



GOL Linhas Aéreas – Notice of application of ADMs in the name correction policy – All Points of Sales (POS), except Brazil

Valid for all users of Amadeus, Sabre, Travelport or alternative Global Distribution Systems (GDS), including, but not limited to, all travel agencies and service providers accredited or not by the IATA (International Airline Transport Association) and ARC (Airline Reporting Corporation), all agency affiliates and GDS subscribers nominated or not by GOL; as well as any and all tools for selling and issuing flights and services made available by GOL to travel agencies. Hereinafter, all aforementioned users will be referred to herein as “Systems User” and all GDSs and sales systems will be referred to as “Distribution Providers”.

All reservations/issues are subject to the ADMS issuance process, that is, for both individual and group passengers.

NAME CORRECTION ON TICKETS - DEFINITIONS

Effective as of **September 1, 2022**, GOL Linhas Aéreas carries out an audit on all tickets issued involving G3/G3* segments, to identify violations of the Ticket Name Correction Policies. When a violation is identified, GOL will charge the travel agency amounts related to the nature of the violation.

Effective date

These policies and procedures apply to all GOL ticket reissues made after September 1, 2022.

Correction Policy

- **Which corrections are allowed?**

Spelling correction

For simple corrections (up to 3 characters, no gender change), such as misspellings or a duplicate name on the reservation, it is not necessary to send documents to your executive or Customer Service Center (CRC).

Correction will be made as long as there are noticeable errors.

Examples:

Peepetuo but the correct one is Perpetuo;

Gleidi Vania Gomes **Gomes** and the correct one is Gleidi Vania Gomes;

Daniela to Daniele / Karine to Karina / Daniela to Daniella.

Name Inclusion

For inclusion it is not necessary to send documentation.

Examples:

PAIXAO/CLAUDIA to PAIXAO SILVA/CLAUDIA

SILVA/JOAO to SILVA/JOAO ARTHUR

OLIVEIRA DE AQUINO/ELIANE to OLIVEIRA DE AQUINO/MARIA ELIANE

Important:

Title changes and additions: "MR", "MRS" and "MISS" (English) and "SR", "SRA" and "SRTA" (Portuguese), are also considered name changes, therefore they must comply with the above procedures.

The inclusion of the full name is very important for international flights, as the name on the passport must not be different from the name on the reservation, especially when flying to the United States/Canada.

In cases of surnames with more than 29 characters, use the SSR DOCS field to inform the passenger's full name.

Example:

Full name: MARIA SOUZA SOARES SILVA DE ALMEIDA CRUZ

It must **NOT** be inserted as: SOUZA SOARES SILVA DE ALMEIDA CRUZ/MARIA

MUST be entered as: CRUZ/MARIA

SSR DOCS (MARIA SOUZA SOARES SILVA DE ALMEIDA CRUZ)

Note: Each GDS system has its SSR DOCS format, if you have questions about filling in the field, please contact the Help Desk of your GDS.

Important: For ticketing to/from the United States and Canada this practice of including the full name in the SSR DOCS is mandatory.

The terms "Filho", "Sobrinho", "Neto" and others like, must be preceded by a family surname, as those used as surnames are not considered valid by GOL.

Examples:

Full name: BARONI FILHO/GUSTAVO

It must **NOT** be inserted as: FILHO/GUSTAVO

Full name: MANOEL DA SILVA NETO/ANTONIO

It must **NOT** be inserted as: NETO/ANTONIO

MANOEL NETO/ANTONIO

DA SILVA/ANTONIO

Name inversion

When the passenger's name/surname is typed in inverted fields, the correction can be made without proof.

Example:

JULIANA/BRAGA to BRAGA/JULIANA

Surname change due to separation, marriage or filiation

This procedure is only allowed via the Customer Service Center (CRC).

To change the surname in case of separation, marriage or filiation, the passenger's marriage/divorce/affiliation certificate and passport/DNI/RNE will be requested.

For the process to take effect in a timely manner, the request must be made at least 10 days in advance of the flight.

In case of inclusion of surname due to marriage or separation, follow the procedures in item **Name inclusion**.

Documentation must be sent via Chat through the website www.voegol.com.

Groups

The agency must follow the group policies informed at the time of quotation, within the respective platform.

Codeshare

If the ticket issued has G3* flights (codeshare operated by another airline) and it is necessary to reissue it with the corrected name, the correction of the name can normally be done in your GDS, following the above-mentioned premises, without the need to create a new reservation and/or forward requests to the airline.

Interline

If there are flights from other airlines within the GOL ticket (127), it is necessary to create the reservation with the corrected/correct name, respecting the same classes previously issued and using the waiver code **INVOL DUE AUTH CORRECT NAME G3**.

If there are no seats in the same class on any of the original flights, send the two locators to the emails contactenos@voegol.com.br e contactus@voegol.com.br, requesting the possibility of changing the new reservation for the classes originally selected.

If there is a class difference on a flight not operated by GOL, it is at the partner company's discretion to confirm the seats. Once the class change is confirmed in the new GOL record locator, G3 flights will be removed from the old reservation by our CRC team so that the reissue can be finalized by the travel agent.

In cases where the original classes cannot be confirmed, it will be allowed to reschedule with a fare difference, if any, exempting the change penalty fee with the waiver code mentioned above.

In case of non-agreement with the new fare value, a refund must be requested, subject to the contracted fare rules.

Remembering that it is not allowed to change passenger's name

- **Who can request name correction?**

The change can only be made by the ticketing agency, through its GDS.

Note: In cases that require the submission of documentation, deal directly with the CRC.

- **What are the entries to make the correction?**

To confirm this information, the agency must contact the Help Desk of its GDS system.

- **Which flow should the agency follow?**

After correcting the passenger's name, considering the rules mentioned above, the agency must carry out the involuntary remission procedure (INVOL) only for the customer's ticket that was modified, using the mandatory waiver code: **INVOL DUE AUTH CORRECT NAME G3**.

IMPORTANT: Tickets without the waiver code provided or with the incorrect waiver code will be subject to audit/ADM.

Subscriber Acceptance

The Systems User's acceptance and agreement with these new terms and conditions constitutes a condition for the continued appointment of such Systems User as a GOL travel agent and/or GOL's consent to allow such Systems User to make GOL reservations through the GDS, as appropriate.

The continuation of reservations for GOL air transport services and products will be considered as constituting the acceptance of the Systems User in accordance with these new terms and conditions, and the first reservation made by GOL by the Systems User as of **September 1, 2022**, inclusive, shall constitute such acceptance and agreement.

GOL reserves the right to change or modify any of the terms and conditions set forth herein, at any time, upon prior notice.

Date of the last review: 03/10/2022 effective on 01/09/2022