

Involuntary Changes Policy

(Schedule Change UN/TK)

The procedures listed below, can be applied in every reissuance that were made in all GDS's and it encompass the changes or cancellations of schedules that occur more than 48 hours before the flight, and only if the new departure time programmed is superior to 30 minutes according to the departure time of the original flight in case of domestic trips (BR-BR) and 1 hour to international trips.

Procedure

- *Changes in flights operated by G3*

It is permitted to change direct flights or flights with a layover operated by G3, maintaining the flight origin, destination and type of cabin (Economy or Premium Economy), as well as the validation of the ticket and fare. Additionally, the hierarchy of classes must be respected according to the table included in the item "Classes for reissuing reservations with involuntary changes".

The new flight must be reserved primarily on the class originally reissued or, if there is no availability, on the next class available superior to the class of the original flight, according to the hierarchy of each cabin – available on "General Conditions", at the end of the document.

NOTE: It is not allowed the change to "marketing" flight of other company (flight with a different code other than G3), and to Codeshare flights (G3 as Marketing and the other company as Operating), except to re-protection deals through the Customer Relationship Center.

In case of re-protection deals, when changing to Codeshare flight is necessary, contact the Customer Relationship Center. This scenario shall be analyzed based on potential re-protection deals.

- *Changes in Codeshare flights*

It is permitted to change direct flights or flights with a layover operated by a partner* or flights operated by G3, maintaining the flight origin, destination and type of cabin (Economy or Premium Economy), as well as the validation of the ticket and fare. Additionally, the hierarchy of classes must be respected according to the table included in the item "Classes for reissuing reservations with involuntary changes".

The new flight must be reserved primarily on the class originally reissued or, if there is no availability, on the next class available superior to the class of the original flight, according to the hierarchy of each cabin – available on "General Conditions", at the end of the document.

When making the rebooking in flights operated by partners (only Codeshare), the agent must, preferably, select option that maintains the quantity of layovers and segment of the original ticket.

*The partner that operates the original flight must be maintained.

NOTE: It is not allowed the change to "marketing" flight of other company (flight with a different code other than G3).

- REFUND: The issuing agency must refund the tickets in its own system (GDS) when the rebooked flight does not meet the needs of the passenger – using correctly on the Endorsement Field, accordingly to the table available on "Scenarios and use of Waiver".
- It is a right of the passenger to reschedule his trip to any date, without the need to observe the original season of the flight. The flexibility is valid to domestic

flights as well as international, within the validation of the ticket, with full waiver of change fees and fare difference (if there is one).

- When there are no alternatives to accommodation in the same cabin and there is a need to negotiate a downgrade, the agent shall contact the Client Relationship Center – Specific Process.
- OPEN Ticket: Change/impact with the times established in this policy, the client can do involuntary management until the departure time. After that, it is considered a no-show, being applicable penalties and fare difference, if there is one.
- When the original characteristics of the ticket are maintained: same origin and destination, same quantity of segments, without date change, the flight status will be changed only to TK. In this case, it is not necessary to reissue the ticket, because GOL system will automatically revalidate. The agency must only accept the proposed TK, so the status changes to HK.
- Cases in that the original characteristics of the ticket changes, in other words, origin destination, and quantity of segments, in those cases, the issuing agency of the ticket must do a reissuance, generating a new ticket number.
- It is not necessary to do an involuntary reissuance, since the information of schedule change is in the reservation.
- It is not allowed to make a cabin change to Economy to Premium Economy.

Scenarios and use of Waiver:

ATTENTION: In the Endorsement Field, the flight number and date information must refer mandatorily to the impacted flight (original), and not to the data of the new confirmed flight.

No action required:

Change of flight number:	G3 flight changes the number, maintaining the same time (Status of TK flight). Only "Accept" to status HK change.
Change of time on G3 flight:	Up to 30min (Status of HK flight) – Domestic flights Up to 1h to Internacional flights

Applicable action:

PARAMETERS	Cancellation: Canceled G3 flight, without alternative. Flight WK status	Time change G3 flight: > 30min BR-BR / Inter > 1h Flights WK/SC status	Change or cancellation of G3 flight. Only on Operating Window (within 48 hours). Flights WK/SC status
Endorsement Field	SKCHG DUE CLD G3XXXX/data	SKCHG G3XXXX/data	INVOL G3xxxx/data
Market	All	BR-BR flights (domestic) BR AIRPASS Internacionais flights	All

Informations	GOL notifies by message to the issuing agency and send to GDS queue.	GOL notifies by message to the issuing agency and send to GDS queue.	GOL notifies by message to the issuing agency and send to GDS queue.
Regularization:	Reissuance Refund	Revalidation Reissuance Refund	Reissuance Refund
Reissuance	<p>1. Change and Flexibility Conditions</p> <ul style="list-style-type: none"> Origin and Destination: Must be maintained the same points of the original reservation. <ol style="list-style-type: none"> <i>Exception:</i> It is allowed the change of origin and destination in cases of "Multi-Airports" (e.g.: Congonhas (CGH) and Guarulhos (GRU) – both located in São Paulo (SAO)). <i>Multi-Airports:</i> SAO (CGH, GRU, VCP, SJK), BUE (AEP, EZE) e RIO (GIG, SDU). Flight segment change (round trip): The change of both segments is only allowed if: <ol style="list-style-type: none"> <i>The Schedule Change</i> impacts both flights; or The change on the return flight is a direct consequence of a modification on the outbound flight or vice versa. <p>NOTE: The passenger length of stay must be respected (the same number of days as the original schedule), except there is no alternative accommodation and it is necessary to accommodate the passenger on the first flight available.</p> Connections: It is permitted to change direct flights to layover flights and vice versa. Reservation Class: Maintain the original class. If there is no availability, follow strictly the table of hierarchy of classes available on "General Conditions", at the end of this document. When the reaccommodation is on flights operated by partners (only Codeshare), the agent must, preferably, select option that preserves the number of connections and segments of the original ticket. <p>2. Restrictions</p> <ul style="list-style-type: none"> Cabin upgrade: It is prohibited the class change from Economy to Premium Economy. Third-party airlines: It is not permitted the reaccommodation on flights of other companies. In case of change to Codeshare flight, contact the Customer Relationship Center (CRC). This scenario shall be analyzed based on potential re-protection deals. Endorsement: It is not permitted the ticket endorsement. <p>3. Technical Procedures to Reissuance</p> <p>For reissues resulting from Schedule Change (Changes made by the company more than 48 hours in advance), it is mandatory to insert 'Schedule Change' information in the Endorsement/Restrictions field and the indicator S- on the Fare Calculation. In case the change occurs inside the Operating Window (less than 48 hours before the flight), the reissue must be processed as Involuntary Reroute (INVOL), utilizing the acronym 'INVOL' in the endorsements and the indicator I- on fare calculation – according to Resolution 735d – IATA.</p>		
Refund / OPEN ticket	<p>1. Upon receiving the notice of Schedule Change from the company, the agent must do the treatment of reaccommodation with the client before the flight's date (therefore avoiding characterizing a no-show).</p> <p>2. In case the passenger chooses for involuntary cancellation, the refund must be processed in full.</p> <p>3. Attention: the involuntary refund in credit (EMD – Residual Value) is not available to GDS.</p>		

General Conditions

The procedures described on this document can be applied to every reissuance performed in any GDS, in cases of involuntary changes.

- Flight or route cancellation for operational, commercial, climatic or seasonal reasons.
- New routes;

- Time change (Schedule Change) of departure or arrival;
- Change in the flight number;
- Change of airport, when the flight can be transferred from airport to another in the same city (e.g.: CGH →GRU);
- Technical or operational issues.

In cases that the ticket is not G3/127, the issuing company's policy must be followed.

UN/TK

Status used to indicate that the flight suffered an alteration. UN for cancelled flights and TK for new flights.

REVALIDATION:

In case the flight's number has been modified with UN/TK status, this information will appear in the flight status and will be necessary to accept the proposed TK so the status can be changed to HK.

REISSUE:

All the tickets must always be reissued when there is a change in date and the flight number or a segment change, whenever is necessary, provided that the policy conditions are respected.

Cabin Alteration

Due to the impossibility of maintaining Premium Economy cabin, because of accommodation unavailability, we request that the agency contact CRC to reevaluate available options.

Classes for reissuing tickets with involuntary changes.

Whenever it is necessary to do a handling of involuntarily rebooking due to the customer's reservation involving UN (flight changed/cancelled involuntarily) and/or TK (new flight/proposed time), the accommodation must happen primarily in the originally issued class or, if it is not available, on the next class available according to the hierarchy on the board below:

Authorized classes

Cabin	Classes
<i>C – Premium</i>	<i>C, L, F, D, I</i>
<i>Y – Economy</i>	<i>Y, T, J, W, P, E, A, U, N, B, O, M</i>

Unauthorized classes

Cabin	Classes
<i>C – Premium</i>	<i>S</i>
<i>Y – Economy</i>	<i>G, H, K, Q, R, X, V, Z</i>

NOTE: Classes hierarchy are presented in order of classes in the search for availability, or inventory query screens. The classes orders are from BIGGEST to SMALLEST, from LEFT to RIGHT.

For the correct selection of classes, ALWAYS use in ASCENDING order, in other words, from SMALLEST to BIGGEST.

Reitineration priority

Authorized airports to change origin or destination

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 a ticket itinerary issued by another airline (validating carrier) has a connection impacted by schedule change by GOL, the agency must contact the issuing company (validating carrier) to obtain orientation and follow the established procedures by the own issuing company.

Important Information

In cases of change UN/TK that the original flight reappears in the system, the agency can reestablish the original flight's reservation and reissue the ticket, even if the first reissue has already been done. As long as the origin, destination, class service (Economy or Premium Economy), as well as the ticket validity and fare.

When there is a need for overnight stay, shuttle service, among others, the agency will have to contact GOL's Call Center to verify the authorization of the additional measures before doing a new issuance.

Additional services and products, such as upgrades, seats, baggage etc., must be included on the new flights by contacting call center.

The information mentioned in this policy is mandatory, proper use of endorsement and compliance with procedures. Otherwise, it will be audited as a voluntary change, resulting in the issuance of ADM. Observe that this information must be included in the ticket as well as in BSPlink.