

FAQ

GOL




AUGUST 19TH, 2024

Cancellation of flights in Porto Alegre Public Calamity



Index:

- 1- What actions have been taken for the resumption of operations in Porto Alegre (POA)?
 - 2- Will customers who had flights to Canoas (QNS), starting from 10/21/24 be re-accommodated?
 - 3- Do the rules published during the state of public calamity regarding re-routing will change as of 10/21/24?
 - 4- Will customers with flights to POA affected by previous cancellations (still unmanaged) be accommodated by GOL?
 - 5- What modifications apply to flights with origin/destination in POA scheduled up to 10/20/24 that were affected during the state of public calamity?
 - 6- What actions has GOL taken regarding the cancellations of flights scheduled up to 10/20/24?
 - 7- What procedures are included in the flexibilities up to 10/20/24?
 - 8- To which bases can the flights be rerouted?
- 
- A decorative orange wave graphic at the bottom of the page, starting from the left edge and curving upwards towards the right.



9- What is the procedure for changing a reservation in the GDS?

10- Is GOL operating at Canoas (QNS) until 10/20/24?

11- How will the service for customers departing from Canoas (QNS) be handled?

Starting October 21, GOL will resume flights connecting Salgado Filho Airport (POA) with four major company hubs. These flights will replace GOL's current operations to the Canoas airbase.

The initial offer will be 20 daily flights (arrivals and departures) from October 21 to October 26, between Porto Alegre and Congonhas (CGH), Galeão (GIG), and Guarulhos (GRU).

Starting October 27, there will be an increase to 34 daily flights (17 landings and 17 takeoffs), including nine round trips between Congonhas and Porto Alegre, four involving Galeão, three to Guarulhos, and one to Brasília Airport.

We have prepared the frequently asked questions (FAQ) below to assist you in managing your reservations.

1- What actions have been taken for the resumption of operations in **Porto Alegre (POA)**?


A: The resumption of flights with origin or destination at **POA** and the subsequent cancellation of flights with origin or destination at Canoas (**QNS**) starting from **10/21/24**.

2- Will customers who had flights to **Canoas (QNS)**, starting from **10/21/24** be re-accommodated?

A: Customers with flights departing or arriving in **Canoas (QNS)** from **10/21/24** have been automatically **re-accommodated** on available flights at Porto Alegre (POA). These segments will show UN/TK status in the PNR, to be handled according to **GOL re-accommodation policy**. This means customers can accept the flight proposed by GOL, reschedule at no cost to another date at Porto Alegre (POA) within the ticket's validity, or choose a full refund.

3- Do the rules published during the **state of public calamity** regarding re-routing will change as of 10/21/24?

A: Starting from **10/21/24**, GOL will **resume** operations **to Porto Alegre (POA)**. Therefore, from that date onwards, re-routing at no cost to other airports will no longer be permitted.

A large, solid orange wave graphic that starts from the left side of the page and curves upwards and then downwards towards the right, occupying the bottom portion of the page.

4- Will customers with flights to **Porto Alegre (POA)** affected by **previous cancellations** (still unmanaged) be accommodated by GOL?

A: Customers with flights with origin or destination **POA** from **10/21/24 to 10/26/24**, who were affected by previous cancellations and whose rebooking has not yet been processed, **will be accommodated on new GOL flights from/to POA**. If the change exceeds 30 minutes, it will be possible to accept the proposed flight or modify the date at no cost to **POA** airport. In these cases, re-routing to other airports at no cost will not be allowed. A full refund will also be permitted.

5- What modifications apply to flights with origin/destination POA scheduled up to **10/20/24** that were affected during the state of public calamity?

There will be no changes to the procedure in this case. The rules for rebooking, re-routing, and refunds described in the following questions will remain the same.

6- **What actions** has GOL taken regarding the cancellation of flights scheduled up to **10/20/24**?

A: Flight segments to/from Porto Alegre (POA) will show UN/TK in the PNR's (segment canceled allowing self-management). They should be handled according to the **Involuntary Schedule Change Policy**, in addition the flexibility for re-routing to the bases mentioned in question 08.

A large, solid orange decorative wave shape that starts from the left side of the page and curves upwards and then downwards towards the right, occupying the bottom portion of the page.

7- What procedures are included in the **flexibilities up to 10/20/24**?

For flights up to 10/20/24, with origin or destination at POA, tickets with segment status UN can be fully refunded or rescheduled/re-routed to GOL flights without fees or fare differences, respecting the airports mentioned in question 8 and within the ticket's validity period.

8- To which bases can the flights be rerouted?

A: For **flights up to 10/20/2024** with origin or destination at POA, re-routing can be made 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), **QNS** (Canoas) and **GEL** (Santo Ângelo).

Note: If the return flight date is outside the specified period, re-routing to the previously mentioned bases will still be possible.

Important: Re-route to other airports is not authorized

9- What is the procedure for changing a reservation in the **GDS**?

A: This change can be made through the GDS for flights with **UN status**, through the involuntary process. The following endorsement must be entered: **SCH DUE POA**.

10- Is GOL operating at Canoas (QNS) until 10/20/24?

Yes, as an alternative for rebooking from Porto Alegre (POA), the Canoas Airbase (QNS) operates weekly flights connecting to Guarulhos (GRU) until **10/20/24**.

11- How will the service for customers departing from **Canoas (QNS)** be handled?

Our customers should go to the Passenger Terminal (TPS) at **Salgado Filho International Airport 3 hours prior departure**. The address is Av. Severo Dullius, 90.010 - Anchieta, Porto Alegre - RS, 90200-310. Enter via the ramp to the 2nd floor, through doors 5 and 6. Disembarkation will also take place at Salgado Filho Airport in Porto Alegre.

We recommend that our customers use digital channels for check-in. The check-in process and baggage drop-off will take place at the service counters located in the international check-in area at Salgado Filho Airport. Exceptionally, check-in for flights departing from or arriving in São Paulo (GRU/CGH) or Porto Alegre - Canoas (QNS) will close 1 hour and 30 minutes before departure.

After check-in and baggage drop-off, passengers should go to the 3rd floor and use the international boarding area for security inspection. In this area, they should follow the signs to board the buses that will take them to Canoas Airbase (QNS).

Important: Information may change at any time.

GOL