

Subject: GOL AIRLINES - REBOOKING / REFUND POLICY DUE TO COVID-19

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GOL AIRLINES REBOOKING / REFUND POLICY DUE TO COVID-19



CHANGES FLIGHTS BETWEEN 11MAR20 – 31MAY20 DOMESTIC FLIGHTS

- Applicable for flights inside Brazil.
- Penalty fee and fare difference are waived
- ONE change permitted at no additional cost for any available period, same routing and same booking class as on original ticket. If not available rebooking in the next available booking class, same cabin.
- Re-routing allowed, the route cannot be changed from domestic to

international flights.

- Ticket validity extended to **31DEC21** for tickets expiring on **31MAR21**
- Waiver Code to be inserted in the Endorsement box at the time of reissue. **WAIVER CODE: WAIVED DUE CE G3**

CHANGES FLIGHTS BETWEEN 01JUN20 – 30SEP20 DOMESTIC FLIGHTS

- Applicable for flights inside Brazil.
- Penalty fee is waived, fare difference is depending on season; No fare difference when changed from: high to high, high to low, low to low season. Fare difference needs to be payed when changed from: Low to high season
- ONE change permitted at no additional cost for any available period, same routing and same booking class as on original ticket. If not available rebooking in the next available booking class, same cabin.
- Re-routing not allowed
- Ticket validity extended to **31DEC21** for tickets expiring on **31MAR21**
- Waiver Code to be inserted in the Endorsement box at the time of reissue. **WAIVER CODE: WAIVED DUE CE G3**

*Changes for flights from 01OCT20 will be according to the normal fare conditions.

* We consider high season: months of July, December, January and holidays, including the day before and the day after the holidays.

CHANGES FLIGHTS BETWEEN 11MAR20 – 31AUG20 INTERNATIONAL FLIGHTS

- Applicable for international flights to **AR, BO, CL, PE, PY, UY**
- Penalty fee and fare difference are waived.
- Re-routing is permitted and can be changed from international to domestic if requested.
- Ticket validity extended to **31DEC21** for tickets expiring on **31MAR21**
- Waiver Code to be inserted in the Endorsement box at the time of reissue. **WAIVER CODE: WAIVED DUE CE G3**

CHANGES FLIGHTS BETWEEN 01SEP20 – 31DEC20 INTERNATIONAL FLIGHTS

- Applicable for international flights to **AR, BO, CL, PE, PY, UY**
- Penalty fee is waived, fare difference is depending on season;
No fare difference when changed from: high to high, high to low, low to low season. Fare difference needs to be payed when changed from: Low to high season
- Re-routing not allowed.
- Ticket validity extended to **31DEC21** for tickets expiring on **31MAR21**
- Waiver Code to be inserted in the Endorsement box at the time of reissue. **WAIVER CODE: WAIVED DUE CE G3**

*Changes for flights from 01JAN21 will be according to the normal fare conditions.

* We consider high season: months of July, December, January and holidays, including the day before and the day after the holidays.

CHANGES FLIGHTS BETWEEN 11MAR20 – 30NOV20 INTERNATIONAL FLIGHTS

- Applicable for international flights to **DO, EQ, MX, SR, US**
- Penalty fee and fare difference are waived.
- Re-routing is permitted and can be changed from international to domestic if requested.
- Ticket validity extended to **31DEC21** for tickets expiring on **31MAR21**
- Waiver Code to be inserted in the Endorsement box at the time of reissue. **WAIVER CODE: WAIVED DUE CE G3**

CHANGES FLIGHTS BETWEEN 01DEC20 – 31MAR21 INTERNATIONAL FLIGHTS

- Applicable for international flights to **DO, EQ, MX, SR, US**
- Penalty fee is waived, fare difference is depending on season;
No fare difference when changed from: high to high, high to low, low to low season. Fare difference needs to be payed when changed from: Low to high season
- Re-routing not allowed.
- Ticket validity extended to **31DEC21** for tickets expiring on **31MAR21**
- Waiver Code to be inserted in the Endorsement box at the time of reissue. **WAIVER CODE: WAIVED DUE CE G3**

*Changes for flights from 01APR21 will be according to the normal fare conditions.

*We consider high season: months of July, December, January and holidays, including the day before and the day after the holidays.

FUTURE CHANGES – TICKET STATUS OPEN FLIGHTS BETWEEN 11MAR20 – 30SEP20 FOR DOMESTIC FLIGHTS

- Applicable for flights inside Brazil.
- Remove the original flights **before departure** and leave the booking open for use in your GDS*
- Once new dates are known change the dates following the applicable procedures as per above mentioned in this communication
- ONE change permitted at no additional cost
- Cancellation penalty is waived
- Credit: 12 months from the date of original ticketing date
- Waiver Code to be inserted in the Endorsement box at the time of reissue. **WAIVER CODE: WAIVED DUE CE G3**
- **Changes for flights from 01OCT20 will be according to the normal fare conditions.**

* Please contact your GDS helpdesk for support on how to keep your booking open for use.

FUTURE CHANGES – TICKET STATUS OPEN FLIGHTS BETWEEN 11MAR20 – 31DEC20 FOR INTERNATIONAL FLIGHTS

- Applicable for flights International flights to **AR, BO, CL, PE, PY, UY**
- Remove the original flights **before departure** and leave the booking open for use in your GDS*
- Once new dates are known change the dates following the applicable procedures as per above mentioned in this communication
- ONE change permitted at no additional cost
- Cancellation penalty is waived
- Credit: 12 months from the date of original ticketing date
- Waiver Code to be inserted in the Endorsement box at the time of reissue. **WAIVER CODE: WAIVED DUE CE G3**
- **Changes for flights from 01JAN21 will be according to the normal fare conditions.**

* Please contact your GDS helpdesk for support on how to keep your booking open for use.

**FUTURE CHANGES – TICKET STATUS OPEN
FLIGHTS BETWEEN 11MAR20 – 31MAR21
FOR INTERNATIONAL FLIGHTS**

- Applicable for flights International flights to **AR, BO, CL, PE, PY, UY**
- Remove the original flights **before departure** and leave the booking open for use in your GDS*
- Once new dates are known change the dates following the applicable procedures as per above mentioned in this communication
- ONE change permitted at no additional cost
- Cancellation penalty is waived
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- Waiver Code to be inserted in the Endorsement box at the time of reissue. **WAIVER CODE: WAIVED DUE CE G3**
- **Changes for flights from 01APR21 will be according to the normal fare conditions.**

* Please contact your GDS helpdesk for support on how to keep your booking open for use.

**CANCELLATION WITH REFUND
FLIGHTS BETWEEN 11MAR20 – 31MAR21
DOMESTIC & INTERNATIONAL FLIGHTS**

- Penalty fee for refund should be applied

ATTENTION

The processes described as above is valid for flights cancelled by GOL and/or flights that GOL did not cancel or change, but the customer requests to change/cancel. If the flight is operating and the customer requests the change without fare difference, it is necessary that you process it as an **involuntary process**, so that the rules are applied and the charges are not generated. When any change with a fare difference is requested by the customer, it is done through the **voluntary process**, so that the rules are applied and the charges are not generated.

EXPIRED TICKETS UNTIL 17APR20

Please contact our GOL Callcenter via: + 55 11 5504 4410

NO SHOW TICKETS UNTIL 17APR20

No show fee is exempt for bookings until 17APR20

