Conditions for upgrading flight class

- This benefit can be used by all Etihad Guest members on flights performed by Air Serbia.
- Not applicable for code share flights.
- Not applicable for Economy Light.
- This benefit applies only to Air SERBIA tickets issued at published fares, with the exception of T, E, U, N, S, and G class.
- The possibility of upgrade on any flight is subject to seat availability.
- Upgrades based on earned miles should be booked via the Contact Center at least 24h before the planned date of departure (From Serbia: 0800 111 528 | From abroad: +381 11 311 21 23).
- The members earn Etihad Guest miles on the basis of the original price paid for the ticket, not on the basis of the price for the upgraded higher class.
- On Air Serbia flights, all benefits arising from the use of Business Class will also apply in cases of upgrading to a higher flight class on the basis of earned miles.
- For the upgrade on a return travel, double one-way tariff will be charged.
- Upgrade is possible only based on earned miles. Miles+Cash is not possible.
- Children aged 2 to 12 will be charged the adult mileage price and must have the same booking as the accompanying adult.
- Upgrade with miles for infants aged 0 to 2 will amount to 25% of miles required for the adult ticket.
- Unused/canceled upgrades can be refunded up to 24h prior to departure. Fee of 10% of used mileage will apply.
- In case of cancelation less that 24h prior to departure, miles are non-refundable. Airport taxes are refundable.
- A paid ticket serving as an upgrade basis will be refunded according to the rules valid for said paid ticket.
- This benefit applies only to Air SERBIA tickets issued at published fares, with the exception of T, E, U, N, S, and G class.
- The rules on fares and tickets applicable to the originally purchased ticket will be applied independently of the higher class of transport to which the passenger has switched.
- The potential difference in taxes caused by the upgrade will be charged at the re-issuance of the ticket.
- In case of date change, the original ticket fare rules will apply