

### **CHANGES:**

Due to the *schedule change*, it will be possible to change the flight date (*only once*) *at no cost* for the same route until *30/Nov*. If customer decides to fly after this date, only the *difference in fare* will be applied.\*

### **CANCELLATIONS / REFUNDS:**

It will also be possible to cancel the reservation *at no cost*, and we suggest you to keep the *ticket Opened on Azul* to be used on a future purchase (*this credit is non-transferable*). In case of a **Refund Request**, it must be requested on **BSP Link**, and it may be processed within **01 year** starting on the date of request due to a *Brazilian Government Act - MP n°925 - March, 18 2020*.

### **\* Exceptions:**

- *The difference in fare will be charged if the new flight is on a "peak season" (for example, the months of July, December, January or the days next to any Holiday), if the original flight was not scheduled in this period;*
- *It must be respected the tickets' deadline - 01 year from the date it was originally issued;*
- *If the flight no longer exists, the PNR must remain as a credit for 01 year starting on the date of issue;*
- *If you want to change the itinerary (departure or arrival city), the fare difference will be applied.*