

Conditions

- Advance seat reservation depends on availability at the time of request and is not guaranteed on all flights.
- Certain seats may be excluded from the selection for operational and/or safety reasons.
- Seat reservation does not represent a guaranteed right to a specific seat according to the numbering, but the possibility of choosing a seat that is in the following positions: next to the window, next to the aisle, in the middle.
- The choice of seats is enabled for passengers on flights operated by Air Serbia, and tickets are issued under the JU code (starting with number 115).
- Air Serbia does not offer the possibility of advance seat reservation if:
 - the flight is operated by another airline, and the ticket is issued under the JU code (starting with the number 115)¹
 - the flight is performed by Air Serbia, and the ticket was not issued under the JU code (it does not start with the number 115)².
- The paid seat can be changed an unlimited number of times until check-in, for almost any other seat on the plane that is free at a given moment, for a given flight.
- If the new seat is more expensive, a difference has to be charged.
- If the new seat is cheaper than the original, the difference will not be refunded.
- Changing the seat after boarding is allowed only in exceptional cases and is the subject of an Air Serbia decision.
- Air Serbia reserves the right to transfer a passenger to another seat without his/her consent before boarding or on a plane for any operational or safety reasons. In this case, the crew will try to move the passenger to a seat that is similar, i.e. in a similar position (next to the aisle, next to the window, in the middle) as previously selected.
- Refund conditions relating to seat reservations are independent of ticket refund conditions.
- Air Serbia will refund the amounts paid for the seat reservation in the following cases:
 - Air Serbia is not able to perform the flight and cancels flight,
 - If Air Serbia redirects you to another airline flight,
 - If Air Serbia is unable to provide the same seat, a seat with similar characteristics or a better seat than the one you booked (this condition does not apply in case Air Serbia was forced to change the originally reserved seat for operational or safety reasons),
 - A passenger who has booked and paid for a seat next to the emergency exit shall prove that he/she has informed Air Serbia in advance (at least 4 hours 01 minutes before take-off) that his/her condition has changed and that he/she no longer meets the safety, health and other conditions specified in terms of use.
- Refunds are made in accordance with the original method of payment. The rules on refund of Air Serbia apply.
- Amounts paid for seat reservation are non-transferable to another person.

- Amounts paid for seat reservation will not be refunded in the following cases:
 - Voluntary Upgrade that requires additional payment,
 - Upgrades that are free of charge (e.g. transfer with the approval of Air Serbia),
 - Voluntary changes of the travel date (previously paid seat can only be transferred to a new travel date if conditions and availability allow),
 - Voluntary flight cancellation,
 - If the passenger did not show up on the flight (no show),
 - If the passenger decides not to use the service.
- Prior to the trip, requests for a refund of the service may be sent to the place of purchase in accordance with the above conditions.
- Requests for refunds of the amount paid for the seat reservation are not processed on the plane or at the airport.
- Requests for complaints after the flight are processed by the [Air Serbia Guest Support](#), which you can contact no later than one month from the date of the flight. Requests sent more than one month after the date of the flight will be rejected.
- Air Serbia reserves the right to suspend the sale of a seat or to refuse to sell a seat to a particular passenger.

¹ Except in the case of airlines that do not charge for the choice of seat and that confirm the request for a particular seat.

² Unless Air Serbia can issue an EMD for an earlier seat selection.