

## INVOLUNTARY SCHEDULE CHANGE - INTERNATIONAL (Schedule Change UN/TK)

### Overview

Airlines normally changes their flights for some reasons, as listed below:

- Seasonal demands
- Day-Light Saving Time changes
- New routes
- Flight number or flight time changes
- Network change

The procedures listed below can be applied to all tickets reissued through all GDS's, in all cases of involuntary schedule changes.

In cases where the ticket involved is not G3/127, please refer to the Validating Carrier.

### 1) What is UN/TK?

- UN/TK are the status used to advise the Schedule Changes. UN for cancelled flights and TK for new flights.
- If only the flight number has changed, the UN/TK status codes will show up on flight status, then ticket revalidation will be necessary.
- If only a time change has happened, the flight status will show up as TK only. In this case, a reissuance is not necessary, but a revalidation is recommended due to the time change.

### 2) In case of Schedule Change, who is responsible for the ticket reissue?

The reissue should be done by the agency that made the original issuance or by the carrier whose ticket was plated originally. If the reissuance is done by the airline the agency will lose the control over the ticket but not over the itinerary, so we strongly recommend the agencies to reissue it's tickets to be able to service its clients for the whole journey.

### 3) How the reissue should be done?

Tickets G3/127 issued through GDS should follow the involuntary reissue procedure specific for each system.

To any canceled flight, please insert in the endorsement box: INVOL DUE CNLD G3XXXX / DATE;  
where XXXX is the flight number canceled;

To any schedule change, please insert in the endorsement box: INVOL DUE SCHED G3XXXX / DATE;  
where XXXX is the flight number changed;

### 4) There was a schedule change, can we reschedule the passenger in another cabin?

No.

### 5) Can we reschedule on partner companies in case of schedule changes?

No, neither is allowed to reissue for a marketing codeshare flight.

**6) If there is change only in the first segment, can we change round trip? Or vice-versa?**

Yes. In case of schedule change or cancellation by GOL on the first or on the return flight, it is allowed to change both segments, without cost, within the validity of the ticket.

If the passenger has not started its journey, the change must be made respecting the minimum and maximum stay of the fare and within the validity of the ticket originally issued.

**7) If there was UN/TK on a direct flight, can we reschedule on a connecting flight?**

Yes, considering that origin, destination and cabin classes (economy, comfort) shall be kept, as well as the observance of the ticket validity and the fare.

**8) If there was UN/TK on a connecting flight, can we reschedule to a direct flight?**

Same answer as item 7.

**9) If there is UN/TK in just one segment of the connection, can we reschedule on a direct flight?**

Same answer as item 7.

**10) Until when can we re-issue the ticket that had schedule change?**

The customer with an impacted flight, who requests to anticipate or postpone his flight, may reissue to his/her preferred date.

Within the validity of the ticket, the passenger is exempt from rebooking fee and fare difference (if any). Outside this period will be subject to penalties fees, always respecting the validity of the ticket and fare rules.

**11) The reaccommodated flight does not meet the passenger needs, can we request a refund?**

Yes, you can. All agencies should refund the tickets on their own system.

For tickets issued via GDS that have suffered UN/ TK, you will need to apply for a refund directly in the GDS system and insert in the endorsement and OSI fields the legend INVOL CNLD G3/DATE or INVOL SCHD G3/DATE.

**12) Do I need to reissue in all cases of UN/TK?**

All tickets must be reissued when there is a change of date, flight number or segment.

**13) How many times can I reissue the ticket that had Schedule Change?**

It is allowed a single reissue for each change (UN/TK) generated in each locator, with exemption of fees and fare difference. In case of other voluntary changes, all fees and charges apply.

**14) Is the information in the endorsement field mandatory?**

Yes, in all involuntary reissues due to schedule changes, is mandatory to insert the impacted flight number and date in the endorsement field, for example: INVOL DUE CNLD OU SCHD G3XXXX / DATE.

Attention: The information at "Endorsements and Restrictions" mentioned above is obligatory for the new ticket, otherwise the reissue will be audited as a voluntary change, resulting on an ADM issuance to the agency for the values not reported or irregularities detected.

It is important to note that this information must be included in the ticket and in BSPlink.

**15) Do I need authorization to reissue in case of Schedule change (UN/TK)?**

No authorization is required since the Schedule Change information is on the reservation. Rearrangement must be carried out in accordance with the procedures described in this policy.

**16) Can we endorse the ticket?**

No. This action is only taken by the airport, analyzing case by case, when the schedule occurs on the date of the travel, without any option of rearrangement. The agency can not endorse tickets.

**17) What should be done when an overnight stay is necessary?**

When there is a need for an overnight stay, transfer, etc.; the agency shall contact GOL Service Center to check the authorization for further arrangements before reissuing.

**18) There was a cabin change from GOL premium to economy. What should be done?**

The passenger can be reallocated to another flight with seats available on GOL Premium cabin, according to the Schedule Change procedure. If the accommodation is made in a lower cabin there will be a refund of the fare difference.

When there is a flight accommodation from a premium cabin to economy cabin, and it is a GDS reservation, a registry must be opened via SAP requesting the reimbursement of the change that was made. In this register (SAP) the PNR, the TKT number and the country of the TKT must be informed so that we can verify the actual amount paid and the form of payment made.

- Payments made on cash (invoice): Refunds will be made via ACM (credit to the agency) with the amount corresponding to the difference.
- Payments made by credit card: Refunds will be made to the passenger's credit card account.

After opening the SAP registry, GOL will analyze the payment method and inform the agency how the refund will be made, the amount and, for credit card transactions, GOL will request the bank details to make the deposit.

It is established the value of 30% of the GOL Premium rate for reimbursement to passenger in case of involuntary downgrade to economy cabin.

The value of 30% for reimbursement must be considered on the net rate already discarded any discounts of Promo Code, Pax Discounts or other Fare Discounts.

**19) There was the Schedule Change, can we revalidate the ticket?**

No.

**20) In the case of tickets issued in a promotional fare, can we honor the refund even when the fare rule does not allow it?**

Yes, for Schedule Changes the full refund is allowed. It is mandatory to insert the schedule change information at BSPLink (ARC report) as described in this policy.

**21) An UN/TK has happened, but the original flight is appearing again in the system, can the booking be reinstated to the original flight and reissued?**

Yes, the agency can return the booking to the original flight, even if the first reissue has already occurred. Considering that origin, destination and cabin classes (economy, comfort) shall be kept, as well as the observance of the ticket validity and the fare.

**22) If an itinerary issued by another validating carrier has a connection affected by a GOL's schedule change, how should the agency proceed?**

The agency must contact the validating carrier for orientation and follow the procedures of the validating carrier.



**23) For an involuntary reissuance, should the agency use the same booking class as the original ticket, or may it use an above-inventory class?**

Involuntary reissue is authorized regardless the original purchased class. GOL requests the agency to keep the same cabin and follow the hierarchy table below.

Cabin	Class
GOL Premium	C
GOL Premium	L
GOL Premium	F
GOL Premium	D
GOL Premium	I
Economy	Y
Economy	T
Economy	J
Economy	W
Economy	P
Economy	E
Economy	A
Economy	U
Economy	N
Economy	B
Economy	O