

Availability

Air Serbia Premium Lounge passes purchased with Etihad Guest Miles allow access only to the Air Serbia Premium Lounge at Nikola Tesla Airport.

Access is eligible for passengers who travel on an Air Serbia marketed and operated flights and hold tickets with the JU code (for example ticket numbers that start with 115)

Air Serbia reserves the right of limitation and dynamic control of the Lounge passes sold during a certain period of a day, i.e. in terms of day, flight, sales channel, lounge capacity or based on other criteria.

For operative reasons, the Lounge and related services may at times be unavailable or closed, i.e. the access to it may be limited.

Service Purchase

Air Serbia shall not accept reservations for this service. This service may be booked and the miles may be used only at the Premium Lounge if it is available.

Lounge access with miles must be purchased completely with miles. Cash+miles will not be possible.

While entering the Lounge, the passengers must show their valid boarding pass and proof of Etihad Guest membership. The Lounge staff will ID the member and verify whether they have the required Etihad Guest Miles for the desired one-time passes.

Air Serbia reserves the right to stop the passengers with no valid documents from entering the Lounge, including situations when the first and last name of a passenger stated on the boarding pass do not match those stated on the Etihad Guest account.

Air Serbia passenger may use only their own Etihad Guest Miles to purchase a one-time pass for themselves and others. It is not permitted to use another members' Etihad Guest details to purchase lounge passes without the account holder being present at the time of purchase. This is inclusive of Family membership where the member must use their own miles to purchase passes. The Family Head is the only exception to purchase passes using the account miles.

If an Etihad Guest member travelling on Air Serbia wishes to purchase lounge passes for other passengers on Air Serbia marketed and operated flights, the member may use their Etihad Guest Miles to purchase passes for their companion as well.

Only adult passengers may purchase a pass for Air Serbia Premium Lounge. Air Serbia shall regard any person older than 12 as an adult. The passengers travelling with children (aged 2 to 12) must be over the age of 18 and shall purchase extra passes at the Lounge reception desk. There is no charge for infants (under 2) of members who have purchased a lounge pass with Etihad Guest Miles.

Use of Service

By purchasing/using this service passenger shall not earn any Etihad Guest Miles.

An Air Serbia Premium Lounge pass shall apply only on date of travel.

Passengers aged 12 - 18 must be accompanied by a person older than 18 when visiting the Lounge. Passengers older than 18 may enter the Lounge without any limitations.

A Lounge voucher holder's companions may not enter the Lounge free of charge, even if they have the same travel reservation as the holder.

Passengers may stay in the Lounge up to 1 - 3 hours from the moment of entry, depending on the pass purchased, during the working hours of Air Serbia Premium Lounge. After such period has expired, the passengers must purchase another pass at the reception desk if they wish to prolong their stay in the Lounge, either by Etihad Guest Miles or money/card.

The Air Serbia Premium Lounge working hours may be subject to change without prior notice.

Notifications about boarding time are not given in the Lounge; they shall be given only on the dedicated mon-

itors. Air Serbia shall not be responsible in terms of passengers' time of departure.

Passengers shall immediately pay for any damages regarding installations, furniture or equipment in the Lounge which occurred due to their actions or omissions.

To make passengers' stay in the Lounge comfortable, please observe our sport and elegant dress code. Air Serbia shall stop persons with inappropriate or improper outfit from entering (e.g. beach clothes or footwear, sport clothes or footwear, flip-flops, sleeping outfit).

Air Serbia shall not be responsible for any items stolen or lost in the Lounge.

The admission of passengers into the Lounge will depend on the availability of seats and may be denied if there are no vacancies.

Refunding and Complaints

The refunding and complaint terms referring to Air Serbia Premium Lounge passes do not depend on the ticket refunding terms.

Air Serbia Premium Lounge passes are not subject to refunding, exchangeable for money or miles or usable beyond their intended use.

Once purchased, a pass may not be cancelled or refunded.

Complaints or compensation claims related to staying at Air Serbia Premium Lounge may not be solved at the reception desk, airport or onboard. Please contact the Air Serbia representative in charge of passenger relations. Keep the original EMD as a proof of payment for the service.

Air Serbia shall refuse any compensation claims received one month or more after the travel date.

Air Serbia Premium Lounge passes is non-transferable and must be used before the relevant flight. No other passenger may use the pass except the one whose name is on the issued ticket during the purchase.

Air Serbia reserves the right to prevent any person from entering or ask any passenger to immediately leave the Lounge due to unacceptable behavior, which includes disturbing, offensive or violent behavior, including persons under the influence, those with inappropriate clothing or those disturbing other passengers.

Air Serbia reserves the right to withhold pass issuing at any moment at its sole discretion, or refuse to sell a pass to a passenger, or if sold, to prevent the buyer or passenger from accessing or using the Lounge. Air Serbia shall not be responsible for any loss or damage the buyer or visitor suffers due to the above refusal, cancellation or prevention.

Air Serbia reserves the right to modify the Terms of Use related to Air Serbia Premium Lounge passes from time to time without prior announcement or explanation. Passengers are subject to the Terms of Use applicable at the moment of the relevant service purchase, unless they have received a notification about the amended Terms of Use and accepted them.

Air Serbia will publish the amendments to the Terms of Use in writing via airserbia.com.