

# FAQ

# GOL



JUNE 26, 2024

## Cancellation of flights in Porto Alegre Public Calamity



Due to adverse weather conditions in Rio Grande do Sul (RS), operations at Salgado Filho airport in Porto Alegre (POA) are suspended until 10/26/24. Safety as our number one value, for this reason we will continue without operations at the base until that date.

**Important:** These rules apply to international points of sales (POS).

**We have prepared the following frequently asked questions to help you manage your reservations:**

**1- Which routes and dates are covered by these mesh adjustments?**

A: The destinations covered are flights arriving or departing from POA (Porto Alegre) with a date until October 26, 2024 or flights arriving or departing from PET (Pelotas) with a date until August 14, 2024.

**2- What measures have been taken?**

A: Flights to and from POA are in WK status (cancelled segment allowing self-management). They must be handled with the involuntary change rules. Flights to and from PET are not cancelled, but have been flexed due to deteriorating local weather conditions.

### 3- What procedures are covered by these flexibilities?

A: For flights dated up to **26/10/24**, to or from **POA** and for flights dated up to **14/08/2024**, to or from **PET**, the customer can leave the value of the ticket in credit with GOL, a full refund without the necessity of paying a cancellation fee or exemption from the rebooking fee and fare difference, if any, for rebookings on GOL flights. Rebookings can be made within the validity period of the ticket.

### 4- How will these status changes be communicated?

A: Flights that change status to WK will be communicated following GOL's standard procedure.

### 5- To which bases can we reschedule or change flights?

A: Flights until 10/26/2024 with origin or destination **POA** and flights until 8/14/2024 with origin or Destination **PET** can be rescheduled to the following bases: **PFB** (Passo Fundo), **CXJ** (Caxias do SUL), **FLN** (Florianópolis), **IGU** (FOZ do Iguaçu), **XAP** (Chapecó), **CWB** (Curitiba), **JOI** (Joinville), **NVT** (Navegantes), **GEL** (Santo Ângelo) and **QNS** (Canoas).

**Important: Reroutes to other cities are not authorized.**

## 6- What is the procedure to change the reservation in the GDS?

A: This change can be made through the GDS for flights with **WK status**, through the involuntary process. The following endorsement must be entered: **SCH DUE POA**. The reset can be done during the validity period of the ticket.

## 7- What if the flight does not have WK status?

A: For this scenario, only the PET basis can be considered. For rerouting in the GDS, even if the flights have HK status, you can do it through the involuntary process by entering the following endorsement - **SCH DUE POA** in the field.

Important: Information may change at any time.

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