

Bonus ticket conditions

- Award tickets will be given for return travels exclusively on the basis of confirmed booking. One-way award tickets are awarded. Not applicable to flights to / from Niš and to / from Kraljevo.
- Award tickets cannot be issued for unaccompanied children.
- Children aged 2 to 12 will be charged the adult mileage price and must have the same booking as the accompanying adult.
- Award tickets for infants aged 0 to 2 will amount to 10% of the adult ticket.
- The possibility of using an award ticket on a specific flight will depend on the availability of seats.
- The collected mileage can be used on all domestic and international flights performed by Air Serbia. Award tickets do not apply to code share flights.
- Award tickets are issued only based on the required number of earned miles. Miles+Cash is not possible.
- Award tickets must be booked at least 24 hours before the planned date of travel via the Contact Centre (From Serbia: 0800 111 528 | From abroad: +381 11 311 21 23).
- Award tickets are valid one year from the date of ticket issuance.
- Applicable taxes and surcharges will be charged when the ticket is issued
- Award tickets cannot be used on flights of other carriers, nor are they transferable.
- All changes of flight date are subject to availability.
- Date change can be processed up to 24h prior to the flights departure for a fee of €25, per person, per change.
- Change of date within 24h prior to departure is not permitted.
- Name changes are not allowed.
- Change of destination is not allowed.
- Time frame for claiming the award ticket will be determined by the booking system when confirming the booking of seats for redeeming earned miles.
- In case of no-show, change is not permitted.
- In case of cancelation at least 24h prior to departure, a refund fee of 10% of used Guest miles will apply. Airport taxes are refundable.
- In case of cancelation less that 24h prior to departure, miles are non-refundable. Airport taxes are refundable.
- For a partially used Award ticket, the ticket is not valid for a refund.
- All bookings are subject to Air Serbia General Conditions of Carriage.