

**Policies for ticket changes, future date changes and cancellations.**

**GOOL**

# **Policies for Domestic and International Flights**

## **B2T International POS**

# Ticket Change Policies

**B2T International POS**

# Date Changes: Domestic and International flights- B2T INTER POS

Only one change is allowed at no cost, for any available period of our network. This change must be made within the validity of the ticket. The change must be made to the same type of cabin selected previously (preferably in the same class as the original ticket, if not, select the next available class according to the hierarchy).

## Flight Date (regardless date of purchase)

		From march 11th to jul 31th (year 2020)	From aug 1st to sept 30th ( year 2020)	From oct 1st (year 2020) <u>Regular rules</u>
<b>Flights inside Brazil</b>	<b>Penalty for changes<sup>1</sup></b>	Exempt	Exempt	Charged
	<b>Rate difference</b>	Exempt	Depending on the season Exempt: high to high, high to low, low to low. (season) Charged , if any: low to high season.	Charged, if any
	<b>Rerouting</b>	Allowed <small>The route <b>cant be</b> changed to an international one.</small>	Allowed <small>According to the rule of the fare family purchased may include fare difference and fees</small>	Allowed <small>According to the rule of the fare family purchased may include fare difference and fees</small>
	<b>Validity</b>	Validity of the ticket <small>For <b>tickets expiring on 03/31/2021</b> it is allowed <b>the change of ticket expiration to 12/31/2021<sup>1</sup></b></small>	Validity of the ticket <small>For <b>tickets expiring on 03/31/2021</b> it is allowed <b>the change of ticket expiration to 12/31/2021<sup>1</sup></b></small>	Validity of the ticket <small>It is <b>NOT</b> allowed to change the validity of the ticket.</small>

<sup>1</sup>The procedure for changing the validation of the ticket must be made at the time of manual reissue using the waiver code signaled below. For details on how to change the ticket date please contact your GDS help desk.

**Waiver Code: WAIVED DUE CE G3**

# Date Changes: Domestic and International flights- B2T INTER POS

Only one change is allowed at no cost, for any available period of our network. This change must be made within the validity of the ticket. The change must be made to the same type of cabin selected previously (preferably in the same class as the original ticket, if not, select the next available class according to the hierarchy).

## Flight Date (regardless date of purchase)

		From March 11th to aug 31st (year 2020)	From Sept 1st to Dez 31st (year 2020)	From Jan 1st (year 2021) <u>Regular rules</u>
<b>Flights to AR, BO, CL, PE, PY, UY</b>	Penalty for changes <sup>1</sup>	Exempt	Exempt	Charged
	Rate Difference	Exempt	Depending on the season Exempt: high to high, high to low, low to low. (season) Charged , if any: low to high season.	Charged, if any
	Rerouting	Allowed The route <b>may be</b> changed to a domestic one, if requested.	Allowed According to the rule of the fare family purchased may include fare difference and fees	Allowed According to the rule of the fare family purchased may include fare difference and fees
	Validity	Validity of the ticket For <b>tickets expiring on 03/31/2021</b> it is allowed <b>the change of ticket expiration to 12/31/2021<sup>1</sup></b>	Validity of the ticket For <b>tickets expiring on 03/31/2021</b> it is allowed <b>the change of ticket expiration to 12/31/2021<sup>1</sup></b>	Validity of the ticket It is <b>NOT</b> allowed to change the validity of the ticket.

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# Date Changes: Domestic and International flights- B2T INTER POS

Only one change is allowed at no cost, for any available period of our network. This change must be made within the validity of the ticket. The change must be made to the same type of cabin selected previously (preferably in the same class as the original ticket, if not, select the next available class according to the hierarchy).

## Flight Date (regardless date of purchase)

		From March 11th to Nov 30 (2020)	From dez-01-20 to mar-31-21	From April 1st (year 2021) <u>Regular Rules</u>
<b>Flights to DO, EQ, MX, SR, US</b>	Penalty for changes <sup>1</sup>	Exempt	Exempt	Charged
	Rate Difference	Exempt	Depending on the season Exempt: high to high, high to low, low to low. (season) Charged, if any: low to high season.	Charged, if any
	Rerouting	Allowed The route <b>may be</b> changed to a domestic one, if requested.	Allowed According to the rule of the fare family purchased may include fare difference and fees	Allowed According to the rule of the fare family purchased may include fare difference and fees
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**Waiver Code: WAIVED DUE CE G3**

# Policies for Future Date Changes (status open tickets) and Refunds

**B2T International POS**

# Future Changes and Refund: Domestic and International Flights

## B2T International POS

When changing the open status ticket, follow the instructions for changes given before. This procedure needs to be done before the date of flight. The ticket can't be in status open and needs to have a new date before the expiration. Since only one change without any cost is allowed, when changing the validation of the ticket is required, follow the rules and procedures for changing dates. (previously described).

		Flight Date (Regardless date of purchase)	
		From March 11 to Sept 30 (year 2020)	From Oct 1st (year 2020) <u>Regular Rules</u>
<b>Flights inside Brazil</b>	<b>Future Changes (Status OPEN Ticket)<sup>1</sup></b>	<b>Penalty for cancellation exempt</b>  <b>Validity of the credit:</b> 12 months from the date of the <u>flights purchase</u> .	<b>Penalty for cancellation charged</b>  <b>Validity of the credit:</b> 12 months from the date of the <u>flights purchase</u> .
	<b>Cancelling with refund</b>	<b>Penalty for refund charged, if any<sup>2</sup></b>	<b>Penalty for refund charged, if any<sup>2</sup></b>

<sup>1</sup> For tickets that are in status open, at the time of rescheduling, the rules to be followed will be those in effect on the rescheduling date.

<sup>2</sup> Rule valid for cancellations made voluntarily by the customer.

# Future Changes and Refund: Domestic and International Flights

## B2T International POS

When changing the open status ticket, follow the instructions for changes given before. This procedure needs to be done before the date of flight. The ticket can't be in status open and needs to have a new date before the expiration. Since only one change without any cost is allowed, when changing the validation of the ticket is required, follow the rules and procedures for changing dates. (previously described).

		Flight Date (regardless date of purchase)	
		From March 11th to Dec 31st (year 2020)	From Jan 1st (year 2021) <u>Regular Rules</u>
<b>Flights to AR, BO, CL, PE, PY, UY</b>	<b>Future Changes (Status OPEN Ticket)<sup>1</sup></b>	<b>Penalty for cancellation exempt</b>  <b>Validity of the credit:</b> 12 months from the date of the <u>flights purchase</u> .	<b>Penalty for cancellation charged</b>  <b>Validity of the credit:</b> 12 months from the date of the <u>flights purchase</u> .
	<b>Cancellation with refund</b>	<b>Penalty for refund, charged if any.<sup>2</sup></b>	<b>Penalty for refund, charged if any.<sup>2</sup></b>

<sup>1</sup> For tickets that are in status open, at the time of rescheduling, the rules to be followed will be those in effect on the rescheduling date.

<sup>2</sup> Rule valid for cancellations made voluntarily by the customer.

# Future Changes and Refund: Domestic and International Flights

## B2T International POS

When changing the open status ticket, follow the instructions for changes given before. This procedure needs to be done before the date of flight. The ticket can't be in status open and needs to have a new date before the expiration. Since only one change without any cost is allowed, when changing the validation of the ticket is required, follow the rules and procedures for changing dates. (previously described).

		Flight Date (regardless date of purchase)	
		From march 11th-20 to march 31st-21	From Apr 1st (year 2021) <u>Regular policies</u>
<b>Flights to DO, EQ, MX, SR, US</b>	<b>Future Changes (Status OPEN Ticket)<sup>1</sup></b>	Penalty for cancellation exempt  Validity of the credit: 12 months from the date of the <u>flights purchase</u> .	Penalty for cancellation charged  Validity of the credit: 12 months from the date of the <u>flights purchase</u> .
	<b>Cancellation with Refund</b>	Penalty for refund charged, if any <sup>2</sup>	Penalty for refund charged, if any <sup>2</sup>

<sup>1</sup> For tickets that are in status open, at the time of rescheduling, the rules to be followed will be those in effect on the rescheduling date.

<sup>2</sup> Rule valid for cancellations made voluntarily by the customer.

# Domestic and International Flight Policies

## B2T and B2C INTERNATIONAL POS

### Guidelines

#### Attention!

In the periods indicated in the tables, the processes described above are valid for flights canceled by GOL or flights that GOL did not cancel or change but the customer makes a change order. Thus, it is necessary that, for these clients contemplated by the policy, when requested any alteration without fare difference, on the part of the client, it must be done through the **involuntary process** so that the rules are applied and the charges are not generated. **When any change with a fare difference** is requested by the customer, it is done through the **voluntary process** so that the rules are applied and the charges are not generated.

#### Expired tickets until Apr 17

For customers with **tickets expired by Apr 17**, please advise the agencies to **contact the GOL call center**

#### No-show

For customers who are a no-show on flights canceled by GOL, the agency is free to exempt the customer from the no-show fee

#### European Union

For **tickets issued in European Union countries**, in the event of a **request by the customer for a full refund**, the **agencies are authorized** to comply with the request.

#### High season

We consider the months of **July, December and January as high season and holidays** - including the day before and the following day of the holiday. We will forward more details of what is considered a holiday in each POS soon.

GOL