

## **Extra Seat**

- Extra Seat purchase service is not available online, but exclusively:
  - in Air Serbia retail offices;
  - via Air Serbia Contact Centre.
- Extra Seat can be reserved:
  - when buying a ticket;
  - after the ticket has been issued.
- The price of booking an Extra Seat depends on the rate available at that time of booking.
- In case the reservation of the Extra Seat is made after the ticket is issued and the same fare is not available as for the original ticket, the difference between the original and the available fare is charged.
- If the passenger changes the flight, travel date and/or destination when purchasing the Extra Seat, in addition to the Extra Seat and potential difference in the fare in relation to the originally purchased ticket, penalties for changing the ticket may be charged according to the conditions of the originally purchased fare as well as a possible difference in airport taxes.
- The purchase of an Extra Seat is enabled for economy class passengers on flights operated by Air Serbia, and tickets are issued under the JU code (starting with number 115).
- The number of seats for additional purchase is limited and is subject to availability.
- The option to check in for a flight online is not available to passengers with the Extra Seat service.
- Air Serbia does not guarantee or undertake not to restrict/prohibit other economy class passengers from occupying them for better comfort in the case of other available and free seats on the flight.
- Air Serbia reserves the right to restrict the use of the service at any time for operational, security or other commercial reasons.
- By purchasing an Extra Seat, the passenger undertakes to follow all safety instructions and regulations that apply to all economy class passengers.
- Air Serbia assumes no responsibility in the event that the passenger has not followed the instructions and/or advice given or signaled by Air Serbia staff, orally or through dedicated instruments (e.g. seat belt sign, flight crew notices, IFE screen signals, etc.).
- By purchasing the service the passenger does not gain Etihad Guest miles. The service cannot be purchased by Etihad Guest miles.
- By purchasing the service, the passenger does not exercise the right to additional luggage.
- It is recommended that all passengers who purchase the service bring proof of purchase (in electronic or printed form) so that they can use the service. A valid proof of purchase is an electronic ticket, while a confirmation of a payment transaction is not a valid proof of purchase.
- The terms of the refund for the service will depend on the terms of the fare indicated in the electronic ticket.
- The service is not transferable to another flight or passenger.
- The service is unrefundable in the following cases:
  - if the passenger who purchased the service changes his/her mind before receiving the service or if for any reason refuses to use the service during the flight;
  - if the transition to a higher class of transport has been performed (with or without payment upon the approval of Air Serbia).
  - if the fare is unrefundable

- The service is refundable if:
  - Air Serbia cancels the flight due to operational, security or other reasons
  - Air Serbia redirects you to another flight where the service is not available
  - Air Serbia is unable to provide the service for operational, security or other reasons.
  - if the fare is refundable.
- The rules on refunding the purchased fare apply.
- Requests for refunds are processed by the service sales point in accordance with the original method of payment.
- Requests for complaints are processed by the [Air Serbia Guest Support](#).
- A request for a complaint must be submitted within one month from the date of travel. Requests submitted later will be rejected.
- The request must contain an electronic ticket issued when purchasing the Extra Seat service as proof of purchase.

Air Serbia reserves the right to change the terms and conditions of the Air Serbia Extra Seat service at any time without prior notice and/or stating the reasons and is obliged to publish the changes on [airserbia.com](http://airserbia.com) in writing.