

Conditions of Use

- The Visa Exclusive package is a convenience available only to qualified users of Visa Premium cards Infinite, Signature and Platinum from the CISSEE region * (Serbia, Ukraine, Belarus, Bosnia and Herzegovina, North Macedonia, Montenegro, Albania, Uzbekistan, Tajikistan, Kyrgyzstan, Turkmenistan, Moldova, Armenia, Georgia, Azerbaijan).
- The qualification conditions and the number of available packages are set by Visa.
- Qualification is checked by Air Serbia staff by physical validation of the card in a selected branch office in Belgrade.
- The package can be booked exclusively at Air Serbia branches in Belgrade and is not available for booking via the Internet, the Contact Centre or in agencies.
- The offer lasts until 31.12.2022 or until the funds run out.
- Visa and Air Serbia reserve the right to change the conditions of the offer. Any changes will be published on their official web sites.

• **What is the Visa Exclusive package?**

The Visa Exclusive package covers priority services that Visa Premium card users issued in the CISSEE* region can use as a special benefit when flying with Air Serbia. The package contains two services available for departure from Belgrade Terminal 2:

- ✓ Priority Check-In - priority when checking in at business class counters and
- ✓ Priority Fast Lane - priority passage that allows faster passage of passport control

• **Who can use the Visa Exclusive package?**

Users of Visa Platinum, Visa Signature, Visa Infinite and Visa Platinum cards (CISSEE region *) who fly economy class on Air Serbia flights. The number of packages available to Visa card users is: Platinum 2, Signature 4, Infinite 6.

• **How can I book the Visa Exclusive package?**

You can book the Visa Exclusive package before traveling in one of the three Air Serbia branches in Belgrade: Nikola Tesla Airport, 17, Bulevar Kralja Aleksandra and 12, Juriša Gagarina. Show your Visa Premium card, and Air Serbia staff will validate and book the Visa Exclusive package for you. If you have already checked in for the flight, the package cannot be booked. Detailed office hours can be found [here](#).

• **What does the Visa card validation process mean when booking a Visa Exclusive package?**

When visiting the Air Serbia branch, you must present your Visa Premium card for which this benefit is enabled. Validation is performed at the Visa POS terminal, which is used exclusively to determine whether you qualify for the Visa Exclusive package of services. If it is confirmed that you are qualified, Air Serbia staff will print a slip and book the service. Please keep this slip until

you use the service. In case of technical difficulties, a slip may be requested by the staff to determine whether you have the right to use the service.

- **For which flights can I use the Visa Exclusive package?**

The Visa Exclusive package is available for economy class passengers on commercial flights operated by Air Serbia, for trips starting from Belgrade (does not apply to flights to Niš). Your ticket must be issued on a document with a JU code (tickets starting with number 115). If the flight is operated by another airline, the Visa Exclusive package is not available.

- **Can I use only one of the services in the Visa Exclusive package?**

The Visa Exclusive package means that you have at your disposal two priority services for a flight starting from Belgrade - priority when checking in for a flight at a business class counter, and fast passage at passport control. It is up to you to choose whether to use both or just one package service for your flight. By validating the payment card and booking the service package, it will be assumed that you have used both services as part of the package for your flight.

- **Is the Visa Exclusive package available for business class travellers?**

No, only for economy class passengers, since the services from the Visa Exclusive package, as well as a number of other services, are already included in the business class tariff.

- **Can I book a Visa Exclusive package if I have already checked in for a flight?**

To be eligible for this service, the validation of the Visa card and the reservation of the Visa Exclusive package must be done before check-in. If you are validating the card just before the flight at the Air Serbia branch at Nikola Tesla Airport in Belgrade, we advise you to be at the airport earlier so that you have enough time for all formalities.

- **How do I know that the Visa Exclusive package has been successfully booked?**

After the successful validation of your Visa payment card, staff at the Air Serbia branch will book you the Visa Exclusive package, which will be immediately visible in the booking. They will give you a copy of the confirmation slip for the validation of the Visa card. You can check your booking in the My Booking option on airserbia.com. On your boarding pass, you will see both services in the package marked: "PRIC" - priority check-in at the business class counter, and "APFT" - fast passage at the passport control.

- **Will I be able to use the Visa Exclusive package if I change or cancel my ticket booking?**

If you change the booking (e.g. change of date), the originally booked Visa Exclusive package can be transferred to the new flight if the necessary general conditions for using the Visa Exclusive package are met. You can request a transfer both at Air Serbia branches in Belgrade and by calling the Contact Centre, stating the ticket number or reservation code. If you cancel the ticket, the Visa Exclusive package will be considered used.

- **What other benefits do I get as a user of Visa Platinum, Signature and Infinite cards if I fly with Air Serbia?**

Besides the Visa Exclusive package of priority services, you have the right to a 5% discount when buying tickets at Air Serbia branches in Belgrade (at Nikola Tesla Airport, at 17, Bulevar Kralja Aleksandra and 12, Jurija Gagarina). The discount applies only to flights operated by Air Serbia and regular fares. The discount is not calculated on the Light tariff (luggage-free tariff), promotional tariffs or tariffs that include other carriers on the ticket.

- **I have some other questions regarding the Visa Exclusive package. Whom can I contact?**

If you have further questions regarding the Visa Exclusive package service, you can write to us at ancillary.services@airserbia.com. You must write "Visa Exclusive" in the subject line for us to answer your enquiry as soon as possible.