

INVOLUNTARY REISSUE and REFUND POLICIES (for GDS USERS)

Last Update: February, 2021

SCHEDULE CHANGES

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

- In cases of schedule change which is *equal to or greater than 01 hour* in relation to the original time of departure on long-haul segments for *International flights*;
- In cases of schedule change which is *equal to or greater than 30 minutes* in relation to the original time of departure on *Domestic flights*;
- In cases of schedule changes lower than the established above, but the new flight time does not meet the *minimum connecting time (MCT)*;
- In cases of schedule change by more than *15 minutes* on a segment that is operated by our airline partners (United Airlines, TAP Portugal or jetBlue, etc.);
- There has been a flight number change;
- In cases of infectious disease, with the evidence of a valid medical certificate with the *ICD number* on it (*International Classification of Diseases*). In these cases, the agency first needs to send the medical certificate to Azul prior to reissuing the ticket involuntarily.

At these conditions, the tickets may be reissued to alternate flights within *01 YEAR* from the *DATE OF ISSUANCE*.

IMPORTANT: *Agents are not authorized to reissue expired tickets. The flight rescheduling deadline will be 01 YEAR starting from the DATE OF ISSUANCE.*

Note 01: The new flight date may be after the tickets' validity, however, the Fare Difference must be normally applied.

Note 02: On international flights, it is not permitted to reissue the tickets to a long-haul flight that would be operated by other airline partners such as TAP Portugal, United Airlines, CopaAirlines, etc. under the codeshare agreement.

Note 03: The Differences in fare must also be applied in cases of peak season flights, or the days before and after National holidays – if the original flight was not scheduled on those dates.

Note 04: 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).

Azul *does not* grant agencies permission to reissue tickets involuntarily under the following conditions:

- Cabin Upgrade on account of a schedule change;
- Changes on flight date on account of a flight number change *only*;
- Passengers who were *No-Show* after the agency was notified about a schedule change, but no action was taken;
- For tickets that is not on the *577-stock*, even if the schedule change was on segment that is operated by Azul. In that context, the agencies ought to seek guidance directly from the owners of the tickets:

016-stock – must contact United Airlines

047-stock – must contact TAP Portugal

230-stock – must contact Copa Airlines

- Itinerary Change (i.e., from JFK-VCP to BOS-VCP or from JFK-VCP to JFK-CWB);
- Stopovers.

Note 01: It is possible to change the departure or arrival airport in cases of multi-airport cities such as: New York / New Jersey (JFK, EWR, LGA) or São Paulo (VCP, GRU, CGH).

Note 02: Azul does not grant agencies permission to reissue the tickets to a domestic flight that would be operated by LATAM (LA) under the codeshare agreement.

Classes of service: It must *always* be selected the **same class of service or the lowest one available in the same cabin**. If the traveler desires to change the cabin, the following procedures must be observed:

- Upgrade: The fare difference must be applied. In case the passenger desires to change the itinerary and the cabin altogether, all penalties should be applied.
- Downgrade: All penalties will be applied (even in cases of schedule change).

The following message needs to be added on the *endorsement field* (FE) during the reissuance:

FE INVOL REROUTE DUE TO SCHEDCHG / CXL ON AD XXXX/YYYY .

XXXX – Flight number changed/ Canceled

YYYY – Date of the canceled / rescheduled flight.

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 PROCEDURES

Azul allows agents to request a Full Refund of a given-ticket on the following scenarios:

- In cases of schedule change which is *equal to or greater than 01 hour* in relation to the original time of departure on long-haul segments for *International flights*;
- In cases of schedule change which is *equal to or greater than 30 minutes* in relation to the original time of departure on *Domestic flights*;
- In cases of schedule changes lower than the established above, but the new flight time does not meet the *minimum connecting time (MCT)*, or there was no protection at all due to a permanent cancelation of a flight from Azul's network;
- Duplicate bookings;
- In cases of infectious disease, with the evidence of a valid medical certificate with the *ICD number* on it (*International Classification of Diseases*). In these cases, the agency first needs to send us the medical certificate to Azul for analysis.

Note 01: For cases related to the Covid outbreak, please refer to COVID-19 below in this document.

Note 02: Passengers who are No-Show do not qualify for a Full Refund, even when there are duplicate bookings or schedule changes.

For a better analysis of the financial department, it is important to highlight that the travel agencies ought to insert the following message on the *endorsement field (FE)* to justify the Refund Request

FE FULL REFUND DUE TO SCHEDCHG / CXL ON AD XXXX/YYYY.

XXXX – Flight number changed/ Canceled

YYYY – Date of the canceled / rescheduled flight.

APPLYING FOR A REFUND

The agencies that are based in the *United States* needs to proceed with the request through the *ARC*. This system is only enabled on *Thursdays*, so all the requests done on any other day of the week will get a '*NOT AUTHORISED*' error message.

Agencies in *other countries* need to apply for a ticket refund via *BSP Link*.

It will take *07 days* for the Refund requests to be approved.

CAUTION: Refunds for expired tickets will not be authorized. The application deadline will be *01 YEAR* starting from the *DATE OF ISSUANCE*.

COVID-19

CUSTOMERS WHO ARE SUSPECTING or HAVE BEEN TESTED POSITIVE FOR THE NEW CORONAVIRUS: the following procedures can be performed:

CHANGES: *01 change is allowed free of charge* within *01 year* from the date of issue, always respecting the peak seasons or National holidays. The result of the RT-PCR test should be sent to Azul for analysis.

CANCELLATION: The ticket may remain *Open* for a future purchase. If the new travel date is after the tickets' validity, the *Fare Difference* must be applied.

REFUND: All penalty fees must be applied.

These policies may be changed by Azul at any time without previous notice. For further assistance, please contact us on the following numbers: