

**Date change,  
Future change and cancellation policies.**





**FAQ**

# **Sales through GDS .**

Individual Sales- B2T y B2B International POS

# Specific cases of purchases through GDS.

## FAQ

- **Manual procedures:** All changes made in GOL tickets that involve an exception, for example: exemption of penalties, not charging rate differences, a change in the validity of the ticket, etc, everything must be made manually.
- **How to leave a ticket in “status open”:** For a status open ticket ,you just need to delete the flight of the PNR before the departure date.
- **Changing the expiration date of the ticket: (following the policies given before)** : If modifying the expiration date of the ticket, this must be made when changing the date of the flight. By doing this procedure , the ticket may remain in status open for the period of its original validity, and when changing the flight date (still within the validity of the ticket), the agency will be able to change its validity and change the flight date as well.
- **Future GOL purchases:** All the procedures previously described follow the customer´ s date of flight. That is to say, regardless the date of purchase if the ticket is for flying the routes and periods mentioned in the table, the policies are valid.
- **Gds Refund vs Bsp Link:** Since total refunds are not being authorized on this period, all the reimbursements are made through GDS. This applies for an individual purchase (except for those purchases made in the European Union where theres no penalty for refund, in case is requested by the customer. The refund must be made through BSP Link).
- **INFT, CHD y ADT:** Those passengers whose tickets were issued like INFT or CHD and will now become from INF to CHD or from CHD to ADT, agencies must use the same WAIVER mentioned in the policies before.

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- **Seasons::** Low and high seasons are exclusively classified depending on the point of sale. The table with the dates until the beginning of 2021 has been already posted in Workplace. Shortly, we will send the rest of the dates.
- **Guideline for cancelled flights in GDS:** Cancelled flights of this pandemic period will not remain in status HX in the customer's booking reservation. Mails to our customers are being sent to inform them about the cancellations. We forwarded the PNRs with the information of cancelled flights to our sale teams and made some changes in our internal processes, so that from May 15th our clients and agencies can not make any changes in flights which have been cancelled.
- **Travel period:** The customer's trip must be made within the period of the validity of the ticket. Example: For RT tickets the return must be flown before the expiration of the ticket.
- **Status Open Ticket followed by the request of reimbursement:** The reimbursement is possible even if the ticket has been in status open, and policies of the original fare will be applied.
- **Refund of flights on PNRs with different fare classes:** In case of a refund, the most restrictive fare rules will apply. Example: first segment : PREMIUM fare and the return LIGHT fare , in this case the reimbursement will not be possible, because the refund is not allowed in LIGHT FARE (the most restrictive one).



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- **PNR where only one segment was flown:** Possibilities: date changes, leave the ticket in status OPEN, change the validity of the ticket or request the refund for the segment that the passenger did not use, following the policies already described.
- **Agencies with their IATA number blocked:** Agencies must regularise their situation before IATA, and after that, they have to make the necessary changes in their customer's tickets. The specific cases must be sent to the international market team, together with the information of the volume of the tickets and with the agency authorization, so that GOL make all the alterations. We will check everything and contact them soon.
- **Agencies that went bankrupt:** We are working on a process that involves our GOL contact center team with the customers of our agencies.
- **Alteration of the validity of the ticket:** On these days, we are authorizing the change of the expiration date for those tickets expiring until march 31st 2021, that is to say, for those tickets that were issued until march 31st 2020.
- **Refund of extra income :** The refund can be requested and there's also the possibility to transfer the same service to the new customer's flight, both requests can be made by our GOL contact center.
- **New flight cancellations:** For those clients who had already made a date change in their flight and GOL cancelled their flight once more, the agency is allowed to apply the procedures and policies again. No fees will be charged. (It is necessary to follow the policies and procedures previously sent).
- **O5 TAX – Only for purchases in Argentina:** Tickets with rate difference: this tax charge will be calculated upon the rate difference cost and not upon the total ticket cost.

# Specific cases of purchases through GDS.

## FAQ

- **Customers with GOL credit to expire:** Customers who already had a credit amount with GOL with the credit term to expire will be able to change the credit validity date at the time of rescheduling to until 31-Dec-21. Rebooking is allowed but with the due collection of fees and fare differences, when applicable.

GOL