

## **GENERAL CONDITIONS FOR THE PROVISION OF PASSENGER TRANSPORT SERVICES**

The provisions of this instrument (“Contract”) are subject to applicable laws and regulations and, in the case of international transport, to the international conventions in force, governing the provision of air passenger transport services by GOL LINHAS AÉREAS S.A. (“GOL”). The Special Conditions attached to this Contract shall prevail over the General Conditions set forth in this instrument.

### **1. DEFINITIONS.**

1.1. For the purposes of this Contract, the terms below shall have the following meanings:

1.1.1. The ticket (itinerary receipt), physically or electronically issued (“Ticket”), and the baggage check (“Check”), are part of this Contract, and the purchase of the Ticket implies the Passenger’s express agreement with the terms established herein, as well as with the specific rules of the fares applicable to the Ticket.

1.1.2. The terms “Passenger” and “Passengers” designate the users of air transport services, subject of this Contract.

1.1.3. The term “Label” designates the information contained in the Ticket regarding the specifications of usable space between the aircraft seatbacks, as well as seat width, in accordance with the regulations in force under the applicable law governing the Contract.

1.1.4. The term “Customer Service Channels” designates the following means of contact available to GOL Passengers: (a) SAC – Customer Service: 0800 704 0465; (b) Sales Center: 0300 115 2121; (c) Internet, through the website [www.voegol.com.br](http://www.voegol.com.br) or mobile application; (d) any GOL stores; or (e) another specific contact for the location, as provided for in the Special Conditions.

1.1.5. The term “Handbag or Backpack” corresponds to the personal item carried in the aircraft cabin, stored under the seat in front of the Passenger, which may consist, for example, of a backpack, purse, briefcase, or similar object, provided the weight and dimension limits established by applicable legislation and this Contract are observed.

1.1.6. The term “Small Suitcase” corresponds to a small-sized suitcase intended for transport in the overhead compartment of the aircraft cabin, the transport of which is subject to the purchase of the corresponding Fare at the time of ticket purchase and to compliance with the weight and dimension limits defined in this Contract.

1.1.7. The term “Checked Baggage” corresponds to that which is handed over by the Passenger to GOL for transport in the aircraft cargo compartment, subject to compliance with the weight and dimension limits established in the applicable legislation or, in their absence, with the rules set forth in this Contract.

1.1.8. The term “Special Baggage” designates items that, due to their size, weight, or nature, require special transport conditions, such as sports equipment or large musical instruments, and may be subject to additional fees.

1.1.9. The term “Special Value Declaration” designates the optional procedure by which the Passenger declares, at the time of check-in, goods contained in the baggage whose value exceeds the standard indemnity limits, subject to possible payment of an additional fee.

1.1.10. The term “Baggage” or “Baggages,” when used generically in this Contract, encompasses “Handbag or Backpack,” “Small Suitcase,” and “Checked Baggage.”

1.1.11. The term “Check-in” refers to the procedure by which the passenger confirms their presence on the Flight, presents documents, and checks baggage, if applicable.

1.1.12. The term “Boarding” refers to the moment when the passenger enters the aircraft, follows the crew’s instructions during the Flight, and prepares for takeoff after verification of documents and safety procedures.

1.1.13. The term “Codeshare” designates the cooperation agreement by which one airline sells tickets for flights operated by another partner airline.

1.1.14. The term “Interline” designates the cooperation agreement that allows the issuance of flights of two or more airlines on a single ticket.

1.1.15. The term “PNAE” (Passenger with Special Assistance Needs) designates passengers who may request special assistance or conditions, such as the elderly, pregnant women, nursing mothers, persons with infants, persons with reduced mobility, or any other condition that temporarily or permanently limits their autonomy.

1.1.16. The term “Fare” designates the amount corresponding to the air transport service, which may include restrictions and specific conditions.

1.1.17. The term “Reservation” designates the manifestation of intent to purchase air transport, considered effective only after payment and issuance of the Ticket.

1.1.18. The term “Flight” designates the air transport performed or to be performed under this Contract, classified as: (a) Domestic Flight: when all points of departure, intermediate, and destination are located in Brazil; and (b) International Flight: when the point of departure or destination is located in another country.

1.1.19. The term “No-Show” designates the situation in which the Passenger, with confirmed Reservation, does not appear for Boarding at the time established in the Ticket.

1.1.20. The term “Denied Boarding” designates the refusal of Boarding to a Passenger who has met all requirements, generally due to operational reasons.

1.1.21. The term “Material Assistance” designates the support provided by GOL in cases of delays, cancellations, and denied boarding, which may include communication facilities, meals, and lodging, depending on the waiting time.

1.1.22. The term “MEDIF” (Medical Information Form) designates the standard document that must be completed by a physician to certify the health conditions of a Passenger who requires special assistance or medical authorization to travel.

1.1.23. The term “PIR” (Property Irregularity Report) designates the formal document completed by the Passenger, at the destination airport, to officially record any occurrence involving their checked baggage, such as loss, damage, or tampering.

## **2. APPLICABILITY OF THE CONTRACT.**

2.1. The provisions of this Contract apply to all Tickets purchased for flights operated by GOL, whether domestic or international, including stopovers. When a leg is operated under the laws or regulations of another country, the specific conditions applicable at the place of operation shall prevail, without prejudice to the application of Brazilian regulations for legs operated within Brazil.

2.2. Moreover, the more specific or restrictive legal, regulatory, or administrative provisions in effect at the time of service provision shall prevail, binding the Parties to their full compliance.

## **3. GENERAL OBLIGATIONS OF THE PASSENGER.**

3.1. Travel Documents. The passenger must obtain and present to the carrier all documentation required for the trip, including a valid identification document and other documents in accordance with the legislation of the respective destination and any stopovers. The carrier may retain copies of these documents.

3.1.1. Documents must be in good condition, with a photo that allows identification and legible information. The passenger must comply with all laws of the country of origin and of the countries visited, under penalty of fines or refusal of entry into the visited country.

3.1.2. The Passenger is responsible for being informed, obtaining, and carrying all documentation required for the trip. GOL may refuse transport or take appropriate measures, in accordance with applicable legislation and its internal procedures, in the event of absence or nonconformity of such documents.

3.1.3. The Passenger must check in advance the information and requirements applicable to their trip, including the necessary documentation for domestic and international flights. In the case of international travel, the Passenger is responsible for verifying any specific requirements for entry, stay, and return to the respective country.

3.1.4. If the passenger is denied entry by immigration or customs authorities, they shall be responsible for all fines or charges applied to GOL, as well as for the costs of return transportation to the country of origin. The value of the ticket corresponding to the leg up to the point where the refusal occurred shall not be refunded.

3.1.5. For domestic flights, a Police Report issued by a competent authority is accepted in the event of theft, robbery, or loss of documents for the validity period determined by the issuing authority or, if not indicated, for 60 days from its issuance. A birth certificate is valid for passengers under 12 years of age.

3.2. Schedules and Check-In. The times indicated on the tickets refer to flight departure. The Passenger must appear for check-in and boarding in due time, in accordance with the deadlines established by GOL and disclosed through its official channels. Failure to comply with these deadlines may result in the loss of the ticket or the need for rebooking, in accordance with the applicable fare rules.

3.2.1. Digital Check-in will be available from 48 (forty-eight) hours up to 1 (one) hour before departure, except for specific reservation or government restrictions.

3.2.2. For in-person Check-in, it is recommended that the Passenger appear at least 2 (two) hours before departure for domestic flights and 4 (four) hours before departure for international flights.

3.2.3. Situations requiring special and/or differentiated service, such as: checking special baggage, transportation of firearms, unaccompanied minors, pets, among others, may require additional time to complete Check-in.

3.2.4. Check-in will close 1 (one) hour before departure, for both domestic and international flights, except in cases of governmental restrictions. Boarding will begin between 1 (one) hour and 45 (forty-five) minutes before departure, depending on the flight, and will close 20 minutes before takeoff.

3.2.5. Passengers who fail to complete check-in or boarding within the time limits established herein, or who do not carry the required documents, will have their reservation canceled, and the seat may be made available to other passengers.

3.2.6. The boarding gate may be changed without prior notice. Information will be provided through audio announcements and/or airport panels.

3.3. Credit Card Purchase Confirmation. For the purposes of validating the regularity of purchases made and protecting the data of Passengers and ticket purchasers, the following procedures may be required at check-in:

(a) presentation of the credit card used for the purchase;

(b) presentation of documentation proving kinship, guardianship, or family relationship, in cases where a parent's or guardian's credit card was used;

(c) indication of the cardholder's contact phone number (preferably a landline) for transaction confirmation, in cases where the purchase was made by a third party not present at the time of Check-in; and

(d) presentation of an official photo ID and CPF, in addition to the credit card used for the purchase, in cases where the purchase was made by a third party present at Check-in.

#### **4. OTHER DUTIES.**

4.1. Medical Conditions. A Passenger with specific health conditions, such as, but not limited to: acute or chronic illnesses, recent surgery, or the need for special medical assistance during air transport, must submit to GOL, at least 72 (seventy-two) hours before the scheduled flight time, a duly completed and signed Medical Information Form ("MEDIF") issued by a qualified physician. In such cases, boarding will be subject to prior analysis and approval of the document by the Carrier's medical team, which may establish additional travel conditions or determine that the conditions described in the form are not safe for air travel on commercial flights, in accordance with applicable legislation and operational safety regulations.

4.2. Checking and Carrying Firearms. Passengers authorized to carry firearms on domestic flights must appear for check-in at least 2 (two) hours before departure for domestic flights and 4 (four) hours before departure for international flights (only in the cases provided for in the following clause), depending on the type of transport (checked or armed boarding), carrying all documentation required under current legislation. Verification, approval, and authorization of the passenger or firearm are the sole responsibility of the public security authority operating at the airport. Firearms for sporting use must, without exception, be checked and transported in the aircraft hold.

4.2.1 Checking and Carrying Firearms on International Flights. The transport of firearms on international flights is prohibited, except in cases provided for in treaties, conventions, or agreements entered into between the Brazilian Government and the destination country, with checking subject to express authorization from the Army Command.

4.2.2. Consumption of Alcoholic Beverages by Passengers Carrying Firearms. In accordance with applicable civil aviation regulations, the consumption of alcoholic beverages on board by passengers carrying firearms is strictly prohibited.

4.3. Obedience to the Crew and Conduct. The passenger must comply with the crew's instructions, by any means, in accordance with applicable legislation. The captain may prevent boarding or disembark any passenger who is intoxicated, under the influence of drugs, improperly dressed, in violation of animal transport rules, behaving inappropriately, refusing to obey the crew, disrupting flight order, or endangering the safety of the aircraft, passengers,

or crew. The captain may also take any measures necessary to protect the safety of the aircraft, persons, and transported property.

4.3.1. Passengers must refrain from any conduct that represents risk, inconvenience, discomfort, or harm to other passengers, the crew, the aircraft, or the normal performance of the services herein stipulated, under penalty of being treated as unruly passengers and subject to appropriate measures in accordance with applicable and current regulations.

4.4. Consumption of Alcoholic Beverages. The consumption of alcoholic beverages on board is permitted only if they are provided by the Carrier. It is expressly forbidden to serve alcoholic beverages to any Passenger who shows visible signs of intoxication.

4.5. Additional Costs and Expenses. Bear the costs of ground transportation and lodging in the event of stopovers and/or connections.

4.6. Passenger Inspection. Submit to the civil aviation security inspection carried out by the airport operator, under penalty of being denied access to the restricted boarding area as well as boarding itself.

## **5. RESERVATION AND TICKET.**

5.1. Non-Transferability. The Ticket is personal, non-transferable, and intended exclusively for the transport of the passenger identified therein. Endorsement is prohibited, and its use is subject to the fare conditions purchased, in accordance with GOL's applicable rules, available on its official website.

5.2. Passenger Data Entry and Correction. Any errors in the Passenger's first name, last name, suffix, or social name may be corrected upon request to the Customer Service Center, Check-in Counters, or GOL Stores, upon presentation of supporting documentation and subject to the check-in closing deadlines. It should be noted that, in the case of international flights operated by partner airlines, such corrections may entail additional costs for the Passenger.

5.3. Inclusion of Family Relationships. For purposes of record at the time of reservation, terms such as "Son," "Nephew," "Grandson," and similar must be entered in the appropriate field and must always be accompanied by a family surname.

5.4. Reservation Confirmation. The reservation shall only be considered confirmed after payment has been completed, and GOL reserves the right to suspend the confirmation of the Ticket to verify the regularity of purchases made by credit card.

5.5. Right of Withdrawal. Customers who purchase the Ticket through Service Channels may exercise the right of withdrawal within 24 (twenty-four) hours after purchase confirmation, provided that the flight is scheduled for at least 7 (seven) days after the purchase. To do so, they must formally notify GOL within the indicated period, requesting the cancellation of the Ticket,

which will be processed without penalties or deductions, with full refund of the amounts paid to the original payment method.

5.5.1. Limitations of the Right of Withdrawal. The right of withdrawal does not apply to tickets for flights scheduled to depart in less than 7 (seven) days from purchase or in other cases eventually provided for in applicable legislation.

5.6. Flight Changes. The Passenger may request changes to the itinerary or schedule of their trip. When available and except in No-Show situations, such changes shall be subject to fare adjustments and payment of any applicable additional amount, in accordance with the applicable fare rule, at GOL's discretion, and in compliance with the regulations of the local regulatory authority and current legislation.

5.7. Flight Cancellations. Except in cases of no-show, the Passenger may cancel confirmed reservations up to the scheduled departure time of the flight. Cancellation shall be subject to the charge provided for in the fare rule of the Ticket and does not automatically entitle the Passenger to a refund of the remaining credit, which may only be requested as authorized in the applicable fare rule.

5.8. Validity, Use, and Issuance of Credit Tickets. The credit corresponding to a purchased and unused Ticket shall be valid for 01 (one) year from the date of Ticket issuance. To purchase a new Ticket using this credit, the current fare amount for the new reservation must be observed, and any fare difference must be paid by the Passenger. The issuance of the new Ticket may be carried out through any GOL Sales Channel, subject to availability rules, applicable fare conditions, and current legislation, with the Ticket being subject to the company's fare and refund policies.

5.9. No-Show. In the event the Passenger fails to appear for Boarding, the penalty provided for in the fare rule shall apply, which may include the automatic cancellation of subsequent segments, including the return flight in round-trip tickets.

5.9.1. After application of the penalty imposed by the fare rule, the remaining amount shall remain as credit until the Passenger requests a refund or rebooking, which may be made within 1 (one) year from the Ticket issuance date, in accordance with fare conditions and any applicable fare differences. The cancellation of the return segment shall not occur if the Passenger informs, by the originally scheduled time of the outbound flight, that they intend to use it.

5.10. Tickets in the "Unlinked" Mode. In the case of a ticket purchased in the "unlinked" mode (without login), any remaining amount shall not be converted into credit. In this mode, only refund or rescheduling options remain available, in accordance with the applicable fare rules. If changes or refunds are permitted, the remaining amount may not be made available as credit for future purchases.

5.11. Itinerary and Fare Rules. The Passenger must use the itinerary exactly as purchased, following the sequence of flights and the conditions of the selected fare. When the reservation includes more than one segment or fare, the entire set shall be treated as a single itinerary, and the rules for changes, cancellations, or refunds shall apply in full.

5.12. Refund. The refund of the ticket shall be granted in accordance with current legislation, corresponding to the value of the unused segment. Promotional or restrictive tickets may be subject to penalties provided for in the applicable fare rules. A full refund shall be due in case of flight cancellation or alteration initiated by GOL; however, in cases of voluntary cancellation by the Passenger, discounts provided for in the Ticket's fare rule may apply.

5.12.1. The Passenger may convert the remaining amount into credit valid for 12 (twelve) months from the date of Ticket issuance, to be used in the purchase of new Tickets, including for third parties, exclusively through the Service Channels. This option does not apply to purchases made in the "unlinked" (without login) mode.

5.14. Non-Refundable Situations. No refund shall be granted in cases of voluntary interruption of the trip during a connection or stopover, compulsory disembarkation due to noncompliance with regulations or misconduct, or tickets partially used at the initiative of the PASSENGER, except when provided for by the local regulatory authority regulations.

5.15. Refund Processing Time. The refund shall be processed within 7 (seven) days, in accordance with the payment method used for the purchase.

5.16. Waiting List. GOL may open a waiting list at airports when the aircraft's capacity is full. Passengers registered on the waiting list shall be called in order of registration, respecting the priorities established by law and, when applicable, the rules of loyalty programs. Boarding shall be subject to the release of seats due to no-shows of passengers with confirmed reservations, with no guarantee of accommodation for those on the waiting list.

## **6. BAGGAGE.**

6.1. The Passenger must take care of their Baggage, keeping it under their custody and supervision while in the terminal, ensuring that it is properly identified, not carrying dangerous articles, baggage belonging to third parties, or baggage whose contents are unknown, and avoiding placing it in passenger transit areas or blocking aircraft emergency exits.

6.2. The Passenger may not, under any circumstances, transport in their Handbag or Backpack, Small Suitcase, or Checked Baggage any of the following: (I) alarm devices; (II) explosives, including empty cartridges, ammunition, pyrotechnic material, hunting weapons, portable firearms, and fireworks; (III) flammable, nonflammable, or toxic gases, such as butane, oxygen, propane, and oxygen cylinders; (IV) liquids used as fuel for lighters, heating, or other purposes; (V) flammable solids, such as matches and easily ignitable materials; (VI) spontaneously combustible substances; (VII) substances that emit flammable gases when in contact with water; (VIII) oxidizing materials, such as lime powder, chemical bleaching agents, and

peroxides; (IX) poisonous (toxic) and infectious substances, such as arsenic, cyanides, insecticides, and defoliants; (X) radioactive materials; (XI) corrosive materials, such as mercury, acids, alkaloids, and batteries containing corrosive liquids, except for batteries used in motorized wheelchairs; (XII) magnetic materials; (XIII) firearms, ammunition, hunting weapons, or portable weapons, except when permitted by law; (XIV) biological agents, such as bacteria, viruses, and fungi; (XV) materials or packages received from unknown persons or of unknown origin; (XVI) incapacitating agents, such as pepper spray, tear gas, or similar; (XVII) electroshock weapons; (XVIII) security briefcases, boxes, or bags with pyrotechnic devices or lithium batteries; (XIX) diving lamps or welding equipment; (XX) lithium batteries; (XXI) work tools such as hammers, crowbars, and pickaxes.

6.2.1. The above list is not exhaustive and may be changed or expanded at any time, at GOL's discretion or as determined by applicable regulations, without any obligation of prior notice to the Passenger.

6.2.2. Any prohibited materials or substances, if boarded, may be removed from the aircraft by GOL at any time, without GOL being held responsible for any resulting damages.

6.2.2.1. The Passenger authorizes GOL to open the Baggage for the removal of prohibited items, which shall not constitute any kind of violation, and undertakes to indemnify GOL for any costs or damages arising from the removal, transport, or handling of such materials or substances.

6.3. Handbag or Backpack. The Passenger is entitled, under all fare types, to free transport of one Handbag or Backpack, subject to the limits established by applicable legislation and by GOL.

6.3.1. A Handbag or Backpack shall be considered as such when it meets all the following requirements: (a) weighs up to 10 kg (ten kilograms); (b) complies with maximum dimensions of 32 cm (width) x 22 cm (height) x 43 cm (depth), including pockets, wheels, and handles; and (c) can be stored under the seat in front of the Passenger without compromising the safety, physical integrity, comfort, or well-being of passengers, crew, or the aircraft.

6.4. Small Suitcase. If the Passenger wishes to carry a Small Suitcase in the aircraft cabin, they may do so by purchasing the corresponding fare, subject to the limits established by applicable legislation and by GOL, under the terms of this Contract. If the Passenger purchases a fare that includes this allowance, the suitcase may be carried in the cabin.

6.4.1. A Small Suitcase shall be considered as such when it meets all the following requirements: (a) weighs up to 12 kg (twelve kilograms); (b) complies with maximum dimensions of 35 cm (width) x 55 cm (height) x 25 cm (depth), including pockets, wheels, and handles; and (c) can be stored in the overhead compartments of the passenger cabin without compromising the safety, physical integrity, comfort, or well-being of passengers, crew, or the aircraft.

6.5. GOL may restrict the transport of the Handbag or Backpack or Small Suitcase due to: (a) safety requirements; (b) aircraft capacity limitations; (c) noncompliance with fare rules; and/or (d) violation of the conditions provided for in this clause.

6.5.1. In such cases, the baggage may be checked into the aircraft cargo compartment, subject to the corresponding fee, when the situation constitutes the purchase of a new service not previously contracted.

6.6. Checked Baggage. If the Passenger wishes to check their Baggage, they may do so by purchasing the corresponding fare, subject to the limits established by applicable legislation and by GOL, under the terms of this Contract.

6.6.1. A Checked Baggage shall be considered as such when it meets all the following requirements: (a) weighs up to 23 kg on domestic or international Flights, as per applicable legislation, with any excess weight subject to an additional baggage fee; (b) on international Flights, complies with the maximum weight of 45 kg (forty-five kilograms) for domestic or international Flights within South America and to the United States, 32 kg (thirty-two kilograms) on international Flights to Europe and other destinations subject to specific regulation; (c) complies with maximum dimensions of 50 cm (width) x 80 cm (height) x 28 cm (depth), including pockets, wheels, and handles; and (d) can be duly checked at Check-in, without compromising the safety, physical integrity, comfort, or well-being of passengers, crew, or the aircraft, with volumes exceeding the indicated limits only being transportable as cargo, through the airport's Cargo Terminal.

6.7. Special Baggage. The following items shall be considered special baggage, subject to specific packing and charging rules:

CATEGORY	PERMITTED ITEMS	NOTES / RESTRICTIONS
Water Sports Equipment	Surfing: up to 3 boards per case	More than 3 boards require a new case and new allowance
	Windsurfing: 1 board, 1 sail, 1 boom, and 1 mast	-
	Kitesurfing: 1 board, 1 kite, 1 control bar, and 1 harness	-
	Stand up paddle: 1 board and 1 paddle	-
	Water skiing: 1 pair of skis or 1 slalom ski	-
	Wakeboarding, boogieboarding, or bodyboarding: 1 board	-
	Diving: 1 bag containing goggles, snorkel, 2 fins, wetsuit, vest, regulator, empty mini cylinder, and packed spear	The cylinder must be empty; the spear properly packed
	Fishing: up to 5 rods, 1 reel, 1 net, 1 pair of boots, and 1 wire basket	In a single compartment
	Waveskiing: 1 board and 2 paddles	-
Snow Sports	Skiing: 1 pair of skis, 1 pair of poles, 1 pair of boots, and 1 helmet	In a single container
	Snowboarding: 1 board, 1 pair of boots, and 1 helmet	In a single container
Air Sports	Skydiving: 1 full set of equipment	-

	Paragliding: 1 equipment set	Motorized paragliders are not accepted
Other Sports	Golf: up to 14 clubs, 14 balls, and 1 pair of shoes	-
	Cycling: 1 conventional (non-motorized) bicycle, 1 tandem, or 1 unicycle	Must be packed in a rigid case, with deflated tires, folded handlebars, and removed pedals. CO <sub>2</sub> cartridges are not accepted
	Archery: 1 bow, 1 quiver, and arrows	No chemical products allowed in the maintenance kit
	Hockey or lacrosse: up to 5 sticks, 1 pair of skates, 1 protective gear kit, and 1 helmet	In a single compartment
	Darts: 1 dart	Must be properly packed
Musical Instruments	Small instruments: allowed in the cabin if within the hand baggage limit	-
	Large instruments (cellos, tubas, double basses, bass drums, etc.)	Must be transported in rigid cases in the hold
	Electric and acoustic guitars	considered regular baggage; must be in rigid cases
Audiovisual Equipment	TVs and monitors up to 62 inches	Transport via cargo (GOLLOG) is recommended
		Maximum weight: 45 kg (domestic Flights) or 32 kg (international Flights)
		Must be in original packaging
	Laptops and Notebooks	Must be identified as "fragile" and properly packed
	Laptops and Notebooks	May only be transported as hand baggage

6.8. Before Boarding, the Passenger must consult GOL or its official website for the list of items that may be carried as Handbag or Backpack and Small Suitcase, the items requiring GOL's prior approval, and the items prohibited for transport in Handbag or Backpack, Small Suitcase, or Checked Baggage.

6.9. If the Handbag or Backpack or Small Suitcase does not meet the applicable requirements, particularly regarding size and weight, the Passenger must check it in at the Check-in counter, subject to payment of the corresponding fee, when applicable.

6.9.1. If the Passenger proceeds directly to the Boarding gate carrying a Handbag or Backpack or Small Suitcase that does not comply with the established requirements, boarding may be denied if Check-in has already closed, resulting in loss of the Flight and application of the corresponding fare rules.

6.10. On international Flights, the requirements applicable to Handbag or Backpack, Small Suitcase, and Checked Baggage may differ from those established in this clause, due to specific regulations, international agreements, or applicable fare rules. To verify the applicable conditions, the Passenger must consult the Carrier in advance, as well as the specific Annex referring to the destination country, which forms an integral part of this Contract.

6.11. On domestic or international Flights operated by GOL, Passengers may check their Baggage upon payment or in accordance with the fare rules in effect at the time of Ticket purchase.

6.12. Children under 2 (two) years of age are not entitled to a baggage allowance, whether for Checked Baggage or Handbag or Backpack, except when purchasing their own seat or when GOL grants a specific courtesy for the case.

6.12.1. In this age group, the Passenger is entitled to free transport of one single infant support item, of their choice, among: (a) 1 (one) foldable stroller; (b) 1 (one) portable bassinet; or (c) 1 (one) baby seat duly approved for use in air travel.

6.12.2. If the item meets the size limits established in this Contract and poses no risk to safety nor inconvenience to comfort on board, it may be carried in the passenger cabin, subject to available space.

6.12.3. This condition applies exclusively to Flights operated by GOL. In cases of Codeshare or Interline Flights, or connections with other airlines, the rules of the carrier responsible for the segment shall prevail.

6.12.4. The baggage allowance may not be used for the transport of live animals, as such transport is subject to specific fare policies and rules established separately by GOL.

6.13. Baggage Transport According to Fare Profile. For baggage transport, the Passenger must comply with the restrictions and fares established by GOL, according to the purchased fare profile, as well as current legislation and other applicable rules. GOL may review or amend fare profiles and their respective fees, provided such changes comply with applicable legislation, and such amendments shall be previously announced through its official channels.

6.13.1. The checked baggage fee and the allowance for a Small Suitcase (up to 12 kg) and Handbag/Backpack (up to 10 kg) vary according to the fare profile purchased by the Passenger, as follows:

I – Basic Fare. The most economical option for Customers who do not need cabin or checked baggage. Includes only 1 (one) Handbag or Backpack of up to 10 kg to be stowed under the front seat. The cabin Small Suitcase (up to 12 kg) and Checked Baggage are not included and may be purchased as optional individual services. The availability of this fare may be restricted to specific flights and routes. Where the Basic fare is not available, the Light fare will be the most economical option.

II – Light Fare. Includes 1 (one) Handbag or Backpack of up to 10 kg and 1 (one) Small Suitcase of up to 12 kg. Checked Baggage is not included and may be purchased by the Passenger for an additional fee.

III – Classic Fare. Includes 1 (one) Handbag or Backpack of up to 10 kg, 1 (one) Small Suitcase of up to 12 kg, and 1 (one) Checked Baggage of up to 23 kg on domestic or international flights.

IV – Flex Fare. Includes 1 (one) Handbag or Backpack of up to 10 kg, 1 (one) Small Suitcase of up to 12 kg, and 1 (one) Checked Baggage of up to 23 kg on domestic or international flights.

V – Premium Economy Fare. Includes 1 (one) Handbag or Backpack of up to 10 kg, 1 (one) Small Suitcase of up to 12 kg, and 1 (one) Checked Baggage of up to 23 kg on domestic or international flights. The availability of this fare may be restricted to specific flights and routes.

6.13.2. Information regarding the purchased fare profile, as well as the corresponding baggage allowance, will be made available to the Passenger both at the time of ticket purchase and later, should the Passenger choose to purchase an upgraded fare at a future time.

6.14. Baggage Inspection. GOL may, mandatorily and in compliance with current legislation, inspect all Baggage to be transported on its aircraft. If it determines that the contents do not qualify as Hand Baggage or Checked Baggage, or if they pose a risk to safety, handling equipment, or operational efficiency, GOL may refuse transportation or require that the items be shipped as cargo, under a specific contract and upon presentation of documentation required by applicable legislation.

6.14.1. The Passenger declares, under their sole responsibility, that their baggage contains no prohibited or dangerous items, being aware that GOL may direct the baggage for inspection, and that any false statement or omission may result in loss of the flight, without refund or compensation.

6.14.2. If an object requiring inspection is identified, GOL may perform reconciliation with the Passenger, including by videoconference, allowing the Passenger to choose immediate disposal of the item as a condition for continuing travel, with no possibility of later reimbursement.

6.14.3. GOL shall not be liable for delays, missed connections, or any damages arising from false declarations, omissions by the Passenger, or refusal to take the necessary measures to ensure the baggage's compliance with safety regulations.

6.15. Excess Baggage. Baggage that: (a) exceeds the free or purchased allowance; or (b) exceeds the weight or size limits established by current legislation or by GOL, shall be considered excess Baggage and may be accepted for transport at GOL's discretion, subject to payment of the applicable fee as defined by GOL and in accordance with current legislation.

6.15.1. Excess Baggage charges may apply cumulatively in the following cases: (a) for an additional piece; (b) for excess weight; and/or (c) for excess dimensions.

6.15.2. The excess baggage fee varies depending on the route (domestic or international) and is available for consultation on GOL's official website and through its Sales Channels, including at the time of Ticket purchase.

6.15.3. Baggage weighing more than: (a) 45 kg (forty-five kilograms) on domestic flights or international flights to South America and the United States; and (b) 32 kg (thirty-two kilograms) on international flights to Europe and other destinations subject to specific regulation, will not be accepted.

6.15.4. On flights operated under Codeshare or Interline agreements, baggage allowance and excess baggage rules may differ from those established by GOL, due to regulations or internal policies of the operating carrier. It is the Passenger's responsibility to verify such conditions in advance with the Airline that sold the flight.

6.16. Transport of Animals. Animal transport is accessory and subject to GOL's express authorization, payment of specific fees, and compliance with applicable rules. Such rules cover species, weight, documentation, and boarding procedures, as provided for in this Contract, its Annexes, aviation authority regulations, and GOL's policies and procedures, which must be reviewed by the Passenger prior to purchase.

6.16.1. The Passenger must present all required documentation and follow GOL's instructions regarding animal accommodation, under penalty of denial of transport. Presentation of documentation does not guarantee transport approval, which depends on compliance with all applicable requirements, including but not limited to safety, and the animal's physical and health conditions.

6.16.2. The transport of guide dogs trained to assist visually impaired persons is permitted in the cabin, in addition to the baggage allowance and free of charge, provided that documentation and applicable legal requirements are met.

6.16.3. In compliance with current legislation, animal transport by GOL shall be governed by a specific Annex to this Contract.

6.17. Transport of Baggage Containing Fragile Items. GOL's liability for baggage damage is limited to the amounts provided for in current legislation and regulations. Fragile, perishable, or valuable items must be carried as Hand Baggage or Small Suitcase, and GOL shall not be responsible for their loss, destruction, or damage when checked.

6.17.1. Valuable items include, among others: cash, negotiable papers, bank documents, work or identification documents, jewelry, keys, essential medications, as well as electronic and electrical equipment and accessories (such as laptops, tablets, flash drives, cameras, lenses, projectors, camcorders, mobile phones).

6.17.2. Fragile items include, among others: glassware, porcelain, ceramics, and crystal; electronic and mechanical items (radios, amplifiers, computers, televisions, microwaves, minibars); precision items (watches, binoculars, microscopes); musical instruments and their cases (acoustic guitar, electric guitar, violin, drums, saxophone, keyboard, trumpet, etc.); sports equipment (skateboards, roller skates, scooters, bicycles, surfboards, skis, diving or fishing

equipment); sculptures, paintings, artworks in general; beverage boxes; nautical products; perishable items or thermal packaging.

6.17.3. GOL shall not be liable for loss, destruction, tampering, or damage to baggage containing fragile, perishable, previously damaged, poorly packed items, or items checked contrary to the provisions of this Contract, except in cases of liability established by applicable legislation.

6.18. Damages, Tampering, Loss, and Claims. If the Passenger detects damage to or tampering with their Baggage (except in cases of Inspection), they must, within 07 (seven) calendar days from receipt, request the issuance of a PIR (Property Irregularity Report) with a GOL representative at the airport.

6.18.1. In the event of damage to baggage, the Passenger must present the damaged baggage for analysis by GOL at the airport.

6.19. Loss. In the event of baggage loss, the Passenger must immediately submit a formal complaint to GOL by means of the PIR, with GOL entitled to return the lost baggage within 07 (seven) days from the filing of the complaint in the case of domestic flights and within 21 (twenty-one) days in the case of international flights.

6.19.1 In the event that effective return is not possible, the following shall apply:

I – GOL's liability for damages resulting from destruction, loss, or damage to checked baggage occurring during the execution of the air transport contract shall be limited to the amount defined in applicable legislation, at the time of payment, per Passenger, in accordance with the applicable law and the regulations of the local regulatory authority, and their subsequent amendments.

II – GOL shall not be liable if the loss, destruction, or damage to baggage results exclusively from one or more of the following factors: (a) the inherent nature or defect of the baggage; (b) defective baggage packaging made by the Passenger or third parties at their request; (c) act of war or armed conflict; (d) act of public authority regarding the baggage; (e) fortuitous event or force majeure; (f) fault or intent of the Passenger; or (g) other circumstances provided for in clause 6.9 below.

6.20. Emergency Expenses in Case of Loss. In the event of baggage loss, GOL shall reimburse the Passenger who is away from their domicile and has made purchases of essential items such as clothing, footwear, and personal hygiene products. Initial compensation, limited to a maximum amount of BRL 100.00 (one hundred reais) in Brazil and USD 50.00 (fifty dollars) abroad, may be requested by the Passenger 24 (twenty-four) hours after the issuance of the Property Irregularity Report, upon presentation of receipts and provided that the baggage remains lost. After 24 (twenty-four) hours from the first compensation request, and for each subsequent overnight stay, compensation shall be due in the maximum amount of BRL 25.00 (twenty-five reais) in Brazil and USD 25.00 (twenty-five dollars) abroad, limited to a total maximum amount, including the first compensation, of BRL 225.00 (two hundred and twenty-

five reais) in Brazil and USD 175.00 (one hundred and seventy-five dollars) abroad, and provided that the baggage remains lost. In addition to the form provided herein, the Passenger may also opt for reimbursement of emergency expenses as compensation for the purchase of GOL products, miles, or by crediting the amount to a Travel Bank account, at their discretion.

6.20.1. Requests for reimbursement of emergency expenses may be submitted within 30 (thirty) calendar days from the date the Property Irregularity Report was filed, in cases where the baggage has been found.

6.20.2. In cases where baggage is located but not retrieved by the Passenger within 90 (ninety) calendar days from the date the PIR was filed, or when the Passenger does not express an intention to reclaim it within the same period, GOL may, in accordance with its internal procedures and applicable legislation, dispose of the baggage and/or appropriately allocate its contents.

6.20.3. Likewise, if the baggage is not located within 90 (ninety) calendar days from the PIR filing date, and there is no subsequent manifestation by the Passenger, GOL may close the process and apply the appropriate procedures in accordance with internal rules and current legislation.

6.20.4. The same period and procedure apply to personal items left on board the aircraft or in operational areas of the company. If such items are not claimed by the Passenger within 90 (ninety) calendar days from the date they were found and recorded, GOL may dispose of or allocate them according to its internal procedures and applicable legislation.

6.20.5. If baggage is not found within 07 (seven) calendar days from the date the Property Irregularity Report was filed, for domestic flights, the amounts paid as emergency expenses shall be deducted from the amounts paid as final compensation.

6.21. Declared Baggage. The Passenger may declare the value of checked items that exceed 1,131 (one thousand one hundred and thirty-one) Special Drawing Rights (SDR) and do not exceed BRL 15,000.00 (fifteen thousand reais), upon payment of an additional fee of 35% (thirty-five percent) on the declared value of the items and completion of a specific form provided by GOL, in duplicate, at the check-in counters at the time of Check-in.

6.21.1. Baggage containing items whose value exceeds BRL 15,000.00 (fifteen thousand reais) on domestic or international flights must be mandatorily transported as cargo, subject to the provisions of the respective cargo transport contract.

6.21.2. If the valuable item is small in size, it is recommended that it be carried as Hand Baggage or Small Suitcase.

6.21.3. The Passenger must appear for the Special Value Declaration at least 2 (two) hours before domestic flights and 4 (four) hours before international flights, carrying: (a) an identity document or passport; (b) proof of travel and/or boarding pass; (c) purchase invoice proving

the amount paid for the declared item (original and copy); and (d) the duly completed declaration form.

6.21.4. The acceptance of the Special Value Declaration is subject to the opening of the baggage in the presence of a GOL representative, for verification of the quantity and condition of the declared items.

6.21.5. If the Passenger does not declare the value of goods falling under item 6.21 above, any compensation shall be limited to the maximum amount of 1,131 (one thousand one hundred and thirty-one) Special Drawing Rights (SDR).

6.21.6. The following items shall not be accepted as declared baggage: cash, checkbooks, bank documents, credit instruments, bank or credit cards, contact lenses, prescription or sunglasses, orthodontic devices, jewelry, watches, photographic equipment, commercial equipment, computer equipment and software, electronic devices, tablets, cell phones, fragile items, vital medication, negotiable papers, keys, personal or business documents, works of art, items of sentimental or irreplaceable value, or any other valuable items. Such items must be transported in the cabin and kept under the Passenger's custody, supervision, and responsibility, provided that the limits established in item 6.3 are observed, or otherwise shipped as air cargo. Likewise, goods and baggage exceeding the amount of BRL 15,000.00 (fifteen thousand reais) shall be shipped as air cargo.

6.21.7. If any of the items above present pre-existing damage (e.g., small cuts, scratches, or broken zippers) resulting from normal wear and tear, improper transport, or poor accommodation of items inside the baggage, no compensation shall be due to the Passenger.

6.21.8. The special declaration may only be made on flights operated exclusively by GOL. If the itinerary includes flights operated by other airlines, even if under GOL flight numbers, the Passenger shall not be able to declare their baggage.

6.22. GOL is authorized to inspect, whenever necessary, baggage to be transported on its aircraft, and if volumes containing non-permitted articles are found, the Passenger may be contacted immediately for removal of the item, regardless of the scheduled flight time, under the terms established by applicable legislation. If such contact results in possible losses and/or flight rescheduling, GOL may charge amounts equivalent to the rebooking or cancellation fee, and this situation shall not be considered denied boarding.

6.23. The list of prohibited items for baggage transport is available on GOL's website and local regulatory authority regulations, its amendments and its revisions, or other regulations that may replace them. GOL may, at its sole discretion, adopt additional or more restrictive rules.

6.24. GOL shall not, under any circumstances, be responsible for the safekeeping or storage of any non-permitted items identified in the Passenger's baggage.

## **7. CANCELLATION, DELAYS, AND DENIED BOARDING**

7.1. Denied Boarding of Passengers. If a Passenger with a confirmed reservation and payment is unable to board due to operational limitations, excess of Passengers, or cargo restrictions, GOL shall offer the Passenger the alternatives established by applicable legislation, in addition to financial compensation, which may be provided by bank transfer, voucher, or cash, at GOL's discretion, as established by applicable law.

7.2. Weather Conditions. In cases of cancellations and/or delays resulting from weather conditions, GOL shall offer the Passenger the alternatives established by applicable legislation, maintaining, however, the contractual conditions for the Passenger's transport once the flight has been cleared by the competent Authority.

7.3. Connection Delays. GOL shall not be held responsible for delays in its flights occurring in connections caused by aircraft operated by third parties, except in cases of codeshare flights. Likewise, GOL shall not be responsible for delays in connections caused by reservations made by third parties, in which the respective time intervals are insufficient for the connection to be completed.

7.4. Connections Arranged by the Passenger. It is hereby established that connections arranged by the Passenger, between flights not forming part of a connection offered by GOL, are the Passenger's responsibility. The Passenger must collect their baggage and complete a new check-in for boarding the subsequent flight(s) at the scheduled time(s), and GOL shall not be held responsible if the Passenger fails to appear for subsequent check-in(s) with due advance time.

## **8. INTERLINE AGREEMENTS**

8.1. Interline agreements allow GOL to sell flight segments operated by other airlines, whose flights are identified by the operating carrier's designator codes. When GOL sells an Interline Ticket (which includes flights from other partner airlines), it acts solely as the issuing agent and assumes no responsibility for the acts or omissions of the operating airline. GOL shall be responsible only for transport on flights operated by its own aircraft.

8.2. Tickets issued by other airlines shall be accepted provided that such airlines have a current Interline agreement with GOL and are compliant with their contractual obligations. Any refund or reimbursement procedures must be requested directly from the airline that issued the ticket. GOL's responsibility is limited to transport on flights operated by GOL and to the checking of baggage through to the final destination, according to the allowance indicated on the ticket.

## **9. CODE-SHARING**

9.1. Codeshare or Code-Sharing Agreement consists of the practice in which a flight operated by one airline is sold or offered by other partner airlines as if it were their own flight. Thus, a flight may be sold under the designator "G3" but operated by another partner airline of GOL. In all

cases in which GOL offers flight segments under a Codeshare arrangement operated by partner airlines, the Passenger shall be duly informed at the time of selecting the respective segment.

9.2. Application of Codeshare Services. One or more segments of the flight itinerary may be operated by airlines other than GOL. However, if a GOL Ticket was purchased, this Contract shall apply regardless of the operating carrier. GOL accepts responsibility for all segments operated under Codeshare, provided the flight designator code is "G3," in accordance with this Contract.

9.3. Rules Applicable to Codeshare Flights. Notwithstanding any other provisions of this Contract, the following rules shall apply to flights operated by GOL's Codeshare partners.

9.3.1. For itineraries where at least one segment is operated by GOL's Codeshare partners, each Passenger shall be entitled to the baggage allowance purchased or granted, according to the fare rule, by the ticket-issuing airline, and excess baggage fees may apply when applicable. If necessary, for operational or safety reasons, the operating airline may require that hand baggage be checked at the boarding gate, and excess charges may apply if applicable.

9.3.2. Unaccompanied Minors. GOL does not authorize the transport of unaccompanied minors on connecting flights, including those issued under Codeshare agreements. In such cases, boarding shall not be permitted, even if the partner airline's rules allow it. The transport of unaccompanied minors shall only be permitted on direct GOL flights, in accordance with the conditions set forth in this Contract.

9.3.3. Transportation of Animals. It is hereby established that animals shall not be accepted on flights operated under Codeshare, except for service dogs, which do not include assistance or emotional support animals.

9.3.4. Transport of Sports Equipment (SPEQ). Passengers should consult the applicable rules of GOL's partner airlines for the transport of sports equipment on flights operated under Codeshare.

9.4. Additional Services Offered by GOL Partners. This Contract does not cover any additional services offered by GOL's Codeshare partners, such as: (i) additional checked baggage; (ii) larger or heavier items; (iii) special baggage; (iv) additional hand baggage; (v) unaccompanied minors; (vi) animals in the cabin or cargo hold; and (vii) check-in with shorter advance time. GOL's Codeshare partners may also charge additional amounts for any supplementary services they offer. Passengers may inquire about these services in advance with the operating airline.

## **10. ADDITIONAL CHARGES**

10.1. Ground Transportation. Any ground transportation service offered by GOL or by third parties contracted by it, to the airport or from the airport to any other location, may be charged by GOL at its discretion and is not included in the price corresponding to the air transport service.

10.2. Special Seats. GOL may, at its discretion, offer differentiated seats for sale to the Passenger at the time of reservation, featuring variations in space, comfort, or services, subject to applicable fares.

10.3. Onboard Sales (Buy on Board). GOL may offer onboard sales services on any of its flights, with prices independent of the Ticket fare, payable by the Passenger if the service is used, at their discretion.

10.4. Insurance. GOL may offer, in addition to the Ticket price, travel or transport insurance or any other type of insurance that meets the Passenger's interests.

10.5. Unaccompanied Minors. GOL may charge a fee for the escort service provided to unaccompanied minors aged between 08 (eight) and 16 (sixteen) years, offered from boarding to the aircraft and from the aircraft to disembarkation. The legal guardian is responsible for providing all documentation and authorizations required by current legislation, and the service is not available on flights involving connections. GOL is also authorized to charge for optional services or additional amounts for the use or blocking of an extra seat, in accordance with current legislation.

10.6. If the Passenger's accommodation requires the use of more than one seat, GOL may charge an additional amount equivalent to the number of extra seats occupied by the Passenger, in accordance with current legislation.

10.7. Optional Services. GOL may charge for any optional services that may be offered at any time, provided they are in compliance with current and applicable legislation.

## **11. GOL'S LIABILITY**

11.1. Liability. GOL may only be held liable, under the terms of this Contract, within the legal limits established by the applicable specific regulations.

11.1.1. For damages to Passengers, GOL shall not be held liable in the following circumstances: (a) death or injury resulting exclusively from the Passenger's state of health; (b) accidents arising from the Passenger's sole fault; (c) acts of God or force majeure.

11.1.2. GOL shall not bear any liability in the event of acts of God, force majeure, or proven determinations issued by the aviation authority.

## **12. PASSENGER UNDER POLICE CUSTODY**

12.1. Air transport of Passengers under judicial conditions and/or escorted must be coordinated at least 48 (forty-eight) hours in advance between the Airport Police Authority, the local airport administration, and GOL, establishing special security measures for boarding and conduct onboard, ensuring that boarding and disembarkation are always carried out discreetly.

12.2. A maximum of 2 (two) detainees per flight may be transported on the same aircraft, each accompanied by at least 2 (two) security agents per detainee.

12.3. The individual in custody shall not, under normal circumstances, be handcuffed to any physical part of the aircraft, including but not limited to seats and/or tables.

12.4. The onboard service offered to Passengers under custody and their escorts shall not include alcoholic or intoxicating beverages, nor any metallic and/or sharp utensils.

12.5. The escort of Passengers under custody must board with appropriate restraint equipment that may be used if necessary.

12.6. The escort may not carry a baton, tear gas, or any similar incapacitating gas onboard the aircraft, and if carrying a firearm, must comply with the provisions of item 1.4 of this Contract.

12.7. The escort is responsible for ensuring to GOL that the person under custody is not carrying any prohibited material, in accordance with this Contract and applicable legal and regulatory provisions.

12.8. The dangerousness of the person under custody must be assessed by the police authority before authorizing transportation on passenger flights, since GOL may deny boarding if it deems the individual a potential threat to flight safety or to other Passengers.

### **13. DATA PROCESSING AND PROTECTION**

13.1. For the purposes of providing air transport services, as the data controller, GOL processes the Passengers' personal data and, when necessary, shares them with third parties for the execution of activities provided for in this Contract and for compliance with applicable legal obligations, in accordance with its Privacy Policy (<https://www.voegol.com.br/informacoes-legais/politica-de-privacidade-e-protecao-de-dados>).

13.2. GOL adopts appropriate technical, administrative, and organizational measures to protect Personal Data against unauthorized access, loss, misuse, disclosure, or destruction. These measures include encryption in transit and at rest; strict access control to internal systems, respecting the principle of least privilege; continuous monitoring and periodic security audits to identify and mitigate vulnerabilities; and periodic updates of information security policies aligned with industry best practices.

13.3. Passengers' Personal Data shall be stored only for as long as strictly necessary to fulfill the purposes described or as required by applicable law. After the retention period, the data shall be securely deleted, ensuring the impossibility of unauthorized recovery, or anonymized when technically feasible and appropriate for processing purposes. The retention period may be extended in case of legal or regulatory requirements mandating additional storage time.

13.4. Passengers are solely responsible for the accuracy, quality, and integrity of the Personal Data provided to GOL, whether at the time of registration, ticket purchase, or through other Service Channels. GOL shall not be liable for any damages resulting from incorrect, outdated, or incomplete information provided by Passengers. Providing false or misleading data may result in the cancellation of contracted services, without prejudice to any other applicable legal measures.

## **14. MISCELLANEOUS**

14.1. Label specifications It is hereby established that Label information may be changed up to the time of boarding, for operational reasons.

14.2. Seat Specifications It is hereby established that the seat reserved by the Passenger may be changed by GOL, at its discretion, up to the time of boarding, for operational and/or safety reasons. Operational reasons include, for example, aircraft substitution, necessary adjustments for accommodating Passengers with Special Assistance Needs (PNAE), or other circumstances requiring cabin reorganization. Safety reasons include, among others, unavailability of the pre-assigned seat, the need for weight redistribution on board, or technical adjustments necessary to ensure flight safety. In any case, if the Passenger has paid an additional amount for advance seat selection, GOL shall follow the applicable refund procedures.

14.3. Transport Contract. Copies of the Contract are available to Passengers on GOL's website and may be physically provided upon prior request.

14.4. Passenger information known to or held by GOL may be provided to national or international customs and/or security authorities, by virtue of legal obligations or agreements between the Brazilian Government and the legal authorities of the Passenger's destination country.

## **15. GOVERNING LAW AND JURISDICTION**

15.1. The applicable law and jurisdiction shall be determined according to the following criteria: (i) the country of origin or destination, which is relevant for establishing jurisdiction and interpreting the Contract, as provided in Article 33 of the Montreal Convention; (ii) the place of performance of the services, in compliance with applicable regulatory and consumer protection laws; and (iii) the mandatory rules of the jurisdiction involved..

## **16. TERM**

16.1. This Contract has been in effect since October 14, 2025, fully replacing all previous contracts.