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## GOL AIRLINES REBOOKING / REFUND POLICY DUE TO COVID-19



### CHANGES FLIGHTS BETWEEN 11MAR20 – 31JUL20 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 re-booking in the next available booking class, same cabin.
- Re-routing permitted and according to fare rules.
- 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 01AUG20 – 31DEC20 DOMESTIC FLIGHTS

- Applicable for flights inside Brazil.
- Penalty fee is waived, but fare difference needs to be collected.
- ONE change permitted at no additional cost for any available period, same routing and same booking class as on original ticket. If not available re-booking in the next available booking class, same cabin.
- Re-routing permitted and according to fare rules.
- 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.
- Penalty fee and fare difference are waived.
- Re-routing permitted and according to fare rules.
- 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.
- Penalty fee is waived, fare difference is depending on the 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 permitted and according to fare rules.

- 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 – 31DEC20 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 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 International flights.
- 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 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.

## 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 or 1 855 862 9190

## NO-SHOW

No show fee is waived for flights cancelled by GOL.

CONTACT for Sales Support:

GOL Airlines

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