



Travel Information



BEFORE YOUR FLIGHT.



Ticket rules

1. Does the Brazilian government control the fare of airline tickets?

No. The Federal Law nº 11.182/2005 assigns to airlines the right to set the fares of their tickets. This rule applies both to domestic flights as for international flights originating in Brazil.

2. Are ticket fares for children the same price as for an adult?

Only on domestic flights, tickets for infants of less than two years old, provided they are not occupying a seat, cost up to 10% of the equivalent fare paid by adult. There is no discount on international flights or for children over two years old.

3. What is the departure tax for?

Those values are for the maintenance of infrastructure and services of airports. The departure tax is charged by airlines, upon the sale of a ticket, and transferred to the airport administration. The value can vary depending on the category of the airport and the nature the trip (domestic or international).

4. Do I have to purchase travel insurance?

No. Travel insurance are optional additional services.

5. What are the most relevant information that must appear on the airline ticket?

- Name and surname of the passenger;
- Name of the airline;
- Travel itinerary;
- Time and date of the travel;
- Class of service, fare rate or other data that identifies the type of transport;
- Fare rules and restrictions on the use of the ticket, if applicable;
- Baggage allowance;
- Carrier identification of the company that effectively operates the flight; and
- Requirements for boarding established by the carrier according to nature of the flight.

6. How should the price of the airfare be expressed?

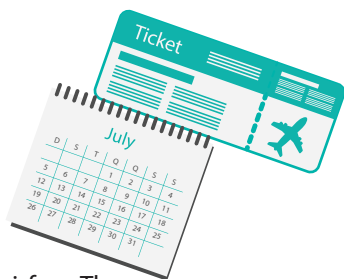
It should be expressed in a single value for all stages of marketing and represent the total to be paid accordingly to the detailed itinerary, irrespective of the means of purchase used. The buyer must actively select optional services (opt-in) and have the corresponding values presented separately from the transportation tariff. It is forbidden to charge for optional products or services as included fees.

7. ANAC regulates loyalty of frequent flyers programs of airline companies?

No. Such programs do not undergo ANAC regulation. However, passengers using points or air miles to travel should receive the same treatment as if was buying a ticket without it.

8. How can I change the date of my trip?

By asking the airline or travel agent. Changes are possible according to the availability of flights and can generate additional costs for the passenger, under the rules of the transportation contract applicable to the acquired airfare. The expiration of the ticket is one year from the date of issue.



9. Can I transfer my ticket to another person?

No. The ticket is personal and not transferable. Take care when filling in your name, because differences in the spelling in relation to the identity document may cause problems when boarding. Those who have changed their names because of marriage or other reasons also need to pay attention because the name on the ticket must be the same as contained in the personal document presented at boarding time.

10. What happens if I give up the trip?

You can reschedule to another date or request refund of the amount paid, subject to contractual penalty and the payment of fare difference, as applicable.

11. In which cases can I request a refund?

You can request reimbursement in cases of:

- Flight delay of more than four hours;
- Cancellation or interruption of the flight;
- Denied boarding; and
- Cancellation of the trip by the passenger.

12. What are the rules for refunds?

If the passenger gives up the trip, the refund will be subject to the rules applicable to the ticket contract and corresponding fare. In the first three cases listed in question 11, there are no discounts in relation to the amount paid (full refund). No refunds will be due by the airline if the trip is suspended on a transit airport by initiative of the passenger. In the case of an exchange to a lower service class (higher to lower), independently of the motivation or at the request of the passenger, a corresponding reimbursement must be available.

13. What is the deadline for airlines to process a refund?

The time limit for an airline to process any payments of refunds to a passenger is 30 days, from the date of request, except in cases of delay, cancellation and denied boarding, for which the reimbursement is immediate. The airline does not have the obligation to reimburse when a passenger decides to give up the travel at a transit airport.

14. How do I receive the amount paid when requesting a refund?

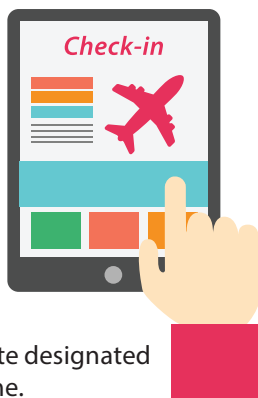
In cases of delay, cancellation and denied boarding, the company shall reimburse the passenger according to the form of payment used the purchase of the ticket. The return of amounts already settled and received by the airline should be immediate, in cash or by credit bank account. If the ticket was financed on a credit card and has installments due, reimbursement shall obey the rules of the card manager. The arrangements for the refund must be immediate.



Check-in and arrival times

15. What is the check-in?

Check-in is the process carried by the airline for: identification of the passenger, receipt of baggage and issuance of a boarding pass. The check-in can be done at the company's counter, by internet, self-service points and mobile applications for telephones or tablets. After check-in, you should go to the gate designated by the airline on the specified time.



16. If I checked in from the internet, what to do with my luggage?

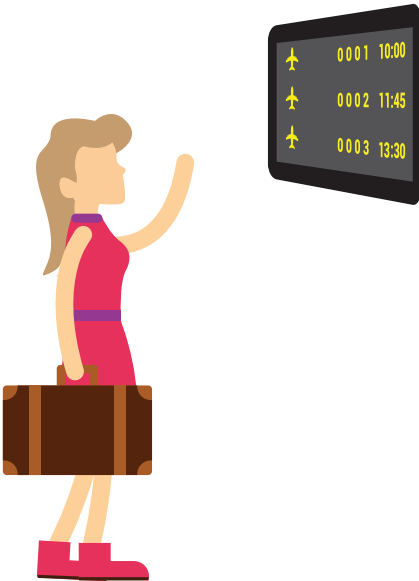
If you have no baggage to check in and only with hand luggage, you must print the boarding pass and proceed directly to the gate at the time indicated by the company. If you have baggage to be checked in, go to the check-in counter with enough time to identify yourself, check in the baggage and to present yourself at the boarding gate at the time informed. Some companies have exclusive counters for the check in of baggage.

17. How long before the flight should I arrive at the airport?

You must present yourself to check-in on the time stipulated by the airline. Consult the airline in advance.

18. How can I get information about flight times?

The airports have several displays with information of flights at various locations. It is fundamental to remain tracking the information of your departure time as it may change. You can also follow departures by the airport operator website or mobile application. Flight schedules are provided by the airlines.



19. How should I proceed with daylight saving time rules and time zone differences?

Always follow the local time. It's not necessary to calculate time zone or daylight saving time. Information on tickets and airline websites are always based on local time, both for departure and arrival. If you have further questions, ask the airline.



20. What is the checked baggage policy and allowance?

It will depend on the size of the aircraft and the class in which the passenger is traveling (first class or class economic, for example). The airline can provide information for the specific dimensions, amount of baggage and special rules for infant baggage. Note that Brazilian regulations applies to all flights leaving Brazil. Flights leaving from other countries must comply with the rules of the origin of the trip. On domestic flights, each passenger can take up to 23kg of checked baggage at no additional cost, depending on the size of the aircraft. For international flights, depending on the country of destination, the baggage allowance can be of two types: unit or weight. Each passenger is entitled to carry two baggage units up to 32kg each, or to carry luggage not exceeding weight in total of:

- 40kg in first class;
- 30kg in intermediate class;
- 20kg in economy class;
- 10kg for infants that are not occupying any seat.

21. How do you calculate the value of the excess baggage?

In domestic flights, the airline is authorized to charge for excess baggage up to 0.5% of the applicable ticket fare by each exceeding kilogram. This charge can go up to 1% of the ticket fare, for each exceeding kilogram, when the aircraft has a maximum of 20 seats. For international flights, you should ask the airline. Some companies publish these values in their websites.

22. Can the company deny the transportation of baggage?

Yes. The company can refuse to transport articles considered as dangerous for the safety of the aircraft and its operations. Sporting goods in general (surfboard, bicycle etc.), musical instruments and other types of special baggage must be included in the checked baggage allowance in the same manner of a common baggage. Ask the airline for more information.

23. What are the rules for hand luggage transportation?

In domestic flights, carry-on baggage must be accommodated in the specific compartment or the space below the front seat, its transportation do not create additional costs and should meet the following requirements:

- the total weight must not exceed 5 kg and the sum of its dimensions (length + width + height) must not exceed 115cm;
- objects must be properly secured, without disturbing the comfort and tranquility of others and must not pose any risks to the physical integrity of people on board.

On international flights, it is necessary to ask information from the airline about carry-on baggage policies adopted by the destination country, which can be of two types: unit or weight. The unit policy requires that carry-on baggage must be accommodated in the specific compartment in the cabin or under the front seat space, and the sum of its dimensions must not exceed 115cm. The weight policy requires that hand baggage must be accommodated in the specific compartment of the cabin or under the front seat with weight and appropriate dimensions defined by airline.



24. Are there forbidden items to be carried as carry-on baggage?

It is forbidden to carry sharp or perforating objects such as knives, scissors, etc. with hand luggage. These items can only be carried in checked baggage. Other restrictions may apply.

25. What can not be transported in checked baggage?

Explosive, flammable or toxic substances are some examples. If in doubt about any specific item you want to transport, you should ask the airline.

26. What is the policy for the transport of liquids, aerosols and gels in carry-on baggage on international flights?

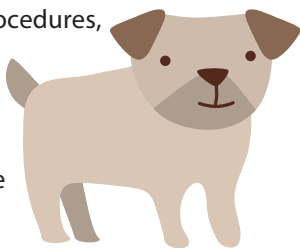
- liquids, gels and creams/pastes packaging must be made of transparent plastic of no more than 1 liter, must not exceed the dimensions of 20x20cm and must be completely sealed (one package per passenger);
- each container must not exceed 100ml of volume ;
- liquids in bottles must not exceed 100ml of maximum volume, even if the container is partially full;
- perfumes, drinks and other liquids purchased at the free shop must be packed in sealed bags and be accompanied by invoices of the day of the flight;
- medicines will be accepted only with medical prescription;
- food for feeding babies or special liquids (soups, syrups, serum, etc.) are only allowed in the amount it is to be used during the trip, including any intermediate stops.

These restrictions also apply to passenger that, despite performing domestic flight, have their boarding held in area for international flights. When connecting to other countries, the airline will inform the passenger about restrictions for liquids, aerosols and gels. In such cases, check with the airline.

27. How do I take my pet on the trip?

The transport of domestic animals has rules that vary according to the airline. It can be done in passenger aircraft, in the cargo bay or in the cabin. The service is usually not included in ticket. The service request and the price should be asked to the airline. Depending on the size or breed, the animal will have to wear a muzzle to access the airport terminal.

In addition to the airlines procedures, there are requirements of the Ministry of Agriculture, Livestock and Supply (MAPA) for the transportation of domestic animals. Ask the airline in advance.



28. Can I travel with medications?

The entry of medicines in other countries may undergo sanitary inspection. For this reason, do not forget your medical prescription. Remember to take (preferably in carry-on baggage) the necessary medicines for the full duration of the trip. It is recommended that medicines are kept in original box for better identification. Attention is required to the rules for individual containers as restrictions may apply.



29. What are the required documents for boarding in Brazil?

On domestic flights, nationals can present any official personal document with photo. Foreigners are required to present their Passport or Alien Registration Card – CIE (RNE) issued by a Brazilian Authority. Other accepted documents are Diplomatic or Consular ID, or other legal document as established by international agreements signed by Brazil. On international flights, the Passport or identity card for the citizens of Mercosur countries is required.



30. What are the documents required for boarding children and adolescents?

For foreigners, the identification document is the passport, as well other requirements of the National Council of Justice and the guidelines of the Federal Police – DPF, regarding the proof of parentage of the young person.

31. Is it possible for children and adolescents to travel unaccompanied by their parents?

In domestic flights, any teenager (between 12 and 17 years) may travel unaccompanied, independently of authorization from parents or those responsible. Children (up to 12 years of age) are subject to legal requirements. Ask the airline for information in

advance and check what says the Statute of Children and Adolescents and the requirements for boarding of the Childhood and Youth Act. On international flights, a judicial authorization is required for the travel of a child or teenager unaccompanied from one or both parents.

32. My documents were lost or stolen. How do I board?

On domestic flights, in case of theft or loss of documents, the police report issued in less than 60 days can be accepted. For international flights, one must obtain another passport with the respective consular representation in Brazil.



Checkpoint clearance

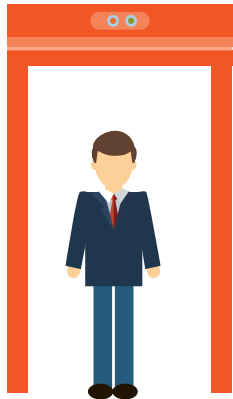
33. Who can enter the boarding rooms?

Only passengers to whom a valid boarding card was issued by the airline, at a date and time compatible with the flight schedule.

34. Why is it necessary to go through x-ray or scan inspection?

To comply with national and international security regulations. Before entering the boarding area, passengers must go through metal detectors and carry-on baggage inspection.

It is forbidden to carry sharp objects such as knives, nail clippers, among others. So, if you forget to put any of such items among your checked baggage, they will be



disposed at the time of inspection. Any handbag, purse or similar can only be opened and examined in the presence of the passenger.

35. How do proceed when going through the scanners?

The inspection of passengers with metal detectors is mandatory, except for people with pacemakers and cochlear implant. The passenger who, for good reason, cannot be inspected by metal detector equipment

must undergo personal inspection. Pregnant women, if requested, can be personally inspected or with a portable detector. Remember to remove coins, cell phones, keys and other metal objects from pockets and put them together with your belt on the tray for inspection by the scanner. You may also be requested to remove your shoes before going through the scanner.

36. What should I do if asked to go through personal inspection?

Personal inspection is an alternative or additional measure of security, applied in specific cases. It is performed by the police authority or an agent of protection of civil aviation, from the same gender as the person inspected, with the consent of the inspected. It consists of a manual search of the body of a person, their garments and other accessories, in a private room, with discretion and in the presence of a witness, if the passenger requests so. If the passenger does not want to be screened by the personal inspection, access to the departure area will be denied and the public security authority at the airport will be called on to evaluate the situation.

37. Can a passenger leave the departure area?

Yes. If you need to leave the departure lounge, ask directions to an airport or airline employee to come back to the terminal area. Remember to be at the boarding gate at the designated time for airline. You will have to go through an inspection every time to enter the departure lounge.

38. Do I need to identify myself in time to board the aircraft?

Yes. Every passenger must be identified at the gate by presenting the official personal document for the airline agent upon the call to board the aircraft.



Special assistance

39. Which passengers may have special assistance?

Pregnant women, nursing mothers, people with disabilities or aged sixty years or more, those with an infant in arms or with reduced mobility. Special care can also be given to anyone that, for some specific condition, has any limitation on their autonomy. Persons in such situations are designated as PNAE (passenger in need of special assistance).



40. What are the rights of a PNAE?

The PNAE are entitled to the same services that are provided to users in general, but in priority conditions for certain services, at all stages of their trip, including higher priority than that given for frequent flyers, according to their special needs.

41. How to request special assistance?

At the time buying a ticket in Brazil, the airline must ask about this need. The passenger has a duty to inform the airline about any of personal needs. This information can be made:

- at the time of purchase of the ticket or in minimum advance of 72 hours of the scheduled time of departure, or the submission of a medicine doctor's request for special escort; or
- 48 hours before the scheduled departure of the flight for other types of assistance.

The company will need to respond to the request within 48 hours.

42. Are there additional costs for the passenger that requests special care?

No. However, additional fees may be charged to passengers that:

- need to travel carrying a stretcher, incubator, oxygen or other medical equipment;
- need additional seats or equipment doctors. For each additional seat necessary, the value is equal to or less than 20% the value of the purchased airline ticket;
- need to carry luggage over the regular limit of the allowance. In such cases, the airline must offer a discount of at least 80% in the amount charged for excess baggage.

43. In which cases a PNAE must be accompanied?

- when they are traveling on a stretcher or incubator;
- when, because of the nature of impediment, mental or intellectual, they cannot understand the flight safety instructions on their own; and
- when they cannot meet unassisted their physiological needs.

44. Who can accompany passengers with disability or reduced mobility?

On the airline's decision, the escort may be appointed by the company (at no charge) or by the passenger, who should pay the journey of this person. The escort must be of eighteen years old at least and be able to provide assistance to passengers assisted, from the moment of check-in to the arrival on the public area of the destination airport. The companion must travel in the same class and seat adjacent to the assisted passenger.



45. Are there any limitations on travel for pregnant women?

Yes, some companies have restrictions to carry pregnant women, depending on the time of pregnancy. It is important to contact the company and a doctor before buying the ticket.

46. How should canes, crutches, walkers, baby strollers and similar equipment be transported?

Known as “technical aids”, such equipment must be carried free of charge (one unit or assembly per passenger) and taken into the cabin. If the dimensions of these aids become incompatible with the aircraft (or other safety aspects) so as to make transportation in the cabin impractical, they must be transported in the cargo bay. PNAE on these conditions need to check with the airline before the flight. In cases that the equipment is checked in the cargo bay, it must be made available to the PNAE at the time of the aircraft’s landing during the normal disembark procedures.

47. How should a wheelchair user be accommodated in the aircraft?

In a special seat, provided with removable arms, adjacent to the aisle. The seat must be located in a row close to the main door for embarkation and to toilets, according to the ticket class.

48. How is a guide dog transported?

Free of charge, in the aircraft main cabin, next to and under its owner control, equipped with harness and exempt from the use of a muzzle. The dog must be accommodated in a manner to not obstruct the aisle of the aircraft. In addition, the requirements of national health authorities and for the country of destination must be met, where applicable.

49. Airlines can refuse to carry some PNAE?

There may be restrictions on services when there are no conditions to ensure the health and safety of the PNAE or other passengers. In such cases, transport refusal by the airline should be justified in writing within 10 days. The general conditions and restrictions on the transport of PNAE and their technical aids and equipment must be disclosed by the airlines in their points of sales.

50. Are there limitations on the number of PNAE on board aircraft?

No. The air operator cannot limit the amount PNAE on board.

51. What is possible to request as compensation from the airline in cases of mislay, damage or loss of technical aids or medical equipment?

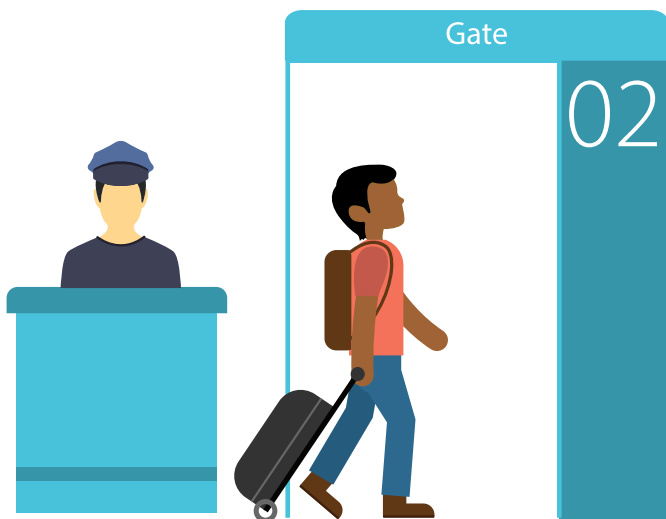
The airline must immediately supply an equivalent item at the time of landing, until the solution of the problem is implemented. The loss or destruction are confirmed when technical assistance or medical equipment have not been returned to a PNAE in the same conditions that were presented to the airline after 48 hours of landing. In this case, the company must compensate in equivalent accordingly to the market value of the product and within fourteen days. The technical assistance or medical equipment provided by the airline may remain available to the PNAE for the period fifteen days after the payment of a compensation.



Gates and flight information

52. How to identify my gate?

Check the indication on your boarding pass or on arrival and departures monitors. Observe the sound warnings for boarding, as departure gates can change for technical or operational reasons.



Delays, cancellations and oversales



53. What are my rights in cases of delay, cancellation or bumping?

In cases of delay, cancellation or bumping (transportation not executed by operational safety reasons, change of aircraft, overbooking etc.), the passenger at the airport has the right to material assistance (communication, food and accommodation), gradually offered by the airline, according to the time of delay, counting from the original scheduled time of departure, as specified below:

- **1 hour of delay:** assistance for communication (internet, phone calls, etc.);
- **2 hours of delay:** assistance for food (voucher, snack, drinks etc.);
- **4 hours or more of delay (or when the airline estimates the flight delay for such period):** accommodation or lodging (if applicable) and transportation from the airport to the site of accommodation. If you are at your residence location, the company may offer only transportation between the residence and the airport. In addition, the airline must also offer the passenger to be booked in another flight or a full refund.

The material assistance should also be provided to passengers who have boarded an aircraft but has not executed the flight.

54. Is it possible that I be denied to embark on a flight that was planned, despite having fulfilled all requirements for travel?

Yes. This can happen for several reasons. The most common of them is the occurrence of unanticipated operational issues or unscheduled maintenance. In such cases, the airline must look for passengers who volunteer to embark on another flight by compensation freely negotiated between them. The airline that does not look for volunteers, violates national rules. Therefore, it is important that the passengers that were denied to board should notify ANAC and report the case.

55. What can happen if the company fails to find volunteers to give up or change the trip?

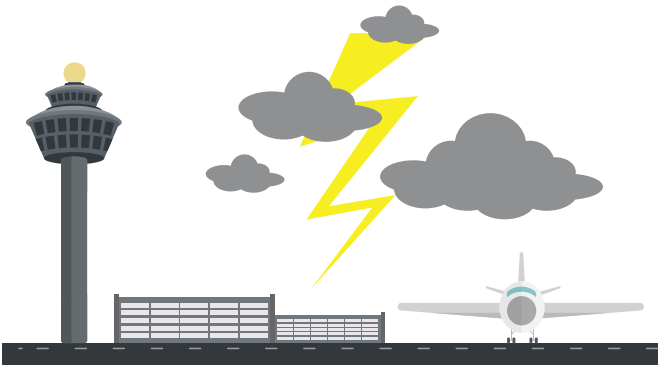
If there are no volunteers to negotiate the trip, the airline must offer to bumped passengers, subject to the administrative fine:

- the choice of being booked in a flight of their own or from a third party airline, of equivalent service for the same destination and at the earliest opportunity or to a time and at the convenience of the bumped passenger;
- full refund, provided the return to the airport of origin in case of interruption or unused portion of the trip, if this change is of interest to the bumped passenger; or
- the execution of the service by another mode of transportation.

In addition to these alternatives, the company must offer material assistance to the bumped passenger, as described in question #53.

56. What to do when the airport is declared “closed”?

An airport “closes” when the weather or operating conditions are not safe for landings and takeoffs. In such cases, arrivals or departures are suspended or canceled until the reopening of the airport. Consequently, an aircraft can be directed to other airports or remain in a holding pattern in the air. The rights to material assistance, re-accommodation and compensation are due even in these cases.



DURING YOUR FLIGHT



Inside the plane

57. Can the airline change the assigned seat of a passenger?

Yes. Seat assignments can be made at the time of purchase of the ticket, at the time of check-in, via the internet or at an airport counter. In case of operational issues, the airline can rearrange passengers in other seats or leave the choice free on board, without notice.

58. Are onboard snacks served free of charge?

Some companies offer free on-board service, others charge for this service. If there is doubt, ask the airline.

59. Is smoking allowed on an aircraft?

No. Smoking is prohibited on board, regardless of the time of flight.



60. It is allowed to use electronic devices inside the aircraft?

Some types of electronic devices may be used in flight, except during landing operations and take-off. At such times, electronic equipment that emit electromagnetic waves are not allowed, such as mobile phones, notebooks, media players, digital cameras, among others. Each airline can allow or not the use of some equipment, under authorization from ANAC. You can ask the airline for more information.



AFTER YOUR FLIGHT



Baggage claim

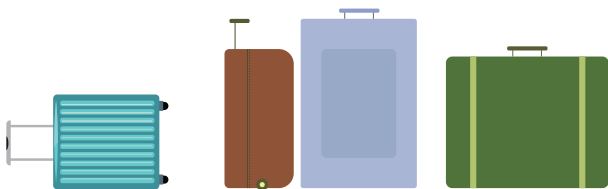


61. Who is responsible for the return of my baggage?

The airline must return the baggage to the passengers in the same condition in which it has accepted it for transportation. The airport shall maintain conveyors and claim carrousel in operation.

62. What do I do when facing problems with the reclaiming of my baggage?

Look for an airline representative, preferably in the arrivals area or within 15 days after the landing date and report it in a format and documents provided by the company or any other statement in writing. To make a claim, you must present the baggage check receipt. If located by the airline, the baggage must be returned to the address informed by the passenger. Baggage may remain in the condition of "lost" for a maximum of 30 days (for domestic flights) and 21 days (for international flights). If not located and delivered within that period, the company must fully compensate the passenger.



63. What happens if baggage is damaged?

Look for the airline to report it as soon as at the problem is noticed, preferably in arrivals area, in written notice. An airline must accept any written notice for registration within seven days after the date of landing.

64. And what to do in cases of baggage theft?

Look for the airline and report it in writing. The company is responsible for baggage since the time it is checked-in to the return to the passenger. Also, passengers are advised to file an occurrence in the police, the competent authority to deal with theft.

65. How to make complaints about the provision of air services?

If you feel offended or had your rights infringed, head first to the airline to claim your rights as a consumer. If attempts to solve the problem by the company do not lead to expected results, the user may register the case in ANAC and receive a protocol number.

The communication channels for receiving complaints are the internet (Contact ANAC), the phone number 163 (which operates 24 hours, seven days a week, serviced in Portuguese, English and Spanish) or Civil Aviation Regional Centers (NURAC) located the main airports of the country. The opening of an administrative procedure with ANAC does not prejudices or prevents the passenger from seeking any compensation for moral or material damage arising the breach of the contract of transportation by air before consumer protection agencies and the Judiciary.

Contact ANAC

Internet: www.anac.gov.br/faleanac

Call center: 163

(service 24 hours a day in English, Portuguese, and Spanish)



ANAC

NATIONAL CIVIL AVIATION
AGENCY - BRAZIL

Communications Office – ASCOM

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Information of public interest.

The information herein is general and
not a substitute of the legislation in force.