

## INVOLUNTARY CHANGE POLICY – INTERNATIONAL

### (Schedule Change UN/TK)

The procedures described below can be applied to all reissues in any GDS and cover itinerary changes or cancellations that occur more than 48 hours before the flight's departure. This only applies if the new scheduled departure time is more than 30 minutes after the original departure time for domestic flights (BR-BR), and more than 1 hour after the original departure time for international flights.

### Procedure

- Schedule changes or cancellations by GOL, whether on the outbound or return flight, allow free changes on both legs within the validity of the ticket, maintaining the same seasonal period (high season to high season and low season to low season), with the only exception of changes from high season to low season. Changes from low season to high season are not permitted.
- Changes from direct flights to connecting flights and vice versa are permitted, provided that the departure city, destination, cabin type (Economy or Premium Economy), ticket validity, and fare remain the same.
- In the event of flight schedule changes, rebooking or reissuing to flights operated by partner airlines (codeshare) is not permitted. If the original sale was on a codeshare flight, the rebooking must be made on the same codeshare route as the original ticket, or it may be rebooked on flights operated by G3, keeping the same cabin.
- The reissue can be made for the passenger's preferred date, maintaining seasonality (high season to high season and low season to low season), with the only exception of changes from high season to low season. This must be done within the validity period of the ticket and is exempt from change fees and fare differences (if any).
- The issuing agency must process refunds in its own system (GDS) if the rebooked flight does not meet the passenger's needs.
- When a flight is rebooked and the cabin is changed from Premium Economy to Economy, the fare difference will be refunded, according to the procedures described in the general conditions of this policy.
- OPEN Ticket: If the change/impact falls within the timeframes established in this policy, the customer may manage the involuntary change up until the flight time. After the flight time, it is considered a no-show, and applicable penalties and fare differences may apply.
- When the original ticket characteristics are retained — same departure and destination, same number of segments, and no date change — the flight status will only be changed to TK. In this case, the ticket does not need to be reissued as GOL's system will automatically revalidate it. The agency only needs to accept the proposed TK for the status change to HK.
- If the original ticket characteristics are changed—such as origin, destination, booking class, or number of segments, the issuing agency must reissue the ticket, generating a new ticket number.
- Authorization is not required for involuntary reissuance, as the schedule change information is already present in the reservation.
- Upgrades from Economy to Premium Economy are not permitted.

## Scenarios and use of Waiver:

### No applicable action:

<b>Flight number change:</b>	G3 flight changes its number while maintaining the same schedule (flight status TK) Only "Accept" is required to change the status to HK
<b>G3 Flight schedule change:</b>	Up to 30 minutes (flight status HK)

### Applicable action:

PARAMETERS	<b>Cancellation:</b> G3 flight canceled, with no alternative flight available. Flight status: WK	<b>G3 flight schedule change:</b> >30min Flight status WS/SC	<b>G3 flight schedule change:</b> >1h Flight status WK/SC
Endorsement field	INVOL CNLD G3xxxx/date	INVOL SCHD G3xxxx/date	INVOL SCHD G3xxxx/date
Market	All	Domestic flights (BR-BR) BR AIRPASS	International flights
Information	GOL sends notification via messaging to the issuing agency and places it in the GDS queue.	GOL sends notification via messaging to the issuing agency and places it in the GDS queue.	GOL sends notification via messaging to the issuing agency and places it in the GDS queue.
Regularization	Reissue Refund	Revalidation Reissue Refund	Revalidation Reissue Refund
Reissuance	<ul style="list-style-type: none"> <li>- Maintain the same origin and destination;</li> <li>- Changes to both segments (outbound and return) are allowed;</li> <li>- Changes between multi-airport cities are permitted;</li> <li>- Changes from direct flights to connecting flights and vice versa are allowed;</li> <li>- Upgrades from Economy to Premium Economy are not permitted;</li> <li>- Flights from other airlines or codeshare agreements cannot be used;</li> <li>- Endorsements are not permitted;</li> <li>- Maintain the original booking class; if unavailable, follow the class hierarchy table.*</li> </ul>		
Refund / OPEN Ticket	<p>Cancellation:</p> <ul style="list-style-type: none"> <li>- Full refund;</li> <li>- 30% refund of the paid fare if there is a downgrade from Premium Economy to Economy, as per the procedures described in this policy.</li> </ul> <p>OPEN ticket</p> <ul style="list-style-type: none"> <li>- Credit for future travel, according to ticket validity;</li> <li>- No-show penalties and fare differences may apply;</li> <li>- Refund of fare difference, if applicable.</li> </ul>		

## General Conditions

The procedures described in this document may be applied to all reissues made in any GDS, in cases of involuntary changes:

- Flight or route cancellation due to operational, commercial, weather-related, or seasonal reasons;
- New routes;
- Schedule changes (departure or arrival);
- Flight number changes;
- Airport changes, when the flight is transferred from one airport to another within the same city (e.g., CGH → GRU);
- Technical or operational issues.

In cases where the ticket is not G3/127, the policies of the issuing airline must be followed.

### **UN/TK**

Statuses used to indicate that the flight has undergone a change. UN is used for canceled flights, and TK for new flights.

### **REVALIDATION:**

If only the flight number has changed with UN/TK status, this information will appear in the flight status. It is necessary to accept the proposed TK so that the status changes to HK.

### **REISSUANCE:**

All tickets must be reissued whenever there is a change in date, flight number, or segment, as many times as necessary, provided the conditions of the policy are respected.

### **Cabin change**

Due to the unavailability of Premium Economy seating, we kindly ask that the agency contact CRC to reassess the available options.

### **Classes for Reissuing Reservations with Involuntary Changes.**

Authorized Class Hierarchy Table:

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

## Unauthorized Class Hierarchy Table:

Cabin	Class
GOL Premium	S
Economy	X
Economy	V
Economy	G
Economy	Z
Economy	R
Economy	K
Economy	Q

## Reitinerary priority

Authorized Airports for Origin or Destination Change

ARGENTINA		BRAZIL	
AEP	⇔ EZE	GIG	⇔ SDU
COR	⇒ AEP   EZE   MDZ   ROS	CGH	⇔ GRU   VCP   SJK
ROS	⇒ AEP   EZE   COR	CXJ	⇔ POA
MDZ	⇒ AEP   EZE   COR   ROS	FLN	⇔ JOI   NVT
		LDB	⇔ MGF
		CWB	⇔ MGF
		CAC	⇔ IGU

## Restrictions

When an itinerary issued by another airline (validating carrier) includes a connection affected by a schedule change made by GOL, the agency must contact the issuing airline (validating carrier) to obtain guidance and follow the procedures established by that airline.

## Important information

In cases of UN/TK changes where the original flight reappears in the system, the agency may reinstate the reservation on the original flight and reissue the ticket, even if a previous reissue has already been made. This is allowed as long as the origin, destination, service class (Economy or Premium Economy), ticket validity, and fare are maintained.

If an overnight stay, transfer, or other services are required, the agency must contact GOL's Call Center to obtain authorization for additional arrangements before proceeding with the new issuance.

Additional services and products, such as upgrades, seat selection, baggage, etc., must be added to the new flights through contact with the Call Center.

The information mentioned in this policy is mandatory, including the correct use of the endorsement and compliance with the procedures. Otherwise, the case will be audited as a voluntary change, resulting in the issuance of an ADM. Note that this information must be included both on the ticket and in BSPlink.