

Involuntary Reissue and Refund Rules (GDS Users)

Schedule Change

Azul allows all agencies to reissue tickets involuntarily at no additional costs under the following conditions:

- If there has been a schedule change which is equal to or greater than an hour in relation to the original time of departure on long-haul flights (for international tickets), the ticket may be reissued to alternate flights up to 3 days before or after the original date of the flight.
- If there has been a schedule change which is equal to or greater than 30 minutes in relation to the original time of departure on all domestic flights (for domestic tickets), the ticket may be reissued to alternate flights up to 3 days before or after the original date of the flight. If the service is only available once a week, the passenger may be allocated to the previous or next flight available.
- If there has been a schedule change lower than an hour but the passengers were reprotected on flights which do not meet the minimum connecting time (MCT).
- If there has been a schedule change by more than 15 minutes on a segment that is operated by other airline companies such as United Airlines or JetBlue Airways for instance.
- There has been a change to a flight number;
- If the passenger has a contagious infectious disease (the medical certificate with the ICD number on it is required). For these cases the agency first needs to send the medical certificate to Azul prior to reissuing the ticket involuntarily.

Note: When reissuing a ticket involuntarily, an agency may change a non-stop flight to a flight with a connection or vice-versa. (I.e. from VCP-CAC to VCP-CWB-CAC or CAC-CWB-VCP to CAC-VCP).

Note 2: For additional information regarding flights that were affected by virtue of the Coronavirus (Covid-19) outbreak, please refer to the Covid-19 (Coronavirus) section at the end of this script.

*Note 3: In cases, where there has only been a change to the flight number, agencies **are not allowed** to change the date of the flight without collecting all penalties.*

Azul **does not** grant agencies permission to reissue tickets involuntarily when:

- On account of a schedule change, the passenger demands or requests an upgrade of cabin (from economy to business for instance)
- The agency was notified about a schedule change, but took no action and the passengers were no show.
- There has been a significant schedule change on segment that is operated by Azul but ticket wasn't marketed by Azul. In that context, the agencies ought to seek guidance directly from the owners of the tickets. For instance:

016 tickets - The agencies ought to reach out to United Airlines.

047 tickets - The agencies ought to reach out to TAP Airlines to receive instructions as to how to proceed with the reissue or refund of the ticket.

- Change the origin or destination airports. (i.e., from JFK-VCP to BOS-VCP or from JFK-VCP to JFK-CWB). A change of airport, however, is possible as in cases with Multi-Airport cities such as New York City (JFK, EWR, LGA) or São Paulo (VCP, GRU, CGH)
- Stopovers.

Note: Azul does not allow agencies to reissue long-haul flights operated by Azul to flights that are going to be operated by other companies, nor does Azul grant agencies permission to reissue a domestic flight that would be operated by another carrier under a codeshare agreement with Azul. For instance:

```
AN24DECLISFLN
** AZUL LINHAS AEREAS BRASILEIRAS - AN ** FLN FLORIANOPOLIS.B 44 TH 24DEC 0000
1  AD8751  Y9 A9 B9 C9 D9 E7 I5 /LIS 1 VCP 0915 1620 E0.339
    J9 F5 G2 V9
    AD4368  Y9 A9 B9 C9 D9 E9 H9 /VCP FLN 2210 2325 E0.320 17:10
    I9 J9 K9 L9 F9 G9 M8 N3 R9 W9
6  AD7217  Y 24DEC 4 LISGRU HK1 1 2330 0630+1 339 E 0
    OPERATED BY TAP PORTUGAL
    SEE RTSVC
7  AD6078  Y 25DEC 5 GRUFLN HK1 2 1205 1320 320 E 0
    OPERATED BY LATAM AIRLINES BRASIL
    SEE RTSVC
```

Classes of service.

Agencies must keep our mutual customers on the same cabin, and use the same classes of service of the original flights. When the original classes of service are no longer available, agencies may use the next lowest ones at their disposal.

If the traveler desires to change cabins, the following procedures must be observed:

- Upgrade of cabins (from economy to business): Charge the fare difference only if the passenger desires to remain on the same flight but just want to have a more comfortable experience. In case, the passenger desires to change the flight and the cabin altogether, all penalties will be applied.
- Downgrade of cabins (from business to economy): All penalties will be applied (even when there has been a schedule change).

Azul's business classes of services are **C, D, J, R, I**. Agencies **are never allowed** to involuntarily reissue an economy class ticket to these said classes of service.

The following message needs to be added to the PNR as an SSR, and on the endorsement field (FE) when one or more flights have been canceled:

```
SR OTHS -INVOL REROUTE PAX AD XXX/YYY AD0000 TO ZZZ/WWW AD0001 07SEP X DUE TO CXL AD0000.
```

```
FE *M*INVOL REROUTE PAX AD XXX/YYY AD0000 TO ZZZ/WWW AD0001 07SEP X DUE TO CXL AD0000.
```

If there was only a schedule change but the original flight wasn't canceled, agents must use the message as follows:

```
SR OTHS -INVOL REROUTE PAX AD XXX/YYY AD0000 TO ZZZ/WWW AD0001 07SEP X DUE TO SCHEDULE CHANGE
```

```
FE *M*INVOL REROUTE PAX AD XXX/YYY AD0000 TO ZZZ/WWW AD0001 07SEP X DUE TO SCHEDULE CHANGE.
```

*Note: When reissuing a ticket on account of a schedule change, **it is mandatory to use /SC** along with the entry used by GDS users to create an involuntary TST. This entry tells us that the ticket is being reissued involuntarily for the said reason. For instance:*

FXI/SC/TKT577-XXXXXXXXXX ('FXI' is the entry used by Amadeus users).

Refund

Azul allows agents to request a full refund of a given-ticket when:

- There has been a schedule change which equals or is greater than an hour in relation to the original time of departure on long-haul flights (on international tickets);
- There has been a schedule change which equals or is greater than 30 minutes in relation to the original time of departure on all domestic flights (on domestic tickets);
- There has been a schedule change lower than an hour but the passengers were reprotected on flights that do not meet the minimum connecting time (MCT) or there was no protection at all due to a permanent cancellation of a flight from Azul's network;
- If the passenger has a contagious infectious disease (the medical certificate with the ICD number on it is required). For these cases the agency first needs to send the medical certificate to Azul prior to requesting the full refund of the ticket.

It is important to highlight that agency ought to write down an entry on the endorsement field (FE) stating which flight was canceled.

Azul's financial department will look into the ticket in order to check its eligibility for a full refund.

The entry both on the endorsement and as an SSR or OSI should read something as simple as follows:

```
OS YY AUTH. FULL REFUND DUE TO CXL ADXXXX.
```

```
SR OTHS ZZ- AUTH. FULL REFUND DUE TO CXL ADXXXX
```

Applying for a Refund.

Applications for a ticket refund from agencies based in the United States needs to be done through **ARC**.

Note: ARC is only available for refund requests on Thursdays. If agencies try to request the refund of a ticket on any other day of the week, they will get a '**NOT AUTHORISED**' error message when trying to file a refund.

Agencies from outside the United States need to apply for a ticket refund via **BSPlink**.

Note: Agencies *should not* apply for either a partial or full refund of tickets which are expired. The refund application must be done within the validity of the original ticket.

Covid-19

Azul has put an end to the Covid-19 special policies. For questions on our reissue/refund policies, please refer to the ***schedule change/refund*** sections of this handbook.

Note: These policies may be changed by Azul at any time without previous notice. For further assistance, please contact our customer service assistance numbers at:

Brazil: (11) 4003-3255

United States: + 1 888 587 2985

Argentina: +54 11 5984-5178

All other countries: +55 11 4003-3255