(a) Requesting for volunteers

When the manager on duty determines that all passengers holding reserved space will not be accommodated on a given flight, carrier will first request for volunteers to relinquish their confirmed reservation willingly in exchange for benefit under conditions to be agreed between the passenger concerned and JU. The selection of such persons to be denied space shall be in a manner determined solely by JU. At the time of boarding, these passengers will be boarded last, and if not boarded, given the mutually agreed benefits and offered reimbursement or rerouting with the following options:

(i) reimbursement within 7 days of the cost of coupons not used or:

- out bound passenger: the full cost of the ticket;

- inbound passenger: cost of non-used coupons;

- transit passenger: cost of non-used coupon, if the flight is no longer serving any purpose in relation to passenger's original travel plan; also cost of the tickets for parts of journey already made and when relevant, return flight to the first point of departure at the earliest opportunity;

(ii) rerouting

- under comparable transport conditions, to passenger's final destination at the earliest opportunity or

- under comparable transport conditions, to passenger's final destination at a later date at his/her convenience, subject to availability of seats.

(b) Involuntary Denied Boarding

if there are not enough volunteers, other passengers may be denied boarding involuntary in accordance with JU boarding priority defined below:

(i) boarding priority

-passengers holding a confirmed reservation will always be boarded before any passengers not holding a confirmed reservation or not entitled to a firm reservation.

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- passengers holding a confirmed reservation who have fully paid a fare (including special fares, excursion fares, discounted fares-such as for children) approved by the CTA Canadian Transportation Agency for publication and sale for general public, will boarded in sequence in which they have presented themselves, properly documented for the flight and at appropriate time and place, for check-in. In this case, boarding will be denied firstly to passenger who is checked-in lastly.
- exceptions: the following passengers cannot be left behind, except it is unavoidable:
  - inadmissible (INAD) and deportee (depa/depu) passenger;
  - JU crew members positioning in preparation for a flight and engineers needed for emergency repairs an aircraft grounded at station or travelling to/from the scene of an aircraft accident;
  - DHC (dead head crew) travelling on duty with confirmed reservation on MIBA (multilateral interline business agreement) fares according to xx/JU ISTA agreement;
  - the passengers who possess travel documents that do not allow them to be rerouted or to enter again in country of departure;
  - unaccompanied minors (UMNR);
  - stretcher, immobile passengers and their escorts, as well as other disable persons;
  - v.i.p. passengers;
    - business class passengers;
    - hardship cases as determined by manager on duty;
    - group passengers;
    - diplomatic couriers;
    - Air Serbia Etihad guests platinum and gold members;
    - Merchant Seaman who is in possession of valid maritime certificate;
    - families with infants (INF) or families with children (CHD);
    - connecting passengers;
    - JU employees on duty travelling with confirmed reservation.

(ii) Involuntary denied boarding passengers are entitled to the following:

right to compensation	amount for compensation
flight distance in km	amount in EUR
0-1500	EUR 250
1500-3500	EUR 400
more than 3500	EUR 600

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Note: EUR amounts will be converted into CAD at the applicable rate of exchange in effect on the date of compensation (see Rule 75)

If we offer to reroute passenger's trip to the final destination by an alternative flight, this compensation may be reduced by 50% if the time of arrival of the alternative flight does not exceed the scheduled arrival time of the originally booked flight:

by two hours for flights up to 1,500 km  
 by three hours for flights between 1,500 km and 3,500km  
 by four hours for flights over 3,500 km.

Method of payment:

The compensation shall be paid by electronic bank transfer.

Carrier may, at the passenger's option, provide an EMD voucher (electronic miscellaneous document) valid for future transportation and services on JU instead of monetary compensation. The credit issued will be for a value equal or greater than the monetary compensation due to the passenger. the credit voucher will be valid for one year only, not transferable and non-refundable.

Right to choose between reimbursement and rerouting with the following options:

Reimbursement within 7 days:

-outbound passengers: the full cost of the ticket, or

-inbound passengers: cost on non-used coupon

-transit passenger: cost of non-used coupon,

if the flight is no longer serving any purpose in relation to passenger's original travel plan; also cost of the tickets for parts of journey already made and when relevant, return flight to the first point of departure at the earliest opportunity;

Rerouting under comparable transport conditions, to passenger's final destination at the earliest opportunity; or under comparable transport conditions, to passenger's final destination at a later date at his/her convenience, but subject to availability of seats.

Right to care including: meals and refreshments, reasonably related to the waiting time; 2 telephone calls or telex or fax messages, or emails;

if necessary, hotel accommodation and transfer between airport and hotel

(2) Long delay

When flight is delayed passengers are entitled to:

(a) right to care as follows:

(i) meals and refreshments in a reasonable relation to the waiting time;

(ii) if necessary, hotel accommodation and transport between the airport and hotel in case the flight delayed until the next day;

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(iii) two telephone calls, telex or fax messages or email, provided this does not result in a further delay of the flight and when a flight is delayed at departure:

for 2 or more hours for trips up to 1500km or  
 for 3 or more hours for trips between 1500-3500 km or  
 for 4 or more hours for distances more than 3500km

(b) Right to reimbursement within 7 days, if the flight is delayed more than 5 hours as follows:

(i) outbound passengers: cost of ticket  
 (ii) inbound passengers: cost of non-used coupon

(iii) transit passenger: cost of non-used coupon, if the flight is no longer serving any purpose in relation to passenger's original travel plan; also cost of the tickets for parts of journey already made and when relevant, return flight to the first point of departure at the earliest opportunity.

(3) Cancellation of flights

In case of cancellation of flight, the passenger will be entitled to the following:

(a) right to compensation

(i) amount of compensation

flight distance in km	amount in EUR
0-1500	EUR 250
1500-3500	EUR 400
more than 3500	EUR 600

Note: EUR amounts will be converted into CAD at the applicable rate of exchange in effect on the date of compensation (see Rule 75)

If we offer to reroute passenger's trip to the final destination by an alternative flight, this compensation may be reduced by 50% if the time of arrival of the alternative does not exceed the scheduled arrival time of the originally booked flight:

by two hours for flights up to 1,500 km

by three hours for flights between 1,500 km and 3,500 km

by four hours for flights over 3,500 km

(ii) Compensation will not be paid to passenger if: passenger was notified of the flight cancellation at least two weeks before scheduled time of departure; or passenger was notified of the flight cancellation at least two weeks and seven days before scheduled time of departure and if you were offered re-routing enabling you to depart no more than two hours before the scheduled time of departure and to reach your final destination less than four hours after the scheduled time of arrival; or passengers was notified of the flight cancellation less than seven days before the scheduled time of departure and were offered re-routing enabling you to depart no more than one hour before the scheduled time of departure and to reach your

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final destination less than two hours after the scheduled time of arrival; or Air Serbia can prove that the cancellation is caused by extraordinary circumstances which could not have been avoided even if all reasonable measures had been taken.

(iii) Method of payment:

The compensation shall be paid in by electronic bank transfer. Carrier may, at the passenger's option, provide an EMD voucher (electronic miscellaneous document) valid for future transportation and services on JU instead of monetary compensation. The credit issued will be for a value equal or greater than the monetary compensation due to the passenger. The credit voucher will be valid for one year only, not transferable and non-refundable.

(b) Right to choose between reimbursement and rerouting with the following options:

(i) Reimbursement with 7 days:

Outbound passengers: the full cost of the ticket, or

inbound passengers: cost on non-used coupon

transit passenger: cost of non-used

coupon, if the flight is no longer

serving any purpose in relation to

passenger's original travel plan;

also cost of the tickets for parts of

journey already made and when

relevant, return flight to the first

point of departure at the earliest

opportunity;

(ii) rerouting

-under comparable transport conditions, to passenger's final destination at the earliest opportunity; or

-under comparable transport conditions, to passenger's final destination at the

later date at his/her convenience, but

subject to availability of seats.

(c) Right to care including:

(i) meals and refreshments, reasonably related to the waiting time;

(ii) 2 telephone calls or telex or fax messages, or e-mails;

(iii) if necessary, hotel accommodation and transfer between airport and hotel in

cases

when the reasonably expected time of departure of the new flight is at least

the

day after the departure as it was planned for the cancelled flight;

(4) Downgrading of passengers

in case of involuntary downgrading to a lower class of service, passengers will be entitled to the following reimbursement within 7 days:

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30% of the ticket price for trips less than 1500 km  
50% of the ticket price for trips between 1500 and 3500 km  
75% of the ticket price for trips more than 3500km.  
Note: in all cases the relevant distance is understood to be the sector on which the passenger is downgraded. The ticket price is understood to be the one way coupon value for the sector on which the passenger is downgrad

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## Rule 90 Refunds

### (A) General

(1) In case of refund, whether due to failure of carrier to provide the accommodation called for by the ticket, or to voluntary change of arrangements by the passenger, the conditions and amount of refund will be governed by carrier's tariffs.

(2) Except as otherwise provided in paragraph (f) of this rule, refund by carrier for an unused ticket or portion thereof or miscellaneous charges order will be made to the person named as the passenger in such ticket or miscellaneous charges order unless at the time of purchase the purchaser designates on the ticket or miscellaneous charges order another person to whom refund shall be made in which event refund will be made to persons so designated, and only upon delivery of the passenger coupon and all unused flight coupons of the ticket or miscellaneous charges order. A refund made in accordance with this procedure to a person representing him as the person named or designated in the ticket or miscellaneous charges order will be considered a valid refund and carrier will not be liable to the true passenger for another refund.

EXCEPTION 1: REFUND IN ACCORDANCE WITH PARAGRAPH (E) BELOW OF TICKETS WHICH HAVE BEEN ISSUED AGAINST A CREDIT CARD WILL BE MADE ONLY TO THE CREDIT CARD ACCOUNT OF THE PERSON TO WHOM SUCH CREDIT CARD HAS BEEN ISSUED.

EXCEPTION 2: IF, AT THE TIME OF APPLICATION FOR REFUND, EVIDENCE IS SUBMITTED THAT A COMPANY PURCHASED THE TICKET ON BEHALF OF HIS/HER EMPLOYEE OR THAT THE TRAVEL AGENT REFUNDED HIS/HER CLIENT, SUCH REFUND WILL BE MADE DIRECTLY TO THE EMPLOYEE'S COMPANY OR TO THE TRAVEL AGENT.

EXCEPTION 3: REFUND OF A TICKET WHICH HAS BEEN ISSUED PURSUANT TO A PREPAID TICKET ADVICE (PTA) WILL BE MADE TO THE PERSON WHO PAID CARRIER FOR THE TICKET.

(3) CARRIER WILL REFUSE TO REFUND A TICKET WHICH HAS BEEN PRESENTED TO GOVERNMENT OFFICIALS OF A COUNTRY OR TO CARRIER AS EVIDENCE OF INTENTION TO DEPART THEREFROM, UNLESS THE PASSENGER ESTABLISHES

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TO CARRIER'S SATISFACTION THAT HE HAS PERMISSION  
TO REMAIN IN THE COUNTRY OR THAT HE WILL DEPART  
THEREFROM BY ANOTHER CARRIER OR CONVEYANCE.

(4) TIME LIMITATION FOR REFUND REQUESTS

THE REFUND WILL BE MADE PROVIDED THAT THE UNUSED  
COUPONS OF THE MISCELLANEOUS CHARGES ORDER/TICKET  
ARE SUBMITTED TO THE CARRIER NO LATER THAN  
EIGHTEEN (18) MONTHS AFTER THE DATE OF ISSUE OF  
THE ORIGINAL DOCUMENT. AN EXPIRED TICKET CANNOT  
BE REISSUED OR EXCHANGED AGAINST A MISCELLANEOUS  
CHARGES ORDER UNDER ANY CIRCUMSTANCE. REFUND OF A  
TICKET, MISCELLANEOUS CHARGES ORDER, PREPAID WILL  
THEREFORE BE DENIED IF REQUEST FOR REFUND IS MADE  
LATER THAN EIGHTEEN MONTHS AFTER THE DATE OF ITS  
ISSUANCE.

(B) CURRENCY

ALL REFUNDS WILL BE SUBJECT TO GOVERNMENT LAWS, RULES,  
REGULATIONS OR ORDERS OF THE COUNTRY IN WHICH THE  
TICKET WAS ORIGINALLY PURCHASED AND OF THE COUNTRY IN  
WHICH THE REFUND IS BEING MADE. SUBJECT TO THE  
FOREGOING PROVISIONS, REFUNDS WILL BE MADE IN THE  
CURRENCY IN WHICH THE FARE WAS PAID, OR IN LAWFUL  
CURRENCY OF THE COUNTRY OF THE CARRIER MAKING THE  
REFUND OR OF THE COUNTRY WHERE THE REFUND IS MADE, OR  
IN THE CURRENCY OF THE COUNTRY IN WHICH THE TICKET WAS  
PURCHASED, IN AN AMOUNT EQUIVALENT TO THE AMOUNT DUE IN  
THE CURRENCY IN WHICH THE FARE OR FARES FOR THE FLIGHT  
COVERED BY THE TICKET AS ORIGINALLY ISSUED WAS  
COLLECTED.

(C) SPECIAL HANDLING BY CARRIER

CARRIER WILL MAKE ALL OR ANY INDIVIDUAL REFUNDS THROUGH  
ITS REFUND DEPARTMENTS, AND WILL REQUIRE PRIOR WRITTEN  
APPLICATIONS FOR REFUNDS TO BE PREPARED BY PASSENGER ON  
SPECIAL FORMS PROVIDED BY CARRIER.

(D) INVOLUNTARY REFUNDS

(SEE ALSO RULE 80) (REVISED ROUTINGS FAILURE TO CARRY  
AND MISSED CONNECTIONS) AND RULE 87 (DENIED BOARDING  
COMPENSATION) - FOR THE PURPOSE OF THIS PARAGRAPH, THE  
TERM "INVOLUNTARY REFUND" SHALL MEAN ANY REFUND TO A  
PASSENGER WHO IS PREVENTED FROM USING THE CARRIAGE  
PROVIDED FOR IN HIS TICKET BECAUSE OF CANCELLATION OF  
FLIGHT, INABILITY OF CARRIER TO PROVIDE PREVIOUSLY  
CONFIRMED SPACE, SUBSTITUTION OF A DIFFERENT TYPE OF  
EQUIPMENT OR DIFFERENT CLASS OF SERVICE BY CARRIER,  
MISSED CONNECTIONS, POSTPONEMENT OR DELAY OF FLIGHT,  
OMISSION OF A SCHEDULED STOP, OR REMOVAL OR REFUSAL TO  
CARRY UNDER CONDITIONS PRESCRIBED IN RULE 25 (REFUSAL  
TO TRANSPORT - LIMITATIONS OF CARRIAGE), DEATH OF THE  
PASSENGER OR DEATH IN THE IMMEDIATE FAMILY UNDER  
CONDITIONS PRESCRIBED IN RULE 80 (REVISED ROUTINGS,  
FAILURE TO CARRY & MISSED CONNECTIONS). INVOLUNTARY  
REFUNDS WILL BE COMPUTED AS FOLLOWS:

(1) WHEN NO PORTION OF THE TRIP HAS BEEN MADE, THE

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AMOUNT OF REFUND WILL BE EQUAL TO THE FARE PAID INCLUDING ANY OTHER RELATED CHARGES SUCH AS FUEL SURCHARGES, TAXES AND OTHER FEES THAT AMOUNT TO THE FULL TICKET PRICE PAID BY THE PASSENGER.

(2) WHEN A PORTION OF THE TRIP HAS BEEN MADE, THE AMOUNT OF REFUND WILL BE:

(A) EITHER AN AMOUNT EQUAL TO THE ONE-WAY FARE LESS THE SAME RATE OF DISCOUNT, IF ANY, THAT WAS APPLIED IN COMPUTING THE ORIGINAL ONE-WAY FARE (OR ON ROUND OR CIRCLE TRIP TICKETS, ONE-HALF OF THE ROUND TRIP FARE) AND CHARGES APPLICABLE TO THE UNUSED TRANSPORTATION FROM THE POINT OF TERMINATION TO THE DESTINATION OR STOPOVER POINT NAMED ON THE TICKET OR TO THE POINT AT WHICH TRANSPORTATION IS TO BE RESUMED, VIA:

(I) THE ROUTING SPECIFIED ON THE TICKET, IF THE POINT OF TERMINATION WAS ON SUCH ROUTING; OR

(II) THE ROUTING OF ANY CARRIER OPERATING BETWEEN SUCH POINTS, IF THE POINT OF TERMINATION WAS NOT ON THE ROUTING SPECIFIED ON THE TICKET; IN SUCH CASE THE AMOUNT OF REFUND WILL BE BASED ON THE LOWEST FARE APPLICABLE BETWEEN SUCH POINTS; OR

(B) THE DIFFERENCE BETWEEN THE FARE PAID AND THE FARE FOR THE TRANSPORTATION USED, WHICHEVER IS HIGHER.

EXCEPTION: WHEN A PASSENGER HOLDING A TICKET FOR CARRIAGE FOR A HIGHER CLASS OF SERVICE BETWEEN AN ORIGIN AND A DESTINATION IS REQUIRED BY CARRIER TO USE A LOWER CLASS OF SERVICE FOR ANY PORTION OF SUCH CARRIAGE, THE AMOUNT OF REFUND

WILL BE AS FOLLOWS:  
FOR ONE-WAY TICKETS: THE DIFFERENCE BETWEEN THE FARE FOR THE HIGHER CLASS OF SERVICE AND THE FARE FOR THE LOWER CLASS OF SERVICE BETWEEN THE POINTS WHERE THE LOWER CLASS SERVICE IS USED; FOR THE PURPOSE OF THIS EXCEPTION FARES ARE PUBLISHED IN THE

FOLLOWING DESCENDING ORDER OF CLASSES OF SERVICE:

- A) ECONOMY CLASS FARES
- B) BUSINESS CLASS FARES

(3) THE SERVICE CHARGE PROVIDED FOR IN RULE 60 (RESERVATIONS) HEREIN, WILL NOT BE ASSESSED, AND ANY COMMUNICATION EXPENSES PAID BY THE PASSENGER IN ACCORDANCE WITH RULE 60 (RESERVATIONS) WILL BE

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REFUNDED, OR IF SUCH EXPENSE AT THE TIME HAS NOT BEEN COLLECTED BY CARRIER, ITS COLLECTION WILL BE WAIVED.

(4) TIME LIMITATIONS FOR REFUND REQUESTS.

THE REFUND WILL BE MADE PROVIDED THAT THE UNUSED COUPONS ARE SURRENDERED TO CARRIER WITHIN 18 MONTHS FROM THE DATE OF ISSUE OF THE ORIGINAL TICKET.

(E) VOLUNTARY REFUNDS

FOR THE PURPOSE OF THIS PARAGRAPH, THE TERM "VOLUNTARY REFUND" SHALL MEAN ANY REFUND OF A TICKET OR PORTION THEREOF OTHER THAN AN INVOLUNTARY REFUND, AS DESCRIBED IN PARAGRAPH (D) OF THIS RULE. VOLUNTARY REFUNDS SHALL BE COMPUTED AS FOLLOWS:

- (1) IF NO PORTION OF THE TICKET HAS BEEN USED, THE REFUND WILL BE THE FULL AMOUNT OF THE FARE PAID, LESS ANY APPLICABLE SERVICE CHARGE AND COMMUNICATION EXPENSES. (SEE RULES 60 (RESERVATIONS) AND 65 (TICKETS)); OR
- (2) IF A PORTION OF A TICKET HAS BEEN USED, REFUND WILL BE MADE IN AN AMOUNT EQUAL TO THE DIFFERENCE, IF ANY, BETWEEN THE FARE PAID AND THE APPLICABLE FARE BETWEEN THE POINTS BETWEEN WHICH THE TICKET HAS BEEN USED, LESS ANY APPLICABLE SERVICE CHARGE AND COMMUNICATION EXPENSES. (SEE RULES 60 (RESERVATIONS) AND 65 (TICKETS)).
- (3) WHEN THE REFUNDING OF ANY PORTION OF A TICKET WOULD RESULT IN THE USE OF SUCH TICKET BETWEEN ANY POINTS WHERE THE CARRIAGE OF TRAFFIC IS PROHIBITED, THE REFUND, IF ANY, WILL BE DETERMINED AS IF SUCH TICKET HAD BEEN USED TO A POINT BEYOND, WHICH WOULD NOT RESULT IN THE VIOLATION OF CARRIER'S OPERATING RIGHTS OR PRIVILEGES. THE PASSENGER WILL BE REFUNDED THE DIFFERENCE BETWEEN THE FARE PAID FROM THE POINT OF ORIGIN TO SUCH FARTHER POINT AND THE TOTAL FARE PAID, LESS ANY APPLICABLE CHARGES.
- (4) A PENALTY FOR VOLUNTARY CANCELLATION SHALL NOT APPLY AND THE TOTAL AMOUNT PAID SHALL BE REFUNDED IF SUCH CANCELLATION IS MADE AFTER AN INCREASE IN THE FARE IS MADE APPLICABLE BETWEEN THE TIME OF THE INITIAL PAYMENT AND THE DATE OF TRAVEL.
- (5) TIME LIMITATIONS FOR REFUND REQUEST.  
THE REFUND WILL BE MADE PROVIDED THAT THE UNUSED COUPONS ARE SURRENDERED TO CARRIER WITHIN 18 MONTHS FROM THE DATE OF ISSUE OF THE ORIGINAL TICKET.
- (6) SERVICE CHARGES  
(APPLICABLE TO VOLUNTARY REFUNDS SUBMITTED TO JU IN CANADA) A SERVICE CHARGE OF CAD 50.00 WILL BE ASSESSED WHEN A PASSENGER OR A TRAVEL AGENT SUBMITS A TICKET, EXCHANGE ORDER, DEPOSIT RECEIPT

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OR A PREPAID FOR A REFUND TO BE PROCESSED BY AIR SERBIA IN CANADA. THIS SERVICE CHARGE WILL BE DEDUCTED FROM THE REFUND AMOUNT.

(F) LOST/STOLEN/EXPIRED TICKETS

THE FOLLOWING PROVISIONS WILL GOVERN REFUND OF A LOST TICKET OR UNUSED PORTION THEREOF.

(1) WHEN A LOST TICKET OR PORTION THEREOF IS NOT FOUND, REFUND AS STIPULATED WILL BE MADE UPON RECEIPT OF PROOF OF LOSS SATISFACTORY TO CARRIER AND AFTER RECEIPT OF WRITTEN REQUEST FOR REFUND FROM THE PASSENGER. REFUND WILL ONLY BE MADE PROVIDED THAT THE LOST TICKET OR PORTION THEREOF HAS NOT BEEN HONORED FOR TRANSPORTATION OF, OR REFUNDED, UPON SURRENDER BY ANY PERSON PRIOR TO THE TIME THE REFUND IS MADE AND FURTHER PROVIDED THAT THE PASSENGER AGREES TO INDEMNIFY AND HOLD CARRIER HARMLESS AGAINST ANY AND ALL LOSS, DAMAGE, CLAIM OR EXPENSE, INCLUDING WITHOUT LIMITATION, REASONABLE ATTORNEY FEES, WHICH CARRIER MAY SUFFER OR INCUR BY REASON OF THE MAKING OF SUCH REFUND AND/OR THE SUBSEQUENT PRESENTATION OF SAID TICKET(S) FOR TRANSPORTATION OR REFUND OF ANY OTHER USE WHATSOEVER.

EXCEPTION: REFUND WILL BE MADE ON ONE OF THE FOLLOWING BASIS, WHICHEVER IS

APPLICABLE:

(A) IF NO PORTION OF THE TICKET HAS

BEEN USED, AND:

(I) THE PASSENGER HAS NOT

PURCHASED A REPLACEMENT  
TICKET, REFUND WILL BE THE

FULL AMOUNT OF THE FARE

PAID.

(II) THE PASSENGER HAS PURCHASED

A REPLACEMENT TICKET, THE

CARRIER WHICH ISSUED THE  
ORIGINAL TICKET WILL REFUND  
TO THE PASSENGER THE FARE  
PAID FOR SUCH REPLACEMENT  
TICKET;

(B) IF A PORTION OF THE TICKET HAS

BEEN USED AND:

(I) THE PASSENGER HAS NOT

PURCHASED A REPLACEMENT  
TICKET, REFUND WILL BE MADE  
IN AN AMOUNT EQUAL TO THE  
DIFFERENCE, IF ANY, BETWEEN  
THE FARE PAID AND THE  
APPLICABLE FARE BETWEEN THE  
POINTS BETWEEN WHICH THE  
TICKET HAS ACTUALLY BEEN  
USED.

(II) THE PASSENGER HAS PURCHASED

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A REPLACEMENT TICKET, THE  
CARRIER WHICH ISSUED THE  
ORIGINAL TICKET WILL REFUND  
THE FARE PAID FOR SUCH  
REPLACEMENT TICKET;

- (C) THE REFUNDS DESCRIBED IN  
SUBPARAGRAPHS (A) AND (B) ABOVE,  
WILL BE SUBJECT TO ANY EXPENSES  
INCURRED BY CARRIER AS A RESULT  
OF SUCH LOSS.
- (2) THE FOREGOING PROVISIONS SHALL ALSO APPLY TO LOST  
MISCELLANEOUS CHARGES ORDER, DEPOSIT RECEIPTS AND  
EXCESS BAGGAGE TICKETS.
- (3) REFUND FOR LOST TICKETS WILL NOT BE MADE EARLIER  
THAN SIX MONTHS AFTER THEIR ISSUE DATE.
- (4) SERVICE CHARGE:  
UNLESS OTHERWISE PROVIDED FOR IN SPECIFIC FARE  
TYPES, A SERVICE CHARGE OF CAD 143.00/EUR  
100.00/USD 126.00 IS TO BE PAID BY THE PASSENGER  
ON MCO FOR HANDLING THE REQUEST FOR REPLACEMENT OF  
A LOST/STOLEN TICKET.

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## Rule 115 Baggage

(Applicable for Transportation to/From Canada/USA)

### General Conditions of Acceptance

Ticketed passengers may check baggage for carriage in the hold (cargo) compartment of the aircraft and/or may carry baggage on board the aircraft, subject to the provisions of this rule. carrier will accept for transportation as baggage such personal property as is necessary or appropriate for the wear, use, comfort or convenience of the passenger for purposes of the trip.

#### (a) Checked Baggage

(1) Nothing contained in this tariff shall entitle a passenger to have his baggage checked on a journey for which carrier does not offer facilities for checking of baggage.

(2) Upon delivery to carrier of the baggage to be checked, carrier will take custody thereof and insert in the ticket the number of pieces and weight of the checked baggage (which act shall constitute the issuance of the baggage check); in addition carrier will issue for identification purposes only, a baggage (claim) tag for each piece of baggage so delivered and covered by the baggage check. All checked baggage must be properly packed in suitcases or similar containers in order to ensure safe carriage with ordinary care in handling. passengers must affix their name or any other form of identification to the baggage.

#### (b) Movement of baggage

checked baggage will, whenever possible, be carried on the same aircraft as the passenger, unless the carrier decides for safety, security or operational reasons to carry it on an alternative flight. If checked baggage is carried on a subsequent flight, the carrier will deliver it to passenger, unless applicable law requires him/her to be present for customs clearance.

#### (c) Inspection by carrier

for reasons of safety and security, the carrier may request that passenger permits a search and scan of him/her and a search, scan or x-ray of his/her baggage. if passenger is not available, his/her baggage may be searched in his/her absence for the purpose of determining whether he/she is in possession of or whether his/her baggage contains any item, forbidden for carriage in checked baggage, which have not been presented to JU. If he/she is unwilling to comply with such request, JU may refuse to carry him/her and his/her baggage. In the event a search or scan causes

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damage to passenger, or an x-ray or scan causes damage to his/her baggage, JU shall not be liable for such damage unless due to JU fault or negligence.

(d) Prohibited Items

Passengers must not include in his/her baggage:

(1) articles which are likely to endanger the aircraft, persons, or property on board, such as those specified in the dangerous goods regulations of the international civil aviation organization (ICAO) and the International Air Transport Association (IATA) and in the carrier's regulations, as applicable these items include, but are not limited to:

- (a) briefcases and attache cases with installed alarm devices; or incorporative lithium batteries and/or pyrotechnic material;
- (b) compressed gases (flammable, non-flammable and poisonous), such as camping gas;
- (c) corrosive materials (such as acids, alkalis and wet-cell batteries);
- (d) etiologic agents (e.g., disease cultures) and toxic items; explosives, munitions, fireworks and flares (see section 2 regarding munitions);
- (e) flammable liquids and solids (such as lighter or heating fuels, matches and articles which are easily ignited); substances liable to spontaneous combustion; substances which on contact with water emit flammable gases;
- (f) irritating materials;
- (g) magnetized materials;
- (h) oxidizing agents (such as bleaching powder and peroxides);
- (i) poisons and infectious substances, such as insecticides, weed-killers and live virus materials;
- (j) radioactive materials;
- (k) other restricted articles, such as mercury or noxious materials as listed in the IATA restricted articles regulations;
- (l) paints and paint solvents;
- (m) asbestos materials or other substances which are capable of posing significant risk to health, safety or property when transported by air.

(2) Items the carriage of which is prohibited by the applicable laws, regulations or orders of any state to be flown from, or over, or to or where passenger makes scheduled stopover.

(3) Items, which are reasonably considered by JU to be unsuitable for carriage because of their weight, size, shape or particular nature (fragile, perishable, precious, valuable), or which, are

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likely to be damaged by air carriage or which are unsuitably packed to withstand ordinary handling having regard to, among other things, the type of aircraft being used.

- (a) Items deemed to be fragile, perishable, precious and highly valuable items. The classes of items listed below are deemed to be fragile, perishable, precious, highly valuable items or otherwise unsuitable as checked baggage and will not be accepted as checked baggage, except as set forth in (3)(b) below.
- artistic items (vases, figurines, ceramic articles, trophies, paintings, drawings, papyrus, sculpture, antique furniture and similar objects of art)
  - .electronic and mechanical items
    - computers (laptops, pcs), calculators, mobile phones and other electronic communications devices, personal electronic devices, television sets, radios, tape recorders, video recorders, dvd players, digital music or video devices, typewriters, dictation equipment, and similar electronic or mechanical items.chinaware, pottery containers or ornaments made of porcelain or clay hardened by heat, pots, bowls; crockery; dishes; glasses; earthenware and other .glassware
    - terrariums, mirrors, crockery, crystal, china and glass containers for liquors, wines, beer, liqueurs, and perfumes, and similar items fabricated from glass or similar materials.infant items
    - fragile items for infant care, including without limitation strollers .jewelry or precious metals jewelry, silverware, precious metals, and similar highly valuable items. Musical instruments and equipment guitars, violins, violas, trombones, horns, drums, harps and other musical instruments, amplifiers, speakers, and any other support equipment
  - Perishable items
    - Fresh or frozen foodstuff such as fruits, vegetables, meats, fish, poultry, and bakery products; floral and nursery stock such as flower, fruit, and vegetable plants; cut flowers and foliage such as floral displays; and similar items of a perishable nature
    - .photographic/cinematographic equipment cameras, lenses, flash bulbs, projectors, video cameras, and other photographic/cinematographic equipment

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.precision items  
 microscopes, oscilloscopes, meters, counters,  
 polygraphs, scales, and similar precision  
 equipment .sporting equipment  
 fragile sporting goods including without  
 limitation and highly valuable items  
 equipment, golf clubs, tennis rackets, skis,  
 fishing rods, surfboards, scuba diving masks  
 and pressure gauges, scopes, sporting  
 trophies such as animal horns and antlers,  
 skin diving gear, model airplanes, bicycles,  
 backpacks  
 .valuable or fragile papers money, cash  
 equivalents, securities, negotiable papers,  
 passports and other identification  
 documents, business documents, samples, and  
 irreplaceable documents and  
 books, advertising displays, models,  
 sketches, blueprints, maps, manuscripts,  
 artifacts, historical documents, and other  
 valuable or fragile paper materials. .other  
 fragile or perishable items any item not  
 otherwise listed above which, by its nature  
 or packaging, is subject to damage or  
 spoilage during its carriage as checked  
 baggage, despite exercise by the carrier of  
 ordinary care in its handling

(b) Acceptance of fragile, perishable, precious  
 and highly valuable items.

.duty to identify fragile, perishable or  
 precious items. Passenger must identify all fragile,  
 perishable, precious and highly valuable  
 items contained in any baggage tendered to  
 carrier for carriage at the time of check-in.

.precious or highly valuable items  
 precious or other highly valuable items,  
 including without limitation money, cash  
 equivalents, securities, negotiable  
 instruments, business documents, passports  
 and other identification and irreplaceable  
 documents, samples, jewelry, silverware,  
 precious metals, vases, figurines, ceramic  
 articles, trophies, paintings, drawings,  
 papyrus, sculpture, antique furniture, and  
 similar objects of art, television sets,  
 radios, tape recorders, video recorders, dvd  
 players, digital music or video devices,  
 mobile phones and other electronic  
 communications devices, personal electronic  
 devices, calculators, computers, typewriters,  
 dictation equipment, and similar electronic  
 or mechanical items, microscopes,  
 oscilloscopes, meters, counters polygraphs,  
 scales, and similar precision equipment and  
 any other items that cannot be easily

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replaced if lost or damaged may not be transported in checked baggage. . Acceptance of properly packaged fragile items except as provided below, fragile items will be accepted as checked baggage only if, in the carrier's sole determination, the items are appropriately packaged in an original factory-sealed carton, cardboard mailing tube, a container or case designed for shipping such items, or packed with protective internal material sufficient to protect the items from damage during ordinary handling and are otherwise suitable for transport under these rules. . It is strongly recommended to passengers to carry fragile and perishable articles, computers (laptops, pcs) artistic articles, personal electronic devices and other electronic equipment, mobile phones and other communication devices and equipment, money, jewelry, precious metal, silverware, negotiable papers, securities and other valuables, valuable documents, business documents, samples, passports and other identification documents, keys, medicaments in his/her hand baggage if it is possible.

(4) Firearms and ammunition other than for hunting and sporting purposes are prohibited from carriage and baggage. Firearms and ammunition for hunting and sporting purposes may be accepted as checked baggage only with the prior consent of an arrangement with carrier.

Firearms must be unloaded with the safety catch on, and suitably packed in a container manufactured specially for the firearms or in a hard case. Entry permits shall be in the passenger's possession for the country or countries of transit and destination. Carriage of ammunition is subject to ICAO and IATA regulations. All luggage containing ammunition is subject to ICAO and IATA regulations. All luggage containing ammunitions must undergo an x-ray examination at time of check-in. Ammunition must be packed in the manufactured original package or in a tight securely packed hard container (in a fibre, wood or metal boxes) and the ammunition inside the container must be protected against shock and secured against movement. Ammunition for sporting purposes in quantities not exceeding 5 kg (11 lb) gross weight per person is allowed on JU flight. Only ammunition in division 1.4 s is accepted for carriage (excluding those with explosive or incendiary projectiles).

(5) Cutting weapons, stabbing weapons, and aerosols that may be used as attack or defense weapons,

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antique firearms, replica of weapons, swords, knives and similar items may be accepted as checked baggage, at carrier discretion, but will not be permitted in the cabin of the aircraft.

(6) Live animals are not permitted for carriage on JU flights except below shown:

(a) pets in passenger cabin (pets)  
 pets (dogs and cats only) when properly crated in leak-proof and well ventilated containers and accompanied by valid health and rabies vaccination certificates, entry permits and other documents required by countries of entry or transit will be accepted in the passenger cabin, provided their carriage is approved by carrier at the time of reservation. They will be carried at the owner's risk, and subject to requirements of carrier. The passenger must make all arrangements and assume full responsibility for complying with any applicable laws, customs and/or other governmental regulations, requirements or restrictions of the country, state or territory to or over which the animal is being transported. Only small pets, not exceeding 8 kg/18 lb, together with container, may be accepted for transportation in the cabin. Container with pets will be placed under the seat in front of passenger. Dimensions of container must not exceed 40 cm(length)x30cm(width)x24cm(height). Pet must have sufficient comfort in the container and be able to stand up, lie down, and turn around. The container must be adequately secured against opening. The pet is not allowed out of its container throughout the trip (during embarkation, in cabin, during deplaning). Only one container with pets is permitted per passenger. Maximum two homogeneity pets per one container are permitted. Carrier may limit the number of pets in the passenger cabin. The pets and its container will not be included in the free baggage allowance and passenger must pay special charge for its carriage.

(b) Service dog trained to assist deaf and blind passenger or comparable service dog will be carried free of charge in addition to the normal free baggage allowance provided that such dog accompanies a passengers dependent upon it, and is properly harnessed, and does not occupy a seat. However, such service dog will not be carried unless proper permits are obtained for entry into the country or territory of destination and country or territories of transit where such permits are required and only if the evidence of possession of such permits are presented prior to reservations being made. If any

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country or territory on the route prohibits the entry of service animal, carriage will be refused.

(c) Carrier will not be responsible in the event any such pets or service dog is refused entry into or passage through any country or territory. The owner assumes all risk of injury to or sickness or death or of loss of above animal unless said damage is solely due to the gross negligence or willful misconduct of the carrier. The passenger is liable for all damages which mentioned animal may cause to others. Passengers travelling with animals who fail to comply with the applicable regulations must reimburse the fines, loss, compensation and all costs and damage incurred by carrier due to such a situation.

(d) avih(animal in hold) is not accepted on JU flights.

(7) Additional information on prohibited items which may not be carried as cabin baggage, including but not limited to carriage of liquids and gels as well as pointed edged weapons and sharp objects, blunt instruments and lighters can be obtained from carrier. (e) Right to refuse carriage

(1) at any embarkation or intermediary point, the carrier may for security and/or safety reasons, refuse to carry as baggage the items referred to in (d)(1) and (2) above, or to refuse to continue carrying them, if they are discovered during the journey.

(2) the carrier may refuse to carry any item as baggage due to its dimensions, form, weight, content configuration, nature or for operating, security/safety reasons or to preserve the comfort and convenience of passengers.

(3) the carrier may refuse to carry baggage for which carriage the passenger has refused to pay all applicable charges.

(4) the carrier will refuse to carry animals that do not have the documents required by the applicable regulations.

(5) the carrier may refuse to carry in the hold baggage that has not been handed over by the passenger to the carrier prior to the check-in deadline.

(6) the carrier may refuse to carry baggage that is reasonably considers to be poorly packed or placed in unsuitable containers. (f) Checking of baggage by carrier

except as otherwise provided in this rule, each participating carrier will, upon presentation by a fare-paying passenger of a valid ticket covering transportation over the lines of such carrier, or over the lines of such carrier and one or more other

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participating carriers, check personal property which is tendered by the passenger for transportation as baggage, when tendered at the city or airport office designated by the carrier, and within the times prescribed by such carrier, but no participating carrier will check property so tendered:

(1) beyond the destination, or not on the routing, designated on such ticket; (2) beyond a point of stopover;

(3) beyond a point of transfer to any other carrier, if the passenger has declared a valuation in excess of the amounts specified in paragraph (h)(4) of this rule except between points where through interline service is provided without

change of aircraft by two or more participating carriers; and provided further, that carrier will check such baggage beyond a point of transfer to international carriers;

(4) beyond a point beyond which the passenger holds no reservation.

(5) beyond a point at which the passenger is to transfer to a connecting flight, and such flight is scheduled to depart from a different airport than that at which the passenger is scheduled to arrive at such point.

(6) beyond a point at which the passenger desires to resume possession of such property or any portion thereof;

(7) beyond a point beyond which all applicable charges have not been paid.

(8) (applicable only for through transportation). To a point to which the passenger holds no reservation, unless the passenger's name or initials are on the outside of such baggage.

(g) special declaration of interest

(1) for all checked baggage with a value that exceeds, the liability limits in the event of destruction, loss, damage or delay, as defined by the convention, passengers can either purchase insurance coverage prior to the journey or, when handing over the baggage to the carrier, make a special declaration of interest limited to a certain amount. In this case, a surcharge made known upon request, must be paid by the passenger.

(2) the carrier reserves the right to verify the adequacy of the value declared with the value of the baggage and the contents thereof.

(3) all special declarations of interest must be made by the passenger to the carrier prior to the check-in deadline. The carrier may refuse any special declaration of interest if a passenger does not comply with the afore mentioned time limit. The carrier also has the option of capping the level of the declarations. The carrier also reserves the right to prove, in the event of

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damage, that the amount declared was higher than the passenger's genuine interest at the time of delivery.

(4) no baggage of any one passenger having a declared value excess of 1131 sdr (special drawing right), will be accepted to carriage, unless special arrangements have been made in advance the passenger and the carriers concerned.

(h) Delivery of checked baggage by carrier

(1) checked baggage will be delivered to the bearer of the baggage check upon return to carrier of the baggage (claim) tag(s) issued in connection with such baggage. Carrier is under no obligation to ascertain that the bearer of the baggage check and baggage (claim) tag is entitled to delivery of the baggage, and carrier is not liable for any loss, damage or expense arising out of or in connection with such delivery of the baggage. Except as otherwise provided in subparagraph (3) herein, delivery will be made at the destination shown in the baggage check.

(2) if the provisions of subparagraph (1) above, are not complied with by a person claiming the baggage, carrier will deliver the baggage only on condition that such person establishes to carrier's satisfaction his rights thereto, and if required by carrier, such person shall furnish adequate security to indemnify carrier for any loss, damage or expense which may be incurred by carrier as a result of such delivery;

(3) at the request of the bearer of the baggage check and baggage (claim) tag(s), checked baggage will be delivered at the place of departure or an intermediate stopping place upon the same condition provided for in subparagraph (1) hereof, unless precluded by government regulations, or unless time and circumstances do not permit. In delivering baggage at the place of departure or at any intermediate stopping place, carrier shall be under no obligation to refund any charges paid.

(4) acceptance of baggage by the bearer of the baggage check and baggage (claim) tag(s) without written complaint at the time of delivery is presumptive evidence that the baggage has been delivered in good condition and in accordance with the contract of carriage.

(i) Maximum dimensions and weight of single item of checked baggage

Single item of baggage weighing more than 32 kg and/or which the sum of dimensions exceeding 203 cm will not be transported as checked baggage. It will be transported solely as good (cargo). Exceptionally, and with prior JU approval, an individual piece of baggage weighing more than 32 kg and/or with the sum of dimensions exceeding 203 cm can be accepted as checked baggage if

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it contains sports equipment or a wheelchair. Musical instruments with maximum weight up to 32 kg and with sum of dimensions up to 300 cm will be accepted for carriage as checked baggage as well.

(j) Cabin Baggage

- (1) Cabin baggage suitable for placement in the closed overhead rack or under the passenger's seat. In addition to the checked baggage allowances, each passenger may carry without additional charges, hand baggage suitable for placement in the closed overhead rack or under the passenger's seat. If baggage cannot be stored by this means or is of excessive weight or is considered unsafe for any reason, it must be accepted as checked baggage in the baggage compartment of aircraft. (2)

Cabin baggage on extra seat (cbbg) subject to advance arrangements and approval obtained by carrier, each passenger may carry on board the aircraft baggage of such bulky or fragile nature or precious or valuable baggage (like musical instruments, paintings, diplomatic mail etc) as to require the blocking out or use of a seat or seats, subject to a maximum weight of 75 kg per seat and according to dimensions prescribed by carrier depending on aircraft type, provided that the weight of such baggage so carried shall not be included in determining the passenger's free baggage allowance nor his/her excess baggage charges. The charge for baggage so carried per seat shall be the applicable full one way adult fare for the class of service used by the passenger between the points which the baggage is to be transported. note: inclusive tour fares, other rebated fares such as spouse, child, agent or ship's crew etc, do not apply. No taxes or fees will be collected for the additional seat. No additional baggage allotment is permitted. (k) Free baggage allowance (FBA)

Depending on the fare and class of carriage, passenger may carry certain amount of baggage free of charge. said quantity is shown on ticket and must be taken into account in all cases. The quantity of baggage is determined according to combined criteria of weight, dimensions and number of pieces (piece concept). (1) fba(checked baggage) between points in the

USA/Canada and points outside the USA/Canada

- (a) Business Class  
 adults and children

2 pieces of baggage x max 32 kg (70 lb) per piece, provided that sum of the greatest outside dimensions of each piece does not exceed 158 cm (62 inches), infants (under age of 2) not occupying a seat:

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1 piece of baggage x max 23 kg (50 lb)  
 provided that sum of the greatest outside  
 dimensions of piece does not exceed 158cm (62  
 inches) plus one fully collapsible child's  
 push-chair. (b) Economy Class  
 adult and children:  
 1 piece of baggage x max 23 kg (50 lb),  
 provided that sum of the greatest outside  
 dimensions of piece does not exceed 158 cm  
 (62 inches)

exception:

2 pieces of baggage x max 23 kg (50 lb),  
 provided that sum of the greatest outside  
 dimensions of piece does not exceed  
 158 cm (62 inches) for the following markets:  
 between the USA and Athens, Banja Luka,  
 Beirut, Belgrade, Bucharest, Dubrovnik,  
 Istanbul, Ljubljana, Milan, Moscow,  
 Podgorica, Prague, Pula, Rome, Sarajevo,  
 Skopje, Sofia, Split, Tel Aviv, Thessaloniki,  
 Tirana, Tivat, Varna, Vienna, Warsaw, Zagreb.  
 Infants (under age of 2) not occupying a

seat:

1 piece of baggage x max 23 kg (50 lb),  
 provided that sum of the greatest outside  
 dimensions of piece does not exceed 158 cm (62  
 inches) plus fully collapsible child's push-  
 chair.

(2) FBA (cabin baggage) between points in the  
 USA/Canada and points outside the USA/Canada

(a) Business class

Adults and children – 2 pieces

1 piece with maximum weight 8 kg and max  
 sum of dimensions 115 cm (55  
 x 40 x 20 cm), including the  
 handle, pockets and wheels plus

1 piece with maximum weight 4 kg and max  
 sum of dimensions 105 cm (50 x 35 x 20 cm),  
 including the handle, pockets and wheels  
 infants (under age of 2) are not entitled to  
 cabin baggage free of charge except foldable  
 children stroller or baby carriage and baby  
 food. (b) Economy class

Adult and children – 1 piece

1 piece with maximum weight 8 kg and max sum  
 of dimensions 115 cm (45 inches) (55 x 40 x  
 20 cm), including the handle, pockets and  
 wheels. infants (under age of 2) are not

entitled to cabin baggage free of charge  
 except foldable children stroller or baby  
 carriage and baby food.

(c) In addition, passenger can carry free of  
 charge the following personal items in all  
 classes: a ladies handbag or briefcase or

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laptop; an overcoat, wrap;  
 a walking stick,  
 a reasonable (small) amount of duty free  
 goods  
 If passenger travels with infant than he/she  
 can carry infant's food for consumption in-  
 flight and foldable baby stroller or carriage;  
 Folding wheelchair (subject to available  
 space in cabin) and/or pair crutches and/or  
 other prosthetic device for the passenger's  
 use. If the passenger is dependent on them,  
 prescription medication and any medical  
 devices needed to administer the medications,  
 respiratory assistive devices (poc,cpap, etc).

(3) Free baggage allowance for involuntarily rerouted  
 passengers

Involuntarily rerouted passengers will receive the  
 free baggage allowance applicable to the class of  
 service for which tickets were originally issued,  
 regardless of whether such passengers are subsequently  
 transferred to a different class of service.

(1) Excess baggage charges between points in the USA/Canada  
 and points outside the USA/Canada

Checked baggage in excess of that provided above will  
 be accepted only upon payment of the excess baggage  
 charges in the following manner:

(1) first \*standard piece of baggage in excess of the  
 prescribed number provided above will be assessed  
 the applicable charge listed below:

(a) From points in the USA/Canada to points  
 outside the USA/Canada: USD 90/CAD 115

(b) From points outside the USA/Canada to points  
 in the USA/Canada: EUR 80

(2) Second and each subsequent \*standard piece (third,  
 fourth,) in excess of the prescribed number  
 provided above, will be assessed the applicable  
 charge listed below:

(a) from points in the USA/Canada to points  
 outside the USA/Canada: USD 170/CAD 220

(b) from points outside the USA/Canada to points  
 in the USA/Canada: EUR 150

(3) Each piece of baggage in excess of the prescribed  
 weight per piece provided above will be assessed  
 the applicable charge listed below:

(a) From points in the USA/Canada to points  
 outside the USA/Canada: USD 90/CAD 115

(b) From points outside the USA/Canada to points  
 in the USA/Canada: EUR 80

(4) Each piece of baggage with sum of dimensions  
 exceeding 158 cm, but not exceeding 203 cm will be  
 assessed the applicable charge listed below:

(a) From points in the USA/Canada to points  
 outside the USA/Canada: USD 205/CAD 260

(b) From points outside the USA/Canada to points  
 in the USA/Canada: EUR 180

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- (5) Excess baggage fees are summed up if there are different types of excesses (number of pieces weight and sum of dimensions of individual pieces of baggage)

- (6) \*standard piece of baggage has a maximum weight of 23 kg and minimum sum of dimensions of 158 cm. (m)  
 Charges for carriage of musical instruments as checked baggage

JU accepts musical instruments as checked baggage in protective cases with max weight up to and including 32 kg and with max sum of dimensions up to and including 300 cm. For carriage of musical instruments the same excess baggage charges are applicable as it is case with other passenger's baggage. The only exception is special charge for carriage of musical instruments which sum of dimensions together with protective case exceeds 203 cm and up to including 300 cm (203 cm) is less than 1 musical instruments is less than or equal to 300 cm). In this case special charge is (a) From points in the USA/Canada to points outside the USA/Canada: USD 225.00/CAD 290.00 (b) From points outside the USA/Canada to points in the USA/Canada: EUR 200.00

- (n) Special charges for carriage of sports equipment as checked baggage

(1) Sports equipment is classified into 3 categories according to its length and weight:

- small - up to 140 cm and/or up to 15 kg;
- medium from 140 cm up to 200 cm and/or from 15 kg up to 32 kg;
- large - from 200 cm up to 277 cm and/or from 32 kg up to 45 kg;

This means that if, according to length, sports equipment is classified into one category, and, according to weight, into another, the applicable category will be the higher one. Below, special charges are applied for carriage of sports equipment:

- (a) From points in the USA/Canada to points in Europe/Middle East
  - Small sports equipment: USD 100/CAD 130
  - Medium sports equipment: USD 125/CAD 160
  - Large sports equipment: USD 225/CAD 290
- (b) From points in Europe/Middle East to points in the USA/Canada
  - Small sports equipment: EUR 90
  - Medium sports equipment: EUR 110
  - Large sports equipment: EUR 200

Small sports equipment may be carried as part of a passenger's free baggage allowance (even if its sum of dimensions per piece is bigger than what the regulations prescribe). If however, they are carried in excess of this allowance, passenger will not be charged standard excess baggage charges, but special charges. JU accepts on its

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flight below equipment, as well as other types of sports equipment at its discretion:

Bicycles

Motorcycles, electrical bicycles and mopeds cannot be checked in as checked baggage. The wheels should be removed and attached to the middle part of the bicycle. The pedals and other protruding parts should be removed. The tires should be depressurized. The bicycle should be packed with protective foil

1 x golf bag consisting of:

1 set of golf balls

1 set of golf clubs

1 pair of golf shoes

Snow skiing equipment consisting of

1 pair of skis

1 pair of ski poles

1 pair of ski boots

Water skiing equipment consisting of

1 pair of water skis

Windsurfing equipment will be accepted within the space limitations and constraints of the aircraft, it consists of 1 board

1 wooden boom

1 mast

1 sail

Surfboard equipment will be accepted within the space limitations and constraints of the aircraft.

It consists of:

1 surfboard

Bowling equipment consists of:

1 bowling bag

1 bowling ball

1 pair of bowling shoes

Fishing equipment consists of:

1 fishing tackle box

1 landing net

1 reel

1 pair of fishing boots 2

fishing rods a set of diving equipment  
 consists of:

1 empty scuba tank

1 scuba tank

1 scuba regulator

1 tank harness

1 tank pressure gauge

1 diving suit

1 mask

2 fins

A set of tennis equipment consists of:

A set of rackets and balls packed in 1 bag  
 sporting and hunting weapon, as well as sporting ammunition properly packed as define in (d)(4).

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JU will not accept for carriage on its flights:  
 canoes and kayak.

(2) Pole vaults will not be classified into these categories (small, medium and large) because special pricelist applies for their transport:

(a) From points in the USA/Canada to points in Europe: set of jumping vaults with max weight up to 10 kg and max length up to 450 cm: USD 125.00/CAD 160.00  
 set of jumping vaults with max weight from 10 to 20 kg and max length up to 450 cm: USD 215.00/CAD 275.00

(b) From points in Europe to points in USA/Canada: set of jumping vaults with max weight up to 10 kg and max length up to 450 cm: EUR 110 set  
 of jumping vaults with max weight from 10 to 20 kg and max length up to 450 cm: EUR 190.00 to

(o) Special charges for carriage of accompanied pets in cabin (pets)

Pets in cabin will not be included in determining the free baggage allowance and will be assessed the applicable charge as follows:

(1) From points in the USA/Canada to points in Europe/M. East:  
 For flights operated only by JU 95 USD/125 CAD.  
 in case of interline when JU baggage rules are applied: 125 USD/160 CAD

(2) From points in Europe/M. East to points in USA/Canada:  
 For flights operated only by JU: EUR 85  
 In case of interline when JU baggage rules are applied: EUR 110

(p) Collection of excess weight and/or oversize and/or additional piece charges or special charges these charges are applied per checked portion of journey. At the passenger's option, excess weight charge, oversize charge for additional piece of baggage as well as special charges for carriage of sports equipment, be payable either at the point of origin for the entire journey to final destination, or at the point of origin to the point of stopover, in which event, when carriage is resumed, charges will be payable from the point of stopover to the next point or destination. When on a journey for which a through excess baggage ticket has been issued there is an increase in the amount of excess baggage carried, carrier will issue a separate excess baggage ticket for such increase and collect charges to destination or a stopover point as the case may be.

(q) Excess weight/oversize and/or additional piece and value charges on rerouting or cancellations when a

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passenger is rerouted or his carriage cancelled, the provisions which govern with respect to the payment of additional fares or the refunding of fares shall likewise govern the payment or the refunding of excess weight charges and the payment of excess value charges, but no refund of value charges will be made when a portion of the carriage has been completed.

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## Rule 116 Interline Baggage Acceptance

### (A) Applicability

This rule is applicable to all interline itineraries issued on a single ticket whose origin or ultimate ticketed destination is in Canada. It establishes how JU will determine which carrier's baggage rules apply to any passenger's entire interline itinerary.

### (B) General

For the purposes of interline baggage acceptance:

(1) The carrier whose designator code is identified on the first segment of the passenger's interline ticket will be known as the selecting carrier.

(2) Any carrier who is identified as providing interline transportation to the passenger by virtue of the passenger's ticket will be known as a participating carrier.

### (C) Baggage rule determination by selecting carrier

(1) Checked baggage  
the selecting carrier will:

(a) Select and apply its own baggage rules as set out in its tariff to the entire interline itinerary; or

(b) Select the most significant carrier, as determined by IATA resolution 302 and conditioned by the Canadian Transportation Agency, in order for that carrier's baggage rules, as established in its tariff, to apply to the entire interline itinerary.

The carrier identified by means of a) or b) will be known as the selected carrier.

### (2) Carry-on baggage

Each operating carrier's carry-on baggage allowances will apply to each flight segment in an interline itinerary. Notwithstanding, the carry-on baggage charges that will apply to the entire interline itinerary will be those of the selected carrier.

(D) Baggage rule application by participating carrier where JU is not the selected carrier on an interline itinerary but is a participating carrier that is providing transportation to the passenger based on the ticket issued, JU will apply as its own the baggage rules of the selected carrier throughout the interline itinerary.

### (E) Disclosure of baggage rules

summary page at the end of an online purchase and e-ticket disclosure

(1) For baggage rules provisions related to a passenger's 1st and 2nd checked bag and the passenger's carry-on baggage (i.e. the passenger's "standard" baggage allowance), when the carrier sells and issues a ticket for an interline itinerary, it will disclose to the passenger on any

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summary page at the end of an online purchase and on the passenger's itinerary/receipt and e-ticket at the time of ticketing the baggage information relevant to the passenger itinerary as set out in paragraph 2 below. The disclosed information will reflect the baggage rules of the selected carrier.

(2) The carrier will disclose the following information:

- (a) Name of the carrier whose baggage rules apply;
- (b) Passenger's free baggage allowance and/or applicable fees;
- (c) Size and weight limits of the bags, if applicable;
- (d) Terms or conditions that would alter or impact a passenger's standard baggage allowances and charges (e.g. frequent flyer status, early check-in, pre-purchasing baggage allowances with a particular credit card);
- (e) Existence of any embargoes that may be applicable to the passenger's itinerary; and,
- (f) Application of baggage allowances and charges (i.e. whether they are applied once per direction or if they are applicable at each stopover point).

(3) the carrier will provide this information in text format on the passenger's e-ticket confirmation. any fee information provided for carry-on bags and the first and second checked bag will be expressed as specific charges (i.e., not a range).

web site disclosure

The carrier will disclose on its web site, in a convenient and prominent location, a complete and comprehensive summary of all the carrier's own baggage rules, including information concerning:

- (a) The maximum weight and dimensions of passenger bags, if applicable, both checked and unchecked;
- (b) The number of checked and unchecked passenger bags that can be transported and the applicable charges;
- (c) Excess and oversized baggage charges;
- (d) Charges related to check in, collection and delivery of checked baggage;
- (e) Acceptance and charges related to special items, e.g. surf boards, pets, bicycles, etc.;
- (f) Baggage provisions related to prohibited or unacceptable items, including embargoes;
- (g) Terms or conditions that would alter or impact the baggage allowances and charges applicable to passengers (e.g. frequent flyer status, early check in, pre-purchasing baggage allowances with a particular credit card); and,

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(h) Other rules governing treatment of baggage at stopover points, including passengers subject to special baggage allowances or charges etc.

(F) Definitions

"Airline designator code"

An identification code comprised of two-characters which is used for commercial and traffic purposes such as reservations, schedules, timetables, ticketing, tariffs and airport display systems. airline designators are assigned by IATA. When this code appears on a ticket, it reflects the carrier that is marketing the flight, which might be different from the carrier operating the flight.

"Baggage rules"

The conditions associated with the acceptance of baggage, services incidental to the transportation of baggage, allowances and all related charges.

for example, baggage rules may address the following topics:

- . The maximum weight and dimensions of passenger bags, if applicable, both checked and unchecked;
- . The number of checked and unchecked passenger bags that can be transported and the applicable charges;
- . Excess and oversized baggage charges;
- . Charges related to check-in, collection and delivery of checked baggage;
- . Acceptance and charges related to special items, e.g. surfboards, pets, bicycles, etc;
- . Baggage provisions related to prohibited or unacceptable items, including embargoes;
- . Terms or conditions that would alter or impact the baggage allowances and charges applicable to passengers (e.g. frequent flyer status, early check-in, pre-purchasing baggage allowances with a particular credit card); and,

. Other rules governing treatment of baggage at stopover points, including passengers subject to special baggage allowances or charges, etc.

"Interline agreement":

An agreement between two or more carriers to co-ordinate the transportation of passengers and their baggage from the flight of one air carrier to the flight of another air carrier (through to the next point of stopover).

"Interline itinerary":

All flights reflected on a single ticket involving multiple air carriers. Only travel on a single ticket is subject to the agency's approach provided the origin or the ultimate ticketed destination is a point in Canada.

"Interline travel":

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Travel involving multiple air carriers listed on a single ticket that is purchased via a single transaction.

"Single ticket":

A document that permits travel from origin to destination. It may include interline/code-share and intra-line segments. It may also include end-to-end combinations (i.e., stand alone fares that can be bought separately but combined together to form one price).

"Summary page at the end of an online purchase":

A page on a carrier's web site which summarizes the details of a ticket purchase transaction just after the passenger has agreed to purchase the ticket from the carrier and has provided a form of payment.

"Ultimate ticketed destination":

In situations where a passenger's origin is a non-Canadian point and the itinerary includes at least one stop in Canada, as well as at least one stop outside Canada. If the stop in Canada is the farthest checked point and the stop is more than 24 hours, the agency would consider the ultimate ticketed destination to be Canada. Carrier definitions (various)

"Down line carrier ": any carrier, other than the selecting carrier, who

is identified as providing interline transportation to the passenger by virtue of the passenger's ticket.

"Marketing carrier":

The carrier that sells flights under its code.

"Most significant carrier (MSC)":

is determined by a methodology, established by IATA (resolution 302), which establishes, for each portion of a passenger's itinerary where baggage is checked through to a new stopover point, which carrier will be performing the most significant part of the service. For travelers under the resolution 302 system, the baggage rules of the MSC will apply. For complex itineraries involving multiple checked baggage points, there may be more than one MSC, resulting in the application of differing baggage rules through an itinerary. "Most significant carrier (MSC)-IATA resolution 302 as conditioned by the agency":

In this instance, the MSC is determined by applying IATA resolution 302 methodology as conditioned by the agency. The agency's reservation has stipulated that only a single set of baggage rules may apply to any given interline itinerary. The aim of the agency's reservation is to allow the selecting carrier to use the MSC methodology to determine which carrier's baggage rules apply to an international interline itinerary to or from Canada, while reinforcing the

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role of tariffs in the determination of which carrier's rules apply.

"Operating carrier": the carrier that operates the actual flight.

"Participating carrier(s)": includes both the selecting carrier and down line carriers who have been identified as providing interline transportation to the passenger by virtue of the passenger's ticket.

"Selected carrier": The carrier whose baggage rules apply to the entire interline itinerary.

"Selecting carrier": The carrier whose designator code is identified on the first segment of the passenger's ticket at the beginning of an itinerary issued on a single ticket whose origin or ultimate destination is in Canada.

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## Rule 130 Fares

### (A) General

(1) The mileage routings or specified routings contained in this tariff shall apply only when the transportation between the last point of departure in the area comprising of Canada and the first point of arrival outside such areas, or vice versa, is via the service of JU unless otherwise specified in the rule/routing governing the fare used.

(2) Fares apply only for carriage from the airport at the point of origin to the airport at the point of destination and do not include ground transfer service between airports and city centers, except where Rule 30 specifically provides that such ground transfer service will be furnished without additional charge. (B) Applicable fares

#### (1) Precedence of fares

(a) Where a fare is published via the desired routing, such fare is applicable over such routing notwithstanding that it is higher or lower than the combination of intermediate fares via the same fare type via the same routing.

(b) For the purpose of this rule, a published fare includes a fare obtained by combining a published arbitrary and a published international fare.

#### (2) Lowest combination principle

where no through one-factor fare is published via the desired routing for the class of service used, the applicable fare for such transportation shall be the lowest combination of two or more sector fares over an intermediate ticketed point(s) along the actual route of travel.

#### (3) Direction of fares

(a) Fares to be applied are those applicable to the direction of travel, except that the fare component which terminates in the country of origin shall be applied from the country of origin.

(b) When applying this provision to round trip, circle trip and/or open jaw fares combined end-on with another round trip fare via a common point or when applying this provision to round trip fares combined as a side round trip fares, the country from which such fare(s) is assessed will be considered the country of origin.

Note: for the purpose of this rule:

(i) U.S.A. and Canada shall be considered as one country.

(ii)

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Denmark, Norway and Sweden shall be considered as one country.

(4) Interrupted travel

(a) (applicable to specified routing fares)

(i) If a fare constructed for a trip, interrupted by travel other than via participating carriers, exceeds the applicable through fare for uninterrupted travel via the routing, the applicable through fare shall apply.

(ii) The portion flown by the non-participating carrier shall be assessed separately and in addition to the through fare. (b) (applicable to normal fares)

If the mileage for an international surface break is greater than the ticketed point mileage over the routing travelled from origin to the point of commencement of the surface break, and the surface break is not included in the through fare, the journey from origin up to the surface break must be ticketed separately.

Note: (i) In the application of sub-paragraph (b) above, the surface break shall be measured using "ticketed point mileages

(T.P.M.)".

(ii) If no ticketed point mileage exists for the points concerned, calculate the mileage by dividing the "maximum permitted mileage (M.P.M.)" by 120, provided in the event there is no shortest operated mileage, the T.P.M. shall be established by a combination of T.P.M.s.

(c) For travel which includes one or more surface sectors, apply the through fare or the sum of fares over the sectors actually flown, whichever is lower.

(5) Governing conditions

(a) Mileage routings (see maximum permitted mileage tariff no. MPM-1, C.A.B. no. 414, N.T.A.(A). no. 239) may be applied to any published or constructed fare; however, if a diagrammatic or linear routing is specified in connection with a fare, such routing must be observed for that portion of the transportation covered by that fare. (6)  
 Fares for other than round or circle trip journeys (a) Normal fares

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where a journey from one country and return thereto is comprised of not more than 2 international fare components and has the surface break in the country of origin, the country of turnaround or both, half round-trip normal fares shall be used for each component.

(b) open jaw fares (applicable to special fares only)

(i) When a ticket is purchased for an open jaw journey, the fare for such journey shall be the sum of half the applicable round trip fares for both legs of the open jaw; provided that when a fare component terminates in the country of origin, the fare applicable from the country of origin shall be used.

(ii) When transportation is partially via fares published in this tariff and partially via fares published in other tariffs, fifty (50) percent of round trip fares published in the respective tariffs may be used to construct an open jaw fare provided that;

(aa) Fares which by their own terms are not combinable with other fares shall not be used in the construction of open jaw fares;

(bb) When constructing open jaw special fares involving fare or cities with different conditions (advance purchase requirements, minimum/maximum stay, stopover charges, cancellation penalties, etc.), the most restrictive provisions applicable to any fare used in the construction will apply.

Exception: Unless otherwise stated in an applicable fares rule, when combining special fares with other types of fares, the restrictive provisions of the special fare apply only to the special fare and not to any other fares used in combination.

(cc) This provision will not apply when

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any part of the open jaw is via the services of a nonscheduled carrier or a charter or military flight.

(7) Round trip

- (a) Unless otherwise specified in a fare rule, a round trip fare will be twice the outbound one way fare.
- (b) When a round trip ticket is purchased prior to commencement of carriage, the fare for such trip will be the round trip fare published for the desired routing and the class of service used.
- (c) When transportation is partially via fares published in this tariff and partially via fares published in other tariffs, fifty (50) percent of round trip fares published in the respective tariffs may be used to construct a round trip fare provided that:
  - (i) Fares, which by their own terms, are not combinable with other fares, shall not be used in construction of round trip fares;
  - (ii) Round trip fares, which by their own terms are combinable, may be used with other fares on the basis of half round trip fares instead of the one way fare.
  - (iii) When constructing round trip special fares involving fares with different conditions, (advance purchase requirements, minimum/maximum stay, stopover charges, cancellation penalties, etc.), the most restrictive conditions applicable to any fare used in the construction will apply.  
 Exception: Unless otherwise stated in an applicable fare rule, when combining special fares with other types of fares, the restrictive provisions of the special fare apply only to the special fare and not to any other fare used in combination.

(iv) These provisions in above sub-paragraphs

(a) (b) and (c) will not apply when any part of the round trip is via the services of a nonscheduled carrier or a charter or military flight.

(8) Circle trip

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(a) When a circle trip ticket is purchased prior to commencement of carriage, the fare for such trip will be the sum of fifty (50) percent of the applicable round trip fares for the class of service for the respective fare component of the itinerary, constructed from the point of origin via the route of travel to the point of destination, that produces the lowest fare for the class of service used and/or:

(b) When transportation is partially via fares published in this tariff and partially via fares published in other tariffs, fifty (50) percent of round trip fares published in the respective tariffs may be used to construct a

through circle trip fare provided that: (i)

Fares, which by their own terms, are not combinable with other fares, shall not be used in construction of circle trip fares;

(ii) when constructing circle trip special fares involving fares or cities with different conditions, (advance purchase requirements, minimum/maximum stay, stopover charges, cancellation penalties, etc.), the most restrictive conditions applicable to any fare used in the construction will apply to the entire journey.

Exception: Unless otherwise stated in an applicable fare rule, when combining special fares with other types of fares, the restrictive provisions of the special fare apply only to the special fare and not to any other fare used in combination.

#### (9) Side trip

When a fare for a side trip is charged separately, all provisions of this rule, as applicable, shall apply from the point of origin of such fare component(s), provided that the sale and ticket indicator (SITI, SITO, SOTI, SOTO) determined by the country of commencement of transportation of the entire ticket will also apply to the side trip.

Exception: Combination of one way normal fares with international side trip one way fares to or via the country of

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commencement of transportation shall not be permitted.

(10) End on combinations

When a round trip journey is combined end-on with another journey via a common ticketed point, all provisions of this rule, as applicable, shall apply separately to each such journey provided that the sale and ticket indicator (SITI, SITO, SOTI, SOTO) determined by the country of commencement of transportation of the entire ticket will apply to all combined fares.

(C) Sales and ticket indicators

The following indicators shall be used in determining the application of fare construction principles as noted in each paragraph. In the absence of such note, the construction principle will apply to all fares regardless of indicators, these indicators must be shown in the "origin/ destination" box of tickets.

(1) SITI: ticket sold and issued inside country of commencement of transportation.

(2) SOTI: ticket sold outside but issued inside country of commencement of transportation. (3)

SITO: ticket sold inside but issued outside country of commencement of transportation. (4)

SOTO: ticket sold and issued outside country of commencement of transportation.

Note 1: Country of commencement of transportation means the country from which the first international sector occurs.

Note 2: For the purpose of this paragraph, Canada and the U.S.A. shall be considered one country.

Note 3: For the purpose of this paragraph, Denmark, Norway and Sweden shall be considered one country.

(D) Construction of fares

Combining arbitraries with international fares  
 (a) When a through fare is not published via a desired routing between a point in area 1 and a point in area 1, 2 or 3, the fare for such transportation will be constructed by combining the carrier's published arbitrary and published international fare for the fare class applicable to the transportation.

(b) Passengers may be routed via any gateway city regardless of the point of combination, subject to the routing conditions governing the fare used.

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## Rule 135 Stopovers

Stopovers will be permitted under the following conditions:

(1) Stopovers must be arranged with the carrier in advance and specified on the ticket.

(2) Stopovers will be permitted at any intermediate point in a fare component constructed either by the use of mileage routing or as specified in the published routing, unless such stopover is prohibited by the fare rule or government regulations provided.

(a) Only one stopover is permitted at any single point on a one way or half round trip fare.

(b) Travel may not be routed via the point of origin or point of destination of the fare component, regardless whether or not a stopover is made at such point.

(3) To count the number of stopovers, the following applies:

(a) In the case of round or circle trips, the stopover at a point of turnaround (fare construction points) is not counted.

(b) Stopover provisions for fares with surface sectors (applicable to all fares for which stopovers other than at the point of turnaround are prohibited or restricted in number) when travel at a through fare is interrupted by surface travel, either at intermediate points or at the points of turnaround (fare construction point), the last point of arrival by air and the first point of departure by air on each such break in the journey together count as one stopover or one point of turnaround provided that:

(i) If stopovers are restricted to a specific area and there is a surface sector involved, both points in the surface sector must be in such specific area.

(ii) Where a specific routing permits stopovers at a named point, surface sectors to/from that named point are not permitted; however, surface sectors are permitted between two named stopover points.

(iii) If travel involves a side trip to/from or via the country of origin, for which a separate fare is assessed, such side trip must be ticketed separately. (c) When a transit point is used as the origin/destination of a side trip, that point will be counted as a stopover unless the time interval between the arrival immediately preceding the side trip and the departure immediately following the side trip does not constitute a stopover as defined in rule 1 (definitions) governed herein.

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## Rule 140 Routings

(A) Application

Fares governed by this tariff apply only via the routing specified in connection with such fares.

(B) Routings

If more than one routing is applicable via the same fare, the passenger, prior to the issuance of ticket, may specify the routing. If no routing is specified by the passenger, the carrier will determine the routing.

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## Rule 145 Currency Applications

### Local currency fares and charges

(1) Fares and related charges are expressed in the local currency of the country of commencement of transportation (COC), except those countries listed below which are expressed (A) in US dollars or (B) in Euro:

(A)	
Afghanistan	Lebanon
Angola	Liberia
Anguilla	Madagascar
Antigua and Barbuda	Malawi
Argentina	Maldives
Bahamas	Mexico
Bangladesh	Mongolia
Barbados	Montserrat
Belize	Nicaragua
Bermuda	Nigeria
Bolivia	Palestinian Territory
Bonaire	Panama
Brazil	Paraguay
Burundi	Peru
Cambodia	Philippines
Cayman Islands	Rwanda
Chile	Saba
Colombia	Saint Eustatius
Congo, Dem. Rep. of	Saint Kitts
Costa Rica	and Nevis
Cuba	Saint Lucia
Dominica	Saint Vincent and
Dominican Republic	The Grenadines
Ecuador	Sao Tome and
El Salvador	Principe
Eritrea	Sierra Leone
Ethiopia	Somalia
Gambia	Suriname
Ghana	Tanzania, United
Grenada	Republic of
Guatemala	Timor Leste
Guinea	Trinidad and
Guyana	Tobago
Haiti	Uganda
Honduras	Ukraine
Indonesia	United States
Iraq	and U.S. Territories
Israel	Uruguay
Jamaica	Venezuela
Kenya	Viet Nam
Laos	Zambia
	Zimbabwe

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(B)  
 Albania  
 Armenia  
 Austria  
 Azerbaijan  
 Belarus  
 Belgium  
 Bosnia and Herzegovina  
 Bulgaria  
 Cape Verde  
 Croatia  
 Cyprus  
 Estonia  
 Finland  
 France except French Polynesia  
 (including Wallis and Futuna)  
 New Caledonia (including Loyalty Islands)  
 Georgia  
 Germany  
 Greece  
 Ireland  
 Italy  
 Kyrgyzstan  
 Latvia  
 Lithuania  
 Luxembourg  
 Macedonia (FYROM)  
 Malta  
 Moldova, Republic of Monaco  
 Montenegro  
 Netherlands  
 Portugal  
 Romania  
 Russia  
 Serbia  
 Slovakia  
 Slovenia  
 Spain  
 Tajikistan  
 Turkey  
 Turkmenistan  
 Uzbekistan

(2) All add-ons shall be established in the currency of the country concerned, or where agreed, in U.S. dollars or in Euro or in any other currency. Combination of local currency fares

To combine two or more local currency fares, convert all local currency fares into the currency of the country of commencement of transportation.

Step 1: (a) Establish the NUC amount for each local currency fare by dividing the local currency fare by the applicable IATA Rate of Exchange (ROE) shown in the Currency

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Conversion Table below for the country in which the currency is denominated.

(b) Calculate the resultant amount to two decimal places, ignoring any further decimal places.

Step 2: Add the resultant NUC amounts for the sectors involved.

Step 3: (a) Established the through local currency fare by multiplying the total NUC amounts (derived from Steps 1, 2, and 3 above) by the IATA Rate of Exchange (ROE) shown in the currency conversion table below for the country of commencement of travel.

(b) Calculate the resultant amount of one decimal place beyond the number of decimal places shown next to the local currency in the conversion table below, ignoring any further decimal places.

(c) Round up to the next higher rounding unit shown next to the local currency in the currency conversion table, unless otherwise indicated.

Exception: When an international ticket is comprised of all domestic fare components, but within different countries, the provisions outlines above shall apply.

Other Charges

Other charges shall be separately converted to the currency of the country of sale using the Bankers' Selling Rate using the rounding units shown next to other charges in the currency conversion table.

MCOS for unspecified transportation and PTAs.

MCOS for unspecified transportation and PTAs when honored for payment of Air transportation shall be subject to the provisions of Rule 75 (Currency of Payment). The country of payment of the PTA or MCO shall be considered the country of original issue and determine construction Rules to apply.

Currency Table

For IATA Rate of Exchange (ROE) currency conversion table see pages 259-275.

Local Currency Rounding Table

For those countries where fares are expressed in USA and the USD is not the local currency; see pages 280-Q thru 282.

Currency Table

Abu Dhabi

(See United Arab Emirates)

Afghanistan

US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1

Albania

Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01

Algeria

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Algerian Dinar	DZD	ROE:120.675876	Note - Round Up:
Local Currency - 1		Other Charges - 1	
American Samoa			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Angola			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Anguilla			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Antigua and Barbuda			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Argentina			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Armenia			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.1
Aruba			
Aruban Guilder	AWG	ROE:1.8000000	Note - Round Up:
Local Currency - 1		Other Charges - 1	
Australia			
Australian Dollar	AUD	ROE:1.468910	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Austria			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
Azerbaijan			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.1
Bahamas			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Bahrain			
Bahraini Dinar	BHD	ROE: .376100	Note - Round Up:
Local Currency - 1		Other Charges - 1	
Bangladesh			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Barbados			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Belarus			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.1
Belgium			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
Belize			

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US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Benin, Rep. Of			
CFA Franc	XOF	ROE:595.677380	Note -
Round Up: Local Currency - 100			Other Charges - 100
Bermuda			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Bhutan			
NGULTRUM	BTN	ROE:71.969032	Note - Round Up:
Local Currency - 1			Other Charges - 1
Bolivia			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Bonaire			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Bosnia and Herzegovina			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.01
Botswana			
PULA	BWP	ROE:11.113232	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Brazil			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
British Virgin Islands			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Brunei			
Darussalam			
Brunei Dollar	BND	ROE:1.385105	Note - Round Up:
Local Currency - 1			Other Charges - 1
Bulgaria			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.01
Burkina Faso			
CFA Franc	XOF	ROE:595.677380	Note -
Round Up: Local Currency - 100			Other Charges - 100
Burundi			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Cambodia			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 1.0
Cameroon			
CFA Franc	XAF	ROE:595.677380	Note -
Round Up: Local Currency - 100			Other Charges - 100
Canada			
Canadian dollar	CAD	ROE:1.323867	Note -
Round Up: Local Currency - 1			Other Charges - 0.1

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Cape Verde			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.1
Cayman Islands			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Central African Republic			
CFA Franc	XAF	ROE:595.677380	Note -
Round Up: Local Currency - 100			Other Charges - 100
Chad			
CFA Franc	XAF	ROE:595.677380	Note -
Round Up: Local Currency - 100			Other Charges - 100
Chile			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
China			
Yuan Renminbi	CNY	ROE:7.145291	Note - Round Up:
Local Currency - 10		Other Charges - 1	
Chinese Taipei			
Dollar	TWD	ROE:31.279394	Note -
Round Up: Local Currency - 1			Other Charges - 0.5
Colombia			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Comoros			
Comoro			
Franc	KMF	ROE:446.758035	Note - Round Up:
Local Currency - 100		Other Charges - 50	
Congo (Brazzaville)			
CFA Franc	XAF	ROE:595.677380	Note -
Round Up: Local Currency - 100			Other Charges - 100
Congo (Kinshasa)			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Cook Islands			
New Zealand			
Dollar	NZD	ROE:1.568442	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Costa Rica			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Cote d'Ivoire			
CFA Franc	XOF	ROE:595.677380	Note -
Round Up: Local Currency - 100			Other Charges - 100
Croatia			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.01
Cuba			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Curacao			
Netherlands			

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Antilles			
Guilder	ANG	ROE:1.790000	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Cyprus			
Euro	EUR	ROE:0.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.05
Czech Republic			
Czech Koruna	CZK	ROE:23.484744	Note - Round Up:
Local Currency - 1		Other Charges - 1	
Denmark			
DANISH KRONE	DKK	ROE:6.773884	Note - Round Up:
Local Currency - 5		Other Charges - 1	
Djibouti			
Djibouti Franc	DJF	ROE:177.721000	Note -
Round Up: Local Currency - 100			Other Charges - 100
Dominica			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Dominican Republic			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Ecuador			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Egypt			
EGYPTIAN Pound	EGP	ROE:16.560000	Note - Round Up:
Local Currency - 1		Other Charges - 1	
El Salvador			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Equatorial Guinea			
CFA franc	XAF	ROE:595.677380	Note -
Round Up: Local Currency - 100			Other Charges - 100
Eritrea			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Estonia			
euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 5			Other Charges - 0.1
Ethiopia			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - .			Other Charges - 0.1
Eswatini			
Lilangeni	SZL	ROE:15.071386	Note - Round Up:
Local Currency - 10		Other Charges - 1	
European M. Union			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.5
Falkland Islands			
Falkland Islands Pound	FKP	ROE:.818146	Note -
Round Up: Local Currency - 1			Other Charges - 0.1

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Faroe Islands			
Danish Krone	DKK	ROE:6.773884	Note -
Round Up: Local Currency - 5			Other Charges - 0.1
Fiji			
Fiji Dollar	FJD	ROE:2.204261	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Finland			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
France			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
French Guiana			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
French Polynesia			
CFP Franc	XPF	ROE:108.365631	Note -
Round Up: Local Currency - 5			Other Charges - 1
Gabon			
CFA Franc	XAF	ROE:595.677380	Note -
Round Up: Local Currency - 100			Other Charges - 100
Gambia			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Georgia			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.1
Germany			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
Ghana			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Gibraltar			
Gibraltar			
Pound	GIP	ROE:.818146	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Greece			
Euro	EUR	ROE:.908104	Note - Round Up:
Local Currency - 100			Other Charges - 10
Greenland			
Danish Krone	DKK	ROE:6.773884	Note - Round Up:
Local Currency - 5			Other Charges - 1
Grenada			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Guadeloupe			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
Guam			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Guatemala			

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US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Guinea			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Guinea-Bissau			
CFA Franc	XOF	ROE:595.677380	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Guyana			
US Dollar	USD	ROE:1.0	Note - Round Up:
Local Currency - 1			Other Charges - 1
Haiti			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Honduras			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Hong Kong			
Hong Kong Dollar	HKD	ROE:7.841150	Note - Round Up:
Local Currency - 10			Other Charges - 1
Hungary			
Forint	HUF	ROE:299.756829	Note -
Round Up: Local Currency - 10			Other Charges - 10
Iceland			
Iceland Krone	ISK	ROE:126.754430	Note -
Round Up: Local Currency - 100			Other Charges - 10
India			
Indian Rupee	INR	ROE:71.969032	Note - Round Up:
Local Currency - 5			Other Charges - 1
Indonesia			
Indonesian Rupiah	IDR	ROE:14126.800000	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Iran, Islamic Republic of			
Iranian Rial	IRR	ROE:112807.000000	Note -
Round Up: Local Currency - 100			Other Charges - 100
Iraq			
Iraq Dinar	IQD	ROE:1199.765150	Note D
Round Up: Local Currency - 0.1			Other Charges - 0.05
Ireland			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
Israel			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Italy			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
Jamaica			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Japan			
YEN	JPY	ROE:106.608770	Note -
Round Up: Local Currency - 100			Other Charges - 10

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Jordan

Jordanian Dinar JOD ROE: .709000 Note -  
 Round Up: Local Currency - 1 Other Charges - 0.05

Kazakhstan

Tenge KZT ROE:387.166000 Note D  
 Round Up: Local Currency - 1 Other Charges - 0.1

Kenya

US Dollar USD ROE:1.0 Note D  
 Round Up: Local Currency - 1 Other Charges - 0.1

Kiribati

Australian Dollar AUD ROE:1.468910 Note -  
 Round Up: Local Currency - 1 Other Charges - 0.1

Korea,  
 Democratic  
 People's  
 Republic of  
 North Korean

Won KPW ROE:107.250000 Note - Round Up:  
 Local Currency - 1 Other Charges - 1

Korea,  
 Republic of

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			-	Other Charges -
Korean Won	KRW	ROE:1201.730079	Note	
Round Up: Local Currency - 100				100
Kuwait				
Kuwait Dinar	KWD	ROE:.304751	Note -	
Round Up: Local Currency - 1			Other Charges -	0.05
Kyrgyzstan				
Euro	EUR	ROE:.908104	Note E	
Round Up: Local Currency - 1			Other Charges -	0.1
Laos, People's Democratic Republic of				
US Dollar	USD	ROE:1.0	Note D	
Round Up: Local Currency - 1			Other Charges -	0.1
Latvia				
Euro	EUR	ROE:.908104	Note -	
Round Up: Local Currency - 1			Other Charges -	0.1
Lebanon				
US Dollar	USD	ROE:1.0	Note -	
Round Up: Local Currency - 1			Other Charges -	0.1
Lesotho				
LOTI	LSL	ROE:15.071386	Note -	
Round Up: Local Currency - 10			Other Charges -	0.1
Liberia				
US Dollar	USD	ROE:1.0	Note -	
Round Up: Local Currency - 1			Other Charges -	0.1
Libyan Arab Jamahiriya				
Libyan Dinar	LYD	ROE:1.431813	Note -	
Round Up: Local Currency - 0.1			Other Charges -	0.05
Lithuania				
Euro	EUR	ROE:.908104	Note -	
Round Up: Local Currency - 1			Other Charges -	0.1
Luxembourg				
Luxembourg				
Euro	EUR	ROE:.908104	Note -	
Round Up: Local Currency - 1			Other Charges -	0.01
Macao				
Pataca	MOP	ROE:8.076385	Note - Round Up:	
Local Currency - 10			Other Charges -	1
Madagascar				
US Dollar	USD	ROE:1.0	Note D	
Round Up: Local Currency - 100			Other Charges -	50
Malawi				
US Dollar	USD	ROE:1.0	Note D	
Round Up: Local Currency - 1			Other Charges -	0.1
Malaysia				
Malaysian Ringgit	MYR	ROE:4.194384	Note - Round Up:	
Local Currency - 1			Other Charges -	1
Maldives				
US Dollar	USD	ROE:1.0	Note D	

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			-
		Other Charges -	
Round Up: Local Currency - 1		Other Charges - 0.1	
Mali			
CFA Franc	XOF	ROE:595.677380	Note -
Round Up: Local Currency - 100		Other Charges - 100	
Malta			
Euro	EUR	ROE:.908104	Note
Round Up: Local Currency - 1			0.1
Marshall Islands			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1		Other Charges - 0.1	
Martinique			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1		Other Charges - 0.01	
Mauritania			
Ouguiya	MRO	ROE:37.391920	Note - Round Up:
Local Currency - 20		Other Charges - 10	
Mauritius			
Mauritius Rupee	MUR	ROE:37.445118	Note - Round Up:
Local Currency - 5		Other Charges - 1	
Mayotte			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1		Other Charges - 0.01	
Mexico			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1		Other Charges - 0.1	
Micronesia			
US Dollar	USD	ROE:1.00	Note -
Round Up: Local Currency - 1		Other Charges - 0.1	
Moldova, Republic of			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1		Other Charges - 0.1	
Monaco			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1		Other Charges - 0.01	
Mongolia			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1		Other Charges - 0.1	
Montenegro			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1		Other Charges - 0.1	
Montserrat			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1		Other Charges - 0.1	
Morocco			
Moroccan Dirham	MAD	ROE:9.756254	Note - Round Up:
Local Currency - 5		Other Charges - 1	
Mozambique			
Metical	MZM	ROE:62.046000	Note -
Round Up: Local Currency - 10000		Other Charges - 10000	
Myanmar			

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Kyat	MMK	ROE:1546.704423	Note D	Other Charges -
Round Up: Local Currency - 1				Other Charges - 1
Namibia				
Namibian Dollar	NAD	ROE:15.071386	Note - Round Up:	
Local Currency - 10				Other Charges - 1
Nauru				
Australian Dollar	AUD	ROE:1.468910	Note -	
Round Up: Local Currency - 1				Other Charges - 0.1
Nepal				
Nepalese Rupee	NPR	ROE:115.150452	Note	
Round Up: Local Currency - 1				0.1
Netherlands				
Netherlands				
Euro	EUR	ROE:.908104	Note -	
Round Up: Local Currency - 1				Other Charges - 0.01
Netherlands				
Antilles				
Netherlands				
Antillean Guilder	ANG	ROE:1.790000	Note - Round Up:	
Local Currency - 1				Other Charges - 1
New Caledonia				
CFP Franc	XPF	ROE:108.365631	Note - Round Up:	
Local Currency - 100				Other Charges - 10
New Zealand				
New Zealand Dollar	NZD	ROE:1.568442	Note -	
Round Up: Local Currency - 1				Other Charges - 0.1
Nicaragua				
US Dollar	USD	ROE:1.0	Note D	
Round Up: Local Currency - 1				Other Charges - 0.1
Niger				
CFA Franc	XOF	ROE:595.677380	Note -	
Round Up: Local Currency - 100				Other Charges - 100
Nigeria				
US Dollar	USD	ROE:1.0	Note D	
Round Up: Local Currency - 1				Other Charges - 0.1
Niue				
New Zealand Dollar	NZD	ROE:1.568442	Note -	
Round Up: Local Currency - 1				Other Charges - 0.1
Norfolk Island				
Australian Dollar	AUD	ROE:1.468910	Note -	
Round Up: Local Currency - 1				Other Charges - 0.1
Northern Mariana Islands				
US Dollar	USD	ROE:1.0	Note -	
Round Up: Local Currency - 1				Other Charges - 0.1
Norway				
Norwegian Krone	NOK	ROE:9.026063	Note - Round Up:	
Local Currency - 5				Other Charges - 1

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		-	
		Other Charges -	
Occupied Palestinian Territory			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Oman			
Rial Omani	OMR	ROE: .384500	Note - Round Up:
Local Currency - 1		Other Charges - 1	
Pakistan			
Pakistan Rupee	PKR	ROE:156.955904	Note - Round Up:
Local Currency - 10		Other Charges - 1	
Palau			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Panama			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1

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Papua New Guinea			
KINA	PGK	ROE:3.487872	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Paraguay			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Peru			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Philippines			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Poland			
PLN	PLN	ROE:3.948006	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Portugal			
Portuguese			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
Puerto Rico			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Qatar			
Qatari Rial	QAR	ROE:3.640000	Note - Round Up:
Local Currency - 10			Other Charges - 10
Reunion			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
Romania			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.01
Russian Federation			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.01
Rwanda			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Saba			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Saint Helena			
Saint Helena			
Pound	SHP	ROE: 0.818146	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Saint Kitts and Nevis			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Saint Lucia			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Saint Maarten			

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Guilder Netherlands ANG ROE:1.790000 Note -  
 Antilles  
 Round Up: Local Currency - 1 Other Charges - 0.1  
 Saint Pierre and  
 Miquelon  
 Euro EUR ROE:.908104 Note -  
 Round Up: Local Currency - 0.01 Other Charges - 0.01  
 Saint Vincent and  
 The Grenadines  
 US Dollar USD ROE:1.0 Note D  
 Round Up: Local Currency - 1 Other Charges - 0.1  
 Samoa  
 Tala WST ROE:2.758274 Note -  
 Round Up: Local Currency - 1 Other Charges - 0.1  
 Sao Tome and  
 Principe  
 US Dollar USD ROE:1.0 Note -  
 Round Up: Local Currency - 1 Other Charges - 0.1  
 Saudi Arabia  
 Saudi Riyal SAR ROE:3.750000 Note - Round Up:  
 Local Currency - 1 Other Charges - 1  
 Senegal  
 CFA Franc XOF ROE:595.677380 Note -  
 Round Up: Local Currency - 100 Other Charges - 100  
 Serbia  
 Euro EUR ROE:.908104 Note E  
 Round Up: Local Currency - 1 Other Charges - 0.1  
 Seychelles  
 Seychelles  
 Rupee SCR ROE:14.552957 Note - Round Up:  
 Local Currency - 1 Other Charges - 1  
 Sierra Leone  
 US Dollar USD ROE:1.0 Note -  
 Round Up: Local Currency - 1 Other Charges - 0.1  
 Singapore  
 Singapore  
 Dollar SGD ROE:1.385105 Note - Round Up:  
 Local Currency - 1 Other Charges - 1  
 Slovakia  
 Euro EUR ROE:.908104 Note - Round Up:  
 Local Currency - 1 Other Charges - 1  
 Slovenia  
 Euro EUR ROE:.908104 Note - Round Up:  
 Local Currency - 100 Other Charges - 1  
 Solomon Islands  
 Solomon Islands  
 Dollar SBD ROE:8.494263 Note -  
 Round Up: Local Currency - 1 Other Charges - 0.1  
 Somalia  
 US Dollar USD ROE:1.0 Note D  
 Round Up: Local Currency - 1 Other Charges - 0.1  
 South Africa

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Rand	ZAR	ROE:15.071386	Note - Round Up:
Local Currency - 10		Other Charges - 1	
South Sudan			
South Sudanese Pound SSP		ROE:159.403000	Note G
Round Up: Local Currency - 1		Other Charges - 1	
Spain			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1		Other Charges - 0.01	
Sri Lanka			
SRI LANKA RUPEE	LKR	ROE:181.346000	Note - Round Up:
Local Currency - 100		Other Charges - 1	
Sudan			
Sudanese Dinar	SDG	ROE:45.225000	Note G
Round Up: Local Currency - 1		Other Charges - 1	
Suriname			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1		Other Charges - 0.1	
Sweden			
Swedish Krone	SEK	ROE:9.726038	Note - Round Up:
Local Currency - 5		Other Charges - 1	
Switzerland			
SWISS Franc	CHF	ROE:.987367	Note -
Round Up: Local Currency - 1		Other Charges - 0.5	
Syrian Arab Republic			
Syrian Pound	SYR	ROE:436.000000	Note G
Round Up: Local Currency - 1		Other Charges - 1	
Tajikistan			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1		Other Charges - 0.1	
Tanzania, United Republic of			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1		Other Charges - 0.1	
Thailand			
Baht	THB	ROE:30.821100	Note - Round Up:
Local Currency - 5		Other Charges - 5	
Timor - Leste			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 5		Other Charges - 0.1	
Togo			
CFA Franc	XOF	ROE:595.677380	Note -
Round Up: Local Currency - 100		Other Charges - 100	
Tonga			
Pa'anga	TOP	ROE:2.385951	Note -
Round Up: Local Currency - 1		Other Charges - 0.1	
Trinidad and Tobago			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1		Other Charges - 0.1	
Tunisia			
Tunisian Dinar	TND	ROE:2.918174	Note -
Round Up: Local Currency - 0.5		Other Charges - 0.5	
Turkey			

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Turkish			
Lira	TRY	ROE:5.715780	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Turkmenistan			
New Manat	TMT	ROE:3.500000	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Turks and Caicos Islands			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Tuvalu			
Australian Dollar	AUD	ROE:1.468910	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Uganda			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Ukraine			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
United Arab Emirates (Comprised of Abu Dhabi, Ajman, Dubai, Fujairah, Ras-el-Khaimah, Sharjah, Umm Al Qaiwain)			
UAE Dirham	AED	ROE:3.672750	Note - Round Up:
Local Currency - 10		Other Charges - 10	
United Kingdom			
Pound Sterling	GBP	ROE:0.818146	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
United States			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Uruguay			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Uzbekistan			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.1
Vanuatu			
Vatu	VUV	ROE:114.140000	Note - Round Up:
Local Currency - 100		Other Charges - 10	
Venezuela			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Vietnam			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Wallis and Futuna Islands			

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CFP Franc XPF ROE:108.365631 Note – Round Up:  
 Local Currency – 100 Other Charges – 10  
 Yemen,  
 Republic of  
 Yemini Rial YER ROE:250.000000 Note G  
 Round Up: Local Currency – 1 Other Charges – 0.1  
 Zambia  
 US Dollar USD ROE:1.0 Note D  
 Round Up: Local Currency – 1 Other Charges – 0.1  
 Zimbabwe  
 Zimbabwe Dollar USD ROE:1.0 Note –  
 Round Up: Local Currency – 1 Other Charges – 0.1

Notes:

D International Fares from this country are published in US Dollars. This rate of exchange is to be used solely to convert local currency domestic fares to US Dollars. This will allow combination of domestic fares and international fares from this country on the same ticket and provide a common industry base. E  
 International Fares from this country are published in Euro. This rate of exchange is to be used solely to convert local currency domestic fares to Euro. This will allow combination of domestic fares and international fares from this country on the same ticket and provide a common industry base. G This rate of exchange is established by Government Order and does not result from the application of Resolution 024c.

Local Currency Rounding Table

For those countries where fares are expressed in USD and the USD is not the local currency, and when payment is tendered in the local currency, the amounts shall be rounded up to next unit as per the following table, unless otherwise shown:

Afghanistan  
 Afghani AFA Note – Round Up:  
 Local Currency – 1 Other Charges – 1  
 Albania  
 Lek ALL Note – Round Up:  
 Local Currency – 1 Other Charges – 1  
 Angola  
 KWANZA AOK Note –  
 Round up: Local Currency – 1000000 Other Charges – 0.1  
 Kwanza  
 Reajustado AOR Note –  
 Round Up: Local Currency – 100 Other Charges – 100  
 Anguilla  
 EC Dollar XCD Note 3  
 Round Up: Local Currency – 1 Other Charges – 0.1  
 Antigua and  
 Barbuda  
 EC Dollar XCD Note –

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Round Up: Local Currency - 1	Other Charges - 0.1
Argentina	
Argentine Peso ARS	Note 1,3
Round Up: Local Currency - 1000	Other Charges - 1000
Armenia	
Armenian Dram AMD	Note -
Round Up: Local Currency - 100	Other Charges - 10
Azerbaijan	
Azerbaijani	
Manat AZM	Note -
Round Up: Local Currency - 100	Other Charges - 10
Bahamas	
Bahamian Dollar BSD	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Bangladesh	
Taka BDT	Note - Round Up:
Local Currency - 1	Other Charges - 1
Barbados	
Barbados Dollar BBD	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Belarus	
Belarussian	
Ruble BYB	Note - Round Up:
Local Currency - 100	Other Charges - 10
Belize	
Belize Dollar BZD	Note 1
Round Up: Local Currency - 1	Other Charges - 0.1
Bermuda	
Bermudian	
Dollar BMD	Note 3
Round Up: Local Currency - 1	Other Charges - 0.1
Bolivia	
Boliviano BOB	Note 1
Round Up: Local Currency - 1	Other Charges - 0.1
Bosnia and Herzegovina	
Dinar BAD	Note - Round Up:
Local Currency - 1	Other Charges - 1
Brazil	
Brazilian Real BRL	Note 1,2
Round Up: Local Currency - 1	Other Charges - 1
Burundi	
Burundi Franc BIF	Note - Round Up:
Local Currency - 10	Other Charges - 5
Bulgaria	
Lev BGL	Note - Round Up:
Local Currency - 1	Other Charges - 1
Cambodia	
Riel KHR	Note - Round Up:
Local Currency - 10	Other Charges - 10
Cape Verde	
Cape Verde	
Escudo CVE	Note -

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Round Up: Local Currency - 100	Other Charges - 100
Cayman Islands	
Cayman Island Dollar KYD	Note 3
Round Up: Local Currency - 0.1	Other Charges - 0.1
Chile	
Chilean Peso CLP	Note 1
Round Up: Local Currency - 1	Other Charges - 1
Colombia	
Colombian Peso COP	Note 1
Round Up: Local Currency - 100	Other Charges - 100
Costa Rica	
Costa Rican Colon CRC	Note 1
Round Up: Local Currency - 10	Other Charges - 10
Croatia	
Croatian Kuna HRK	Note 3
Round Up: Local Currency - 1	Other Charges - 1
Cuba	
Cuban Peso CUP	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Dominica	
EC Dollar XCD	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Dominican Republic	
Dominican Peso DOP	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Ecuador	
Sucre ECS	Note 1,3
Round Up: Local Currency - 1	Other Charges - 0.1
El Salvador	
El Salvador Colon SVC	Note - Round Up:
Local Currency - 1	Other Charges - 1
Eritrea	
Ethiopian Birr ETB	Note - Round Up:
Local Currency - 1	Other Charges - 1
Estonia	
Kroon EEK	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Ethiopia	
Ethiopian Birr ETB	Note - Round Up:
Local Currency - 1	Other Charges - 1
Gambia	
Dalasi GMD	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Georgia	
Lari GEL	Note - Round Up:
Local Currency - 100	Other Charges - 10
Ghana	
Cedi GHC	Note -

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Round Up: Local Currency - 1	Other Charges - 0.1
Grenada	
EC Dollar XCD	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Guatemala	
Quetzal GTQ	Note 3
Round Up: Local Currency - 1	Other Charges - 0.1
Guinea	
Guinea Franc GNF	Note -
Round Up: Local Currency - 100	Other Charges - 100
Guyana	
Guyana Dollar GYD	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Haiti	
Gourde HTG	Note -
Round Up: Local Currency - 1	Other Charges - 0.5
Honduras	
Lempira HNL	Note 1
Round Up: Local Currency - 1	Other Charges - 0.2
Indonesia	
Rupiah IDR	Note -

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Round Up: Local Currency - 100	Other Charges - 100
Israel	
Shekel ILS	Note 3
Round Up: Local Currency - 1	Other Charges - 1
Jamaica	
Jamaican Dollar JMD	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Kazakhstan	
Kazakhstan	
Tenge KZT	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Kenya	
Kenyan Shilling KES	Note - Round Up:
Local Currency - 5	Other Charges - 5
Kyrgyzstan	
Som KGS	Note - Round Up:
Local Currency - 1	Other Charges - .1
Laos, People's	
Democratic	
Republic of	
Kip LAK	Note - Round Up:
Local Currency - 10	Other Charges - 10
Latvia	
Latvian Lats LVL	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Lebanon	
Lebanese Pound LBP	Note -
Round Up: Local Currency - 100	Other Charges - 100
Liberia	
Liberian Dollar LRD	Note -
Round Up: Local Currency - 100	Other Charges - 100
Lithuania	
Lithuanian Litas LTL	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Macedonia, The	
Former Yugoslav	
Republic of	
Dener MKD	Note 3
Round Up: Local Currency - 1	Other Charges - 1
Madagascar	
Malagasy Franc MGF	Note - Round Up:
Local Currency -1000	Other Charges - 50
Malawi	
Kwacha MWK	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Maldives	
Rufiyaa MVR	Note 1
Round Up: Local Currency - 1	Other Charges - 1
Mexico	
Mexican	

Round Up: Local Currency - Other Charges -

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			-	Other Charges -
Peso	MXN			Other Charges -
Local Currency - 1			other Charges - 1	Note - Round Up:
Moldova, Republic of				
Moldovan Leu	MDL		Note -	
		1		0.1
Mongolia				
Tugrik	MNT		Note	
Round Up: Local Currency - -				-
Montserrat				
EC Dollar	XCD		Note 3	
Round Up: Local Currency - 1				0.1
Nepal				
Nepalese Rupee	NPR		Note - Round Up:	
Local Currency - 1			other Charges - 1	
Nicaragua				
Cordoba Oro	NIO		Note 1	
Round Up: Local Currency - 1			Other Charges - 1	
Nigeria				
Naira	NGN		Note -	
Round Up: Local Currency - 1			Other Charges - 0.1	
Panama				
Balboa	PAB		Note -	
Round Up: Local Currency - 1			Other Charges - 0.1	
Paraguay				
Guarani	PYG		Note 1	
Round Up: Local Currency - 1000			Other Charges - 1000	
Peru				
Nuevo Sol	PES		Note -	
Round Up: Local Currency - 0.1			Other Charges - 0.1	
Philippines				
Philippine Peso	PHP		Note - Round Up:	
Local Currency - 1			other Charges - 1	
Poland				
Zloty	PLN		Note -	
Round Up: Local Currency - 1			Other Charges - 0.1	
Romania				
Leu	ROL		Note - Round Up:	
Local Currency - 1			other Charges - 1	
Russian Federation				
Belarussian				
Ruble	BYB		Note - Round Up:	
Local Currency - 100			other Charges - 10	
Rwanda				

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			-	Other Charges -
Rwanda	France	RWF		Other Charges -
Local Currency -	10		other Charges -	Note - Round Up: 5
Saint Kitts and Nevis				
EC Dollar		XCD		Note -
Round Up: Local Currency -	1			Other Charges - 0.1
Saint Lucia				
EC Dollar		XCD		Note -
Round Up: Local Currency -	1			Other Charges - 0.1
Saint Vincent and The Grenadines				
EC Dollar		XCD		Note -
Round Up: Local Currency -	1			Other Charges - 0.1
Sao Tome and Principe				
Dobra		STD		Note -
			10	10
Sierra Leone				
Leone		SLL		Note
Round Up: Local Currency -	1			0.1
Somalia				
Somali Shilling		SOS		Note -
Round Up: Local Currency -	1			1
Surinam				
Surinam Guilder		SRG		Note - Round Up:
Local Currency -	1		Other Charges -	1
Tajikistan				
Tasik Ruble		TJR		Note - Round Up:
Local Currency -	100		Other Charges -	10
Tanzania, United Republic of Tanzanian				
Shilling		TZS		Note - Round Up:
Local Currency -	10		Other Charges -	10 Trinidad
and Tobago				
Tobago Dollar		TTD		Note -
Round Up: Local Currency -	1			Other Charges - 0.1
Turkey				
Turkish Lira		TRL		Note -
Round Up: Local Currency -	1000			Other Charges - 100
Turkmenistan				
Turkmenistan				
Manat		TMM		Note -
Round Up: Local Currency -	1			Other Charges - 0.1
Uganda				

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		-	Other Charges -
Uganda Shilling	UGX		Other Charges -
Local Currency - 1		other Charges - 1	Note - Round Up:
Ukraine			
Hryvnia	UAH		Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Uruguay			
Uruguayan Peso	UYU		Note -1,3
Round Up: Local Currency - 100			Other Charges - 100
Uzbekistan			
Sum	UZS		Note - Round Up:
Local Currency - 100		other Charges - 10	
Venezuela			
Bolivar	VEB		Note - Round Up:
Local Currency - 10		other Charges - 10	
Viet Nam			
Dong	VND		Note - Round Up:
Local Currency - 1		other Charges - 1	
Yemen,			
Republic of			
Yemeni Rial	YER		Note - Round Up:
Local Currency - 1		other Charges - 1	
Yugoslavia			
New Dinar	YUM		Note 4
Round Up: Local Currency -		Other Charges -	
	1		1

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-  
 Other Charges -

Other Charges -

Zaire			
New Zaire	ZRN	Note	
Round Up: Local Currency - 1			0.05
Zambia			
Kwacha	ZMK	Note -	
Round Up: Local Currency - 1			5

Notes:

1. For documents issued in the local currency of this country, refunds shall only be made in this country and in the currency of this country.
2. No rounding is involved, all decimals beyond two shall be ignored.
3. Rounding of fares and other charges shall be to the nearest rounding unit.
4. Rounding shall be accomplished by dropping amounts of 50 paras and less and increasing amounts of more than 50 paras to the next higher new dinar.

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## Rule 200 Children's and Infants' Fares

- (A) Conditions for accompanied/unaccompanied children
- (1) "Adult" – as used herein, shall mean someone at least 12 years of age.
  - (2) "Infant" – as used herein, shall mean a child under two years of age.
  - (3) When rule 200 is not applicable to a fare, as indicated in paragraph (g) of a fare-rule, the full adult fare will apply instead of the discounted fares stated in this rule, provided that the passenger qualifies for such airfare in accordance with other provisions of the fare-rule.
  - (4) When the application of rule 200 is modified by the applicable fare-rule in paragraph (g), that modification will be applicable to unaccompanied as well as accompanied children in rule 200.  
 example: when the exception for children (2 through 11 years old) is given at 67 percent, the "percent of the applicable adult fare" in rule 200 paragraphs (b), (c), (d) and (e) will be 67 percent instead of the 50 percent shown in rule 200, and infants (under 2 years old) paying the children's fare as in paragraph (b)(3) of rule 200 will pay 67 percent, not 50 percent, of the applicable adult fare.
  - (5) The age limits referred to in this rule shall be those in effect on the date of commencement of travel. However, infants who will reach their second birthday during the journey will, in accordance with safety regulations, be required to occupy a seat, paying the child's or lowest applicable fare in accordance with paragraph (6) below, for those sectors to be traveled after reaching two years of age.
  - (6) When a separate seat is requested or required on a portion of the itinerary, combination of an infant no-seat fare(s) and an infant booked seat fare(s) or child's fare(s) is permitted within an itinerary but not within a fare component.
  - (7) Unless otherwise specified in an applicable fare rule:
    - (a) Children's discounts apply to any charge or surcharges and any cancellation or refund fee.
    - (b) Infants' discounts apply to any applicable stopover charges. Infants not occupying a seat shall not pay any other charge or surcharge or any cancellation, refund or other fee.

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Exception: Children's and infants' discounts will not apply to security surcharges, if any.

(8) charges applicable to the carriage of infants with/without a confirmed seat assignment are as follows:

- (a) Infant with no seat assigned: charge 10 percent of the applicable adult fare.
  - (b) Infant with a seat assigned: charge 90 percent of the applicable adult fare.
  - (B) Accompanied infants under two years of age
    - (1) Infants travelling by air are permitted, provided:
      - (a) Infant(s) are accompanied by a passenger 16 years of age or over, on the same flight and in the same compartment, paying the applicable adult fare.
        - (a) Only one infant paying the applicable fare, as per rule 200 (a)(8) above, will be permitted to be accompanied by each passenger paying the applicable adult fare.
      - (3) Fares for accompanied infants occupying an individual seat, shall be charged:
        - for transportation via the Atlantic: 90 percent of the applicable adult fare per child.
  - (C) Accompanied children 2 years of age or over, but under 12 accompanied children fares shall be charged as follows (except as otherwise provided in the applicable fare rules): for transportation via the Atlantic: 90 percent of the applicable adult fare per child.
- Notes: (1) when one child is travelling, he/she must be accompanied by a passenger 16 years of age or over, on the same flight and in the same compartment, paying the applicable adult fare.
- (2) when two or more, but not more than 12 children are travelling, they must be accompanied by a passenger 16 years of age or over, on the same flight and in the same compartment, paying the applicable adult fare.
- (D) Unaccompanied children under the age of 7 years
    - children and infants under the age of 7 years must be accompanied by an adult at least 16 years old.
    - Note: For conditions governing the acceptance of unaccompanied children see rule 25 (refusal to transport – limitation of carriage).
  - (E) Unaccompanied children 7 years of age or over but under 12 years of age
    - Unaccompanied children who have reached their fifth birthday but have not reached their twelfth birthday on the date of commencement of their outward journey will be charged 100 percent of the applicable transatlantic adult fare. Except as otherwise provided in the applicable fare-rules.

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Note: For conditions governing the acceptance of unaccompanied children see rule 25 (refusal to transport – limitation of carriage).

(F) Length of stay

Intentionally left blank.

(G) Other conditions for accompanied/unaccompanied children unless otherwise specified in an applicable fare rule, children's and infants' discounts apply to any charge or surcharge and any cancellation or refund fee.

Applicable for flights to/from Canada

#### General

(1) Infants and children under 12 years of age, accompanied in the same cabin by a passenger 17 years of age or older, will be accepted for transportation.

(2) Persons entrusted with the care of infants and children must be capable of discharging this duty.

#### Infants

(3) Infants under two years of age on the date of travel do not require a seat.

(4) For travel within Canada or between Canada and the U.S.A., infants under two years of age do not require a ticket.

(5) For travel other than within Canada or between Canada and the United States infants under two years of age require a ticket.

(6) Only one infant under the age of two years may be held in the lap of an accompanying passenger 17 years of age or older.

(7) No single passenger shall be responsible for more than one infant whether the infant is held on the lap of an accompanying passenger or a seat has been purchased for the infant and the infant is secured in an approved child restraint system (car seat).

(8) An infant under two years of age at the time of departure but reaching their second birthday during the continuing/return flight(s) will require a seat and must pay the applicable fare for the continuing/return flight(s).

(9) Infants under two years of age occupying a seat must be properly secured in a Transport Canada or United States Federal Aviation Administration (FAA) approved child restraint device.

#### Children

(10) All children, two years of age or older, must be ticketed and assigned a seat.

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(11) All children, 12 years of age or older, will be able to travel unaccompanied without supervision and will be considered to be an adult for fare purposes.

(12) All children, 17 years of age or older, may accompany other infants and children under 12 years old and will be considered as adults for the purposes of travel and will be charged the applicable adult fare.

#### (B) Acceptance of infants and children

(1) Fares for 60 days to 23 months infants will be 10 per cent of the applicable adult fare. An infant must be held on the lap by an accompanying adult passenger.

If it is desired that the infant secure a seat, a ticket must be purchased for that infant at the applicable fare.

An infant for whom a seat is purchased must be properly secured in approved child restraint device and will be assessed the applicable fare.

(2) Passengers 2 to 12 years old are considered to be a child for the purpose of air travel and will pay the applicable child's fare if available, when accompanied by a ticket adult passenger. These passengers must be either supervised by a passenger of 17 years or older or use the carrier's unaccompanied minor services, for children ages 5 and up who are travelling alone.

The use of an approved child restraint device is optional for children age two and up.

3) Passengers 12 years and older are considered to be adults for the purpose of air travel and will pay the applicable adult fare. These passengers will be eligible to travel unaccompanied and unsupervised. Furthermore, children of 17 years old may accompany infants/children 60 days to 12 years old.

#### (2) Documentation

All children who are passengers, whether traveling accompanied by a parent, guardian, or tutor or unaccompanied, must be in possession of the required documentation which is applicable to the points which they will be flying to, from and between.

(1) For travel within Canada, passengers under 18 years of age must carry identification such as a passport, an original birth certificate or a non-government ID, e.g. student card.

(2) For travel between Canada and the United States, passengers under 18 years of age require a valid passport or a Nexus card.

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(3) For all international transportation, in addition to the above, the carrier may require presentation of the following documents when children are travelling by air:

Passport;

Documents establishing legal custody;

Consent letter authorizing travel (e.g. when child is taking a trip alone or with only one parent);

Supporting identification, such as a birth certificate or citizenship card;

Other legal documents, such as divorce papers, custody court orders or a death certificate (if one parent is deceased);

Any other documentation required for entry into or travel via the countries on their itinerary. Passengers should verify with the nearest embassy or consulate of each country to be visited about additional entry requirements and check for other laws and regulations affecting children.

(A) Assignment of seats to accompanied children under the age of 14 years – Applicable only for flights to/from Canada

1 In order to facilitate the assignment of a seat to a child who is under the age of 14 years that is in close proximity to an accompanying person (parent, guardian or tutor) in accordance with part (D) (below), the carrier will, as per APPR, at no additional charge:

(a) assign a seat before check-in to the child that is in close proximity to the accompanying person, or

if the carrier does not assign seats prior to check-in, in accordance with paragraph (a), the carrier will:

(i) advise passengers before check-in that the carrier will facilitate seat assignment of children in close proximity to an accompanying person at no additional charge at the time of check-in or at the boarding gate,

assign seats at the time of check-in, if possible,

if it is not possible to assign seats at the time of check-in, the carrier will, via an announcement at the gate, ask for volunteers to change seats at the time of boarding, and

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if it is not possible to assign seats at the time of check-in and no passenger has volunteered to change seats at the time of boarding, the carrier will ask again for volunteers on-board the aircraft to change seats before take-off.

(B) Proximity to accompanying person's seat

2 The carrier will facilitate, pursuant to the steps outlined in (C) (above), the assignment of a seat to a child who is under the age of 14 years by offering, at no additional charge:

(b) in the case of a child who is 4 years of age or younger, a seat that is adjacent to their accompanying person's seat;

in the case of a child who is 5 to 11 years of age, a seat that is in the same row as their accompanying person's seat, and that is separated from that accompanying person's seat by no more than one seat; and

in the case of a child who is 12 or 13 years of age, a seat that is in a row that is separated from the row of their accompanying person's seat by no more than one row.

(E) Difference in price

(1) If the passenger who is assigned seating in accordance with (D)(1) (above) is seated in a lower class of service than their ticket provides, the carrier will reimburse the price difference between the classes of service.

If the passenger who is assigned seating in accordance with (D)(1) (above) chooses a seat that is in a higher class of service than their tickets provide, the carrier will request supplementary payment representing the price difference between the classes of service.

Unaccompanied minors

(A) General

(1) For purposes of this Rule, "guardian" is any person having responsibility over the welfare of a "minor".

(2) The carrier offers a supervision service called the unaccompanied minor service (UM service) for all minors who have achieved the minimum age of 5 years. This service is

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either mandatory or optional, depending upon the age of the minor.

(B) Age restrictions

(1) Minors less than 5 years of age are not eligible to use the UM service, and must always be accompanied by their parent or a person who is at least 16 years old when travelling.

(2) Minors aged between 5 and 12 years of age may only travel unaccompanied if they are using the UM service, outlined below.

(3) Minors from age 12 up to a maximum of 17 years of age can also use the UM service at the request of their parent/guardian. Please note, however, that if a guardian requests the UM service for a minor between these ages, all travel restrictions applicable to the UM service will apply.

(C) Travel restrictions

(1) The UM service is available on:

non-stop flights; or

direct flights (a direct flight makes a stop but there is no change of aircraft);

(D) Fares and charges

(1) Unaccompanied minors travelling on the UM service provided by the carrier will be subject to the applicable adult fare.

A charge of \$ 35 CAD per minor, in each direction, will be applied for using the UM service.

(3) When two or more minors are traveling together, only one UM service charge in each direction will apply.

(E) Conditions of application for unaccompanied travel

(1) Arrangements and registration for the UM service must be made at least 48 hours prior to departure with the carrier.

(2) The minor must be brought to the airport of departure by a parent/guardian who remains with the minor until the carrier starts providing supervision. The parent/guardian will complete all the required documents which include providing the carrier with satisfactory evidence that the minor will be met by another parent/guardian or other responsible person.

(3) The parent/guardian or other responsible person who will be meeting the unaccompanied minor at the destination airport must have photo identification which will allow the carrier

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personnel to identify this person as the appropriate person designated to meet the minor.

(4) The parent/guardian will be required to remain at the airport of departure until the aircraft has departed.

(5) The parent/guardian must provide the carrier with the name and phone number of a person who can be contacted in case of emergency during the time the minor is in the carrier's care.

(6) Unaccompanied minors aged 5 through 12 years old will not be accepted if the flight on which the minor holds a reservation is expected to terminate short of, or bypass the minor's destination.

(7) Once the minor is under the carrier's care, the minor will be provided supervision by the carrier until they are met at destination by a parent/guardian or other responsible person who can confirm to carrier personnel by means of photo identification that they are the person(s) designated to meet the minor.

(8) Confirmed reservations must be booked for unaccompanied minors. Standby travel is not permitted.

(9) A minor with a medical condition or a minor with a disability may not be accepted for travel unaccompanied. Medical information and/or documents (for example, a medical certificate) may be required for any UM service to be offered to a minor with a medical condition or a disability.

#### (F) Carrier's responsibility

(1) Online check-in is not available if an UM service is booked. Instead, you may check-in for the flight at the airport. Please be at the airport at least two hours before departure. After checking in for the flight, your child will be picked up either by Air Serbia staff or one of our representatives, depending on the airport. The person who is bringing the child to the airport must be at least 18 years old and is obliged to be available via phone call and to stay at the airport until the departure is announced. The child will be among the first to be boarded and placed close to the crew in case he/she/they needs help or has additional questions. When landing, the child will be among the last to disembark. Either our staff or Air Serbia representatives will pick up the child from the crew and go through all the formalities at the airport, as well as help with picking up luggage. The child will be handed over to the person listed in the form, who will be identified beforehand. The person who is picking the child up must be at least 18 years old.

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## Rule 201 Infant Restraint Devices

An adult traveling with an infant may, at his/her discretion, reserve an adjacent seat for the purpose of caring for the infant, subject to the following conditions:

(1) It is the responsibility of the adult traveling with the infant to hold the infant during the phases of take-off and landing of the aircraft.

(a) in an emergency row, or

(b) in a seat which would prevent access to emergency or safety equipment.

The base of the device cannot exceed 41cm/16".

The infant's seat must be located by the window and it must be adjacent to the seat of the accompanying adult. (2)

The charge for the seat in which the infant is seated shall be the applicable child's fare.

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## Rule 205 Free And Reduced Rate Transportation For Agents

### (A) General agents and general sales agents:

a general agent or a general sales agent, duly appointed by any one of the participating carriers and officials and employees (including members of their immediate families of such a general agency, will be allowed free or reduced fare transportation over the lines of one or more of the carriers so represented by the agent under the following conditions:

(1) When transportation is for the purpose of carrier's business: transportation will be issued free of charge to the general agent, general agency officials and employees when such transportation is on the carrier's business;

(2) When transportation is for the purpose of vacation: transportation will be issued free of charge to the general agent or to general agency officials or employees (including members of their immediate families) by the carriers when transportation is for the purpose of personal vacation of the general agent or an official or employee of a general agency, but not to exceed one trip per person per calendar year.

(3) Eligibility: to be eligible for the reductions specified above, the general agent, the official or employee of the general agency must devote all, or substantially all, of his time to the business of the carrier; and with respect to paragraph (2) above, the appointment of the general agency must have been in effect continuously for at least 12 months prior to the commencement of the reduced fare transportation.

(4) Application for fare reductions: in order to obtain the above fare reductions, application must be made in writing by the general agent or a senior official of the general agency to the carrier which is to furnish the transportation. transportation will not be issued until approval has been given by an authorized official of the carrier which is furnishing the transportation. exception for Canada: the free and/or reduced fare transportation specified above is not applicable to carriage solely between points in Canada on the one hand and points in continental U.S.A. or Alaska on the other.

### (B) Passenger sales agents located outside the united states

(1) Application: owners, officers, directors and employees of an authorized passenger sales agency of the carrier will be allowed transportation over the lines of each such carrier on the following basis:

(a) Reduced fare transportation at twenty-five

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- (25) percent of the applicable fare;
- (b) Not more than two trips per calendar year per authorized agency office location;
- (c) the outward portion of travel must be commenced during the calendar year in which the ticket is issued, and all travel must be completed within three (3) months from date of issuance;

(d) owners, officers, directors or employees of the passenger sales agency may pool the total number of tickets which carrier will grant pursuant to paragraphs (a) and (b) above within each country.

(2) Spouses:

- (a) reduced fare transportation at 50 percent of the applicable fare;
- (b) Not more than one trip per calendar year for each spouse via each carrier;
- (c) The spouse must accompany the eligible person on the same aircraft to the point of turnaround.

(3) Eligibility:

- (a) Reduced fare transportation will be granted provided that the agent has been on the IATA and/or carrier approved list of agents continuously for at least one year immediately prior to the issuance of the transportation.

- (b) The reduced fare transportation will be granted whether or not there is a standard IATA sales agency agreement between each carrier participating in the transportation and the agent; provided that a standard IATA sales agency agreement exists between the carrier issuing the ticket and the agent.

(4) Application for transportation: in order to obtain the foregoing transportation, application shall be made in writing to the carrier which is to issue the ticket by a responsible official of the passenger sales agency. Such application shall include the point of origin, stopover points, point of destination, carrier and flight to be used on each portion of the transportation and dates of travel.

(C) Cargo sales agents located in the United States or Canada:

- (1) Application: sole proprietors, partners, officers, directors and sales/traffic management employees of an authorized cargo sales agency of the carriers will be allowed international reduced fare transportation at 25 percent of the applicable fare over the lines of such carriers on the following basis:

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- (a) Not more than two trips per calendar year for each registered agent; provided that a maximum of forty (40) additional tickets may be issued per calendar year for each registered agent as follows: six (6) tickets may be issued for each 100 percent of commissionable sales or part thereof over and above the national average. (b) The outward portion of travel must be commenced during the calendar year in which the ticket is issued and all travel must be completed within three months from date of issuance;
- (c) Sole proprietors, partners, officers, directors and sales/traffic management employees of the cargo sales agency may pool the total number of tickets which carrier(s) will grant pursuant to subparagraphs (a) and (b) above within each country.
- (2) Eligibility:
  - (a) Reduced-fare transportation will be granted provided that the agent has been on the IATA approved list of agents continuously for at least one year immediately prior to the date of application for such reduced fare transportation; provided that a period of not less than three months shall be the qualifying period if the agent was previously eligible for reduced fare transportation in the service of another IATA and/or carrier appointed cargo agent immediately prior to his present employment and this is so certified in writing by the IATA and/or carrier appointed cargo agent making the application.
  - (b) Reduced fare transportation may also be granted to the spouse of such eligible agent traveling provided that;
    - (i) The spouse travels together with the eligible person from the point of origin to the point of destination (in the case of one-way trips) or to the point of turnaround (in the case of round trips) or to the highest rated point (in the case of circle trips).
    - (ii) the discount granted is no greater than 50 percent of the applicable fare and in no event shall such spouse receive more than one ticket per year. (c) The reduced fare transportation will be granted whether or not there is a standard IATA cargo agency agreement between each carrier participating in the transportation and the agent, provided that a standard IATA

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- cargo agency agreement exists between the carrier issuing the ticket and the agent.
- (3) Application for transportation:
- (a) The secretary of traffic conference 1 shall furnish each cargo sales agent with two educational and market development trip authorizations for each approved location.
  - (b) In order to obtain the foregoing transportation, application shall be made in writing to the carrier which is to issue the ticket by an owner or officer of the cargo sales agency. Such application together with an educational and market development trip authorization must be received by the carrier at least 14 days prior to commencement of travel.

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## Rule 210 Free and Reduced Fare Transportation for Tour Conductors

### (A) General

Subject to the provisions and conditions of this rule, an individual (hereinafter called "tour conductor") will be carried by the participating air carriers at the appropriate fare reduction from the applicable adult air fare effective between the points and via the routing to be used by the tour conductor.

### (B) Definitions: as used herein

(1) The term "initial carrier" means the carrier performing the initial transportation under the tour itinerary or the carrier selling and issuing the transportation on behalf of the carrier(s) participating in the tour itinerary. The initial carrier shall determine whether the group traveling hereunder qualifies in accordance with this rule and whether tour conductor's transportation at free or reduced fares may be issued in accordance herewith.

(2) The term "travel agent" means an agent duly appointed by the carrier to sell air passenger transportation over its lines.

(3) The term "travel organizer" means a person who with the approval and consent of the carrier, organizes and arranges an advertised group tour for a group of passengers.

(4) The term "advertised group tour" means a tour involving a round or circle trip, in whole or in part on the lines of one or more carriers which is advertised and described, including descriptive copy covering hotel accommodations and other facilities and attractions available at stopover point included in the tour in literature circulated for the purpose of promoting the sale of the tour. The cost of the advertised group tour must be paid in full prior to commencement of travel. However, special groups such as amateur or professional groups whose principal purpose of travel is to appear in specific engagements before the public do not qualify for the "advertised group tour" as defined herein.

(5) The term "tour conductor" means an individual who is in charge of or guides the advertised group tour in person and accompanies a group of passengers traveling together on an advertised group tour over all or a portion of their itinerary for the purpose of supervising the travel arrangements of and guiding the group.

(6) The term "passenger" means a passenger paying the adult fare or the equivalent of one adult fare such as two half fares.

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(7) The term "free or reduced fare transportation" means transportation issued to a tour conductor free or at the reduced fare according to this rule.

(8) The term "round trip" and "circle trip" shall include transportation partly by air and partly by surface means.

(C) Number of booked passengers required for tour conductor transportation

Where the group of passengers on the advertised tour, whose passage has been booked and fully paid for consists of;

(1) Fifteen or more passenger, one free passage for a tour conductor will be issued for each 15 passengers in the group.

(2) Not less than ten nor more than fourteen passengers, a reduction of fifty percent of the fare will be granted for the tour conductor. (D) Application for and issuance of transportation (1) Transportation will not be issued to tour conductors unless application is made in writing by the travel agent or the travel organizer to the initial carrier accompanied by a sample or facsimile of all matter advertising the tour. such written application shall designate the name of the tour conductor. Written application must be directed to the office of the initial carrier which will arrange the transportation and must also include a description of the purpose itinerary of the group with all pertinent information describing the group if not fully set forth in the advertising matter submitted.

(2) The passengers included in the tour must travel as an organized touring group and for that purpose the initial carrier must approve the itinerary of the various passengers forming the group and coordinate their transportation under the advertised group tour. All members of the group shall with respect to the air portion of the tour, commence transportation on the same airplane and shall;

(a) If round trip passengers travel together to the point of turnaround;

(b) If circle trip passengers travel together to the first point of stopover; provided that where lack of seating accommodation or where other operating conditions prevent passengers from commencing transportation on the flight scheduled the carrier will transport some members of the group on the next preceding or succeeding flight on which space is available or on such flight of another carrier.

(c) If open-jaw trip, passengers travel together to the point of turnaround in the case of

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origin open jaws, or to the point at which the surface break commences in the case of turnaround open jaws.

Exception: Where passengers are transported over the lines of one or more carriers from more than one departure point within a country to an assembly point for the purpose of an advertised group tour, the passengers will be considered to be traveling together and the tour conductor will be accorded free or reduced fare transportation between his departure point and the assembly point subject to the following conditions:

(1) The tour conductor and all passengers shall travel together as follows:

(a) For round trip: From the assembly point to the point of turnaround

(b) For circle trip: To the first point of stopover.

(c) For open jaw trip: To the point of turnaround in the case of origin open jaws, or to the point at which the surface break commences in the case of turnaround

open jaws.

(2) All such passengers and the tour conductor travel between the departure points and the assembly point within a period of seven days prior to the scheduled departure of the entire group from the assembly point;

(3) At least one passenger of the group travels from the same departure point as the tour conductor to the assembly point on the services of the carrier transporting the tour conductor;

(4) Where the total number of passengers traveling between one or more departure points and the assembly point is 10 or more, but less than 15, the tour conductor will receive a reduction of 50 percent of the applicable fare, and where the total number of passengers traveling between one or more departure points and the

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assembly point is 15 or more, one free transportation passage for a tour conductor will be issued for each 15 passengers; provided that:

(a) If the tour conductor travels from a departure point to the assembly point on the services of the carrier transporting the group from the assembly point onwards, the qualifying number of passengers referred to above may travel from the departure points to the assembly point on the services of any carrier.

(b) If the tour conductor travels from a departure point to the assembly point on the services of a carrier who does not transport the group from the assembly point onwards, the qualifying number of passengers referred to above shall all travel from the departure points to the assembly point on the services of such carrier.

(3) Upon determination that the application meets the requirements of this rule, the initial carrier will advise the agent or organizer that the tour conductor's transportation, either free or at the reduced fare, as the case may be, will be issued by each carrier in the itinerary, and the initial carrier will notify each carrier which has indicated that it will participate. In cases where two or more carriers may have arrangements between them for the issuance of tour conductor's transportation, the initial carrier will issue such transportation on all such carriers.

(4) In obtaining approval to accept free or reduced fare transportation of a tour conductor as provided herein, written authorization must be given by one of the authorized officials of the carrier(s) furnishing the transportation.

(E) Baggage, meals and transfers

Free baggage allowance for a tour conductor will be the same as if he were traveling at the normal adult fare. the reduction for a tour conductor is applicable only to air transportation and will include meals, hotel accommodations, and ground transfers only where included

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in the normal air fare. In no case will the reduction apply to any other charges or services, such as charges for excess baggage.

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## Rule 300 Oxygen Service

(A) Air Serbia does not allow the passengers needing additional oxygen for medical reasons, to use their own oxygen bottles during the flight, but provides them with the additional oxygen from oxygen bottles attested in the company.

(1) this service is separately charged and it amounts to EUR 50.00/cad 71.00/USD 63.00 per flight.

(2) Air Serbia can provide the bottles which have flowing characteristics 2 litres per minute and 4 litres per minute.

(B) The passenger who needs oxygen during the flight will be admitted to a flight as a sick person, and must be given permission for being transported by Air Serbia, and for that purpose completion of Medif form is obligatory.

(C) According to terms for transportation of this category of passengers, professional escort must be provided. the type of professional escort is determined by a JU authorized doctor, on the basis of data provided in Medif form.

(D) The passenger who is in need of oxygen during the flight must by all means report that at booking, and only after getting consent, may be admitted to a flight.

(E) Only One passenger who needs oxygen may be transported on a JU flight.

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

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## Rule 500 Passengers on Stretchers

(A) Passengers traveling on stretchers will be accepted for transportation, subject to rule no. 25 (refusal to transport – limitations of carrier) herein, provided advance arrangements are made at least 72 hours prior to departure and space and appropriate equipment for mounting within the aircraft are available; and subject to the conditions and charges indicated, provided that the cost of ambulances, hospitalization and other ground expenses will be borne by the passenger occupying the stretcher.

(B) Carrier(s) will carry an incapacitated passenger on a stretcher subject to the following conditions and charges:

(1) Such passengers will be accommodated in the economy class section of the aircraft only.

(2) The incapacitated passenger must be accompanied by an attendant competent to care for him/her during the flight and who will be required to pay the normal adult economy fare.

(3) All reservations for flights on which the stretcher is to be used must be confirmed before departure.

(4) The incapacitated passenger must present a medical certificate stating that he may safely travel by air, and he must sign a waiver of responsibility.

(5) The applicable one-way fare for stretcher passenger plus four (4) business class fares are to be paid for each segment on which the stretcher will be used and for which a flight coupon is issued.

(6) Baggage allowance: the normal free baggage allowance specified in Rule 115 (baggage) will apply to both the stretcher passenger and his/her attendant. In addition, for the stretcher passenger only, JU will allow also the normal free baggage allowance granted to a business class.

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