

Yearly Pass

- Passengers at flights operated by Air Serbia with tickets containing the 115 code can purchase the yearly pass in the following cases:
 - While making a reservation:
 - ✓ Via the Contact Centre
 - ✓ At one of Air Serbia offices
 - ✓ At certain travel agencies
 - After having made the reservation:
 - ✓ Via the “My reservation” option at airserbia.com
 - ✓ By calling the Contact Centre
 - ✓ By visiting the nearest Air Serbia office
 - ✓ At the travel agency (only if the ticket was bought at that agency)
- Other passengers can purchase the yearly pass by:
 - Dialling the Contact Centre
 - Visiting the nearest Air Serbia office
- When purchasing the Yearly Pass, passengers must make sure the first and last name listed upon purchasing the Yearly Pass are identical to the first and last name in the travel document.

Use

- By purchasing the Air Serbia Premium Lounge Yearly Pass, passengers get access to the Air Serbia Premium Lounge, when flying with Air Serbia or any other airline.
- Air Serbia Premium Lounge Yearly Pass owners will always be admitted to the Premium Lounge if flying with Air Serbia. However, when flying with other airlines, access to the Premium Lounge cannot be guaranteed and will depend on the available room at the moment of the passenger’s arrival.
- The Yearly Premium Lounge Pass is valid exclusively during the working hours of the Premium Lounge.
- Only adult passengers can purchase the Air Serbia Premium Lounge Yearly Pass. Air Serbia treats everyone over 12 as adults.
- Passengers between the ages of 12 and 18 must be accompanied by another passenger who is over 18 and has their own Premium Lounge Pass.

Issuance of the Yearly Pass

- After purchasing the Air Serbia Premium Lounge Yearly Pass, one must fill out a form for the Yearly Pass issuance. The form can be downloaded [here](#) and then forwarded to beglounge@airserbia.com. It can also be filled out upon the first visit to the Premium Lounge.
- The pass will be issued 21 days upon the receipt of the form. The pass will be available at the Premium Lounge check-in counter.
- To collect the Yearly Pass, one must present a valid boarding pass, as well as the EDM document (Electronic Miscellaneous Document – the confirmation that the service has been paid for).

- The EDM (Electronic Miscellaneous Document – the confirmation that the service has been paid for) is the only valid proof of payment – transaction slips shall not be admitted as the proof of payment.
- The owner of the Air Serbia Premium Lounge Yearly Pass must sign the pass, by which they accept the Terms and Conditions. Unsigned Air Serbia Premium Lounge Yearly Passes are invalid.
- Air Serbia reserves the right to deny entry to any Air Serbia Premium Lounge Yearly Pass owner if the pass is not signed.

Validity

- The Air Serbia Premium Lounge Yearly Pass is valid for 365 days (1 year) upon purchase. The expiration date is written at the front of the pass.
- Pass owners will not be granted access to the Premium Lounge after the expiration of the pass unless they are entitled to Premium lounge access on another basis.
- The Air Serbia Premium Lounge Yearly Pass is personalized, and it cannot be transferred to another person.
- The pass can only be used by the owner. No one else has the right to use the pass instead of the owner.
- Air Serbia reserves the right to check the identity of the pass owner upon entry into the Premium Lounge.
- The pass provides access to the Premium Lounge only to the owner and not to other people the owner is accompanied by, even if they are travelling under the same reservation, if the other people are the owner's relatives or in any other case. Children under 2 are the only exception to these terms. They can accompany the owner into the Premium Lounge.
- The Air Serbia Premium Lounge Yearly Pass owner is entitled to an unlimited number of entries into the Lounge. No mandatory minimum of entries into the Premium Lounge is required to preserve the right to the pass.
- Unauthorized use of the pass (i.e. any use not in line with the listed Terms and Conditions) can constitute the basis for the cancellation of the Air Serbia Premium Lounge Yearly Pass. In such an event, no refund will be approved.

Change of Personal Data and Loss of the Pass

- The owner of the Air Serbia Premium Lounge Yearly Pass can submit a request for a change in personal data listed on the pass at any time. In such an event, the owner must submit a written document proving the change of personal data to Air Serbia at the following address: beglounge@airserbia.com.
- In case the Air Serbia Premium Lounge Yearly Pass is lost, the passenger must report the loss to Air Serbia Contact Centre by phone or in writing and request the issuance of a new pass at +381 11 311 21 23 (for calls from foreign numbers or mobile numbers abroad) or 0800 111 528 (for calls from a landline or mobile numbers in Serbia), or at the following email: callcenter@airserbia.com. The cost of the issuance of a new pass is EUR 50.

- The issuance of a new pass shall be carried out according to the same procedure as the original one after payment completion via the Contact Centre or at the nearest Air Serbia office.
- If a passenger has lost the card, they can be denied entry into the Premium Lounge unless they present a proof that the loss of the card has been reported (written confirmation by the Contact Centre or the Air Serbia office).
- Air Serbia shall process personal data provided upon applying for the Air Serbia Premium Lounge Yearly Pass only for the purpose of providing the listed services, i.e. enabling the passengers to exercise their rights as the owners of the Air Serbia Premium Lounge Yearly Pass. Air Serbia shall take all the necessary technical and organisational measures for personal data protection. The data shall be stored for the period of 10 years from the date they have been provided to Air Serbia, with the exception of email addresses. Detailed information on personal data processing by Air Serbia is available within the [Privacy Policy](#).

General conditions for passes and entry into the Premium Lounge apply.