

By booking the service, you acknowledge that you have read, understood and accepted the Terms and Conditions.

- The Unaccompanied Minor service is only available for flights performed by Air Serbia, i.e. in which Air Serbia is the operating carrier. In the case of code-share flights where Air Serbia is the marketing, but not the operating carrier, the service can be booked with the operating carrier only.
- The service must be booked and paid for only upon request, otherwise Air Serbia cannot guarantee that it can be provided.
- Passengers do not gain Etihad Guest miles by purchasing or using this service.
- Air Serbia may ask the child's escort to show valid proof of payment for the service or services in either print or electronic form. If no valid proof can be produced, the service will not be provided. Proof of payment is considered to be EMD (Electronic Miscellaneous Document). A slip on a completed transaction is not considered valid proof of payment.
- The conditions for refunds and complaints for the Unaccompanied Minor service are independent of the conditions of the ticket refund.
- The service is not refundable or transferable to another person.
- The service will be refunded only in the event that Air Serbia cancels the flight and/or is not able to provide the service.
- Refunds are made in accordance with the original method of payment. Air Serbia's terms and conditions regarding refunds apply.
- Prior to the start of the trip, requests for a refund of the service fee can be sent to the place of purchase in accordance with the above conditions. Refund requests are not processed on the plane or at the airport.
- Complaints, i.e. requests for compensation in connection with the service, cannot be resolved on the plane or at the airport.
- Complaints are submitted to the [Air Serbia representative for passenger relations](#) by filling out the appropriate form.
- The deadline for filing an appeal is 30 days from the date of the flight. Appeals filed after the specified deadline will be rejected.

Air Serbia reserves the right to change the Terms of Use of the Service at any time without prior notice or explanation. Passengers are subject to those Terms of Use that were valid at the time of purchase of the service unless they have been notified of changes to the Terms of Use and accepted them.

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