

Flexibility Actions

2020/ 2021

File update: November 2020



INTER POS

Individual Sales

B2T and B2B

(purchases through GDS)

Flight rescheduling rules

INTER POS

Individual Sales

B2T and B2B

(purchases through GDS)

DOMESTIC FLIGHT RESCHEDULING - INTER POS | Individual Sales | B2B/ B2T

(purchases through GDS)

| GOL domestic flights and flights with Partners | Original flight <u>changed</u> (regardless of the flight date) | Original flight <u>not changed</u> to fly in 2020 | Original flight <u>not changed</u> to fly in 2021 |
|--|---|---|--|
| Penalty for changes | Exempt | | Charged |
| Fare difference New trip will be to the same origin and destination | Exempt | Charged <small>Flights purchased before Aug 21st, to fly until Sep 30th, will be charged only if there is a fare difference and if the flights change from low season to high season</small> | Charged |
| Rerouting New trip will <u>not</u> be to the same origin and destination | Allowed according to fare family Fare difference may occur | | |
| Deadline for the new trip | Validity of the ticket For tickets valid until Dec-30 th 2021, at the time of rescheduling, the ticket validity can be changed until Dec-31 st 2021. | | |

Top Questions

Until when can I reschedule my flight?

Rescheduling must be made before the check-in deadline so that no-show penalties will not be applied. After this limit, it is still possible to reschedule within the ticket validity period (12 months from the purchase date), however the no-show fee will be charged.

No-show

For flights changed by GOL, no-show fee is free of charge. For flights not changed by GOL, no-show fee is charged.

Rescheduling quantity policy

Flights can be rescheduled as many times as needed. In the event of a new rescheduling, the rules will follow according to the table above, considering the date of the flight to be rescheduled and not the date of the original flight (first purchase). Flights canceled by GOL will always be exempt regardless of the rescheduling amount. In case the customer wishes to cancel the rescheduled flight, for reschedules beyond the validity of the ticket, it will not be possible to leave the amount as a credit.

INTERNATIONAL FLIGHT RESCHEDULING - INTER POS | Individual Sales | B2B/ B2T

(purchases through GDS)

| GOL International Flights ASU MCO MIA EZE MVD PUJ SCL VVI LIM | Original flight <u>changed</u> (regardless of the flight date) | Original flight <u>not changed</u> to fly until June 30th 2021 | Original flight <u>not changed</u> to fly from July 1st 2021 |
|--|---|---|--|
| Penalty for changes | Exempt | | Charged |
| Fare difference New trip will be to the same origin and destination | Exempt | According to the season There will be a charge only if there is a fare difference and if the flights change from low season to high season | Charged |
| Rerouting New trip will <u>not</u> be to the same origin and destination | Allowed according to fare family Fare difference may occur | | |
| Deadline for the new trip | Validity of the ticket For tickets valid until Dec-30 th 2021, at the time of rescheduling, the ticket validity can be changed until Dec-31 st 2021. | | |

| | | |
|----------------------|---|--|
| Top Questions | Until when can I reschedule my flight? | No-show For flights changed by GOL, no-show fee is free of charge. For flights not changed by GOL, no-show fee is charged. |
| | Rescheduling must be made before the check-in deadline so that no-show penalties will not be applied. After this limit, it is still possible to reschedule within the ticket validity period (12 months from the purchase date), however the no-show fee will be charged. | Rescheduling quantity policy Flights can be rescheduled as many times as needed. In the event of a new rescheduling, the rules will follow according to the table above, considering the date of the flight to be rescheduled and not the date of the original flight (first purchase). Flights canceled by GOL will always be exempt regardless of the rescheduling amount. In case the customer wishes to cancel the rescheduled flight, for reschedules beyond the validity of the ticket, it will not be possible to leave the amount as a credit. |

INTERNATIONAL FLIGHT REBOOKING- INTER POS | Individual Sales | B2B/ B2T

(purchases through GDS)

| GOL International Flights COR CUN MDZ PBM ROS UIO | Original flight <u>changed</u> (regardless of the flight date) | Original flight <u>not changed</u> to fly until Sep 30th 2021 | Original flight <u>not changed</u> to fly from Oct 1st 2021 |
|--|---|---|---|
| Penalty for changes | Exempt | | Charged |
| Fare difference New trip will be to the same origin and destination | Exempt | According to the season There will be a charge only if there is a fare difference and if the flights change from low season to high season | Charged |
| Rerouting New trip will <u>not</u> be to the same origin and destination | Allowed according to fare family Fare difference may occur | | |
| Deadline for the new trip | Validity of the ticket For tickets valid until Dec-30 th 2021, at the time of rescheduling, the ticket validity can be changed until Dec-31 st 2021. | | |

Top Questions

Until when can I reschedule my flight?

Rescheduling must be made before the check-in deadline so that no-show penalties will not be applied. After this limit, it is still possible to reschedule within the ticket validity period (12 months from the purchase date), however the no-show fee will be charged.

No-show

For flights changed by GOL, no-show fee is free of charge. For flights not changed by GOL, no-show fee is charged.

Rescheduling quantity policy

Flights can be rescheduled as many times as needed. In the event of a new rescheduling, the rules will follow according to the table above, considering the date of the flight to be rescheduled and not the date of the original flight (first purchase). Flights canceled by GOL will always be exempt regardless of the rescheduling amount. In case the customer wishes to cancel the rescheduled flight, for reschedules beyond the validity of the ticket, it will not be possible to leave the amount as a credit.

Credit Request Rules

INTER POS

Individual Sales

B2C, B2T and B2B
(purchases through GDS)

DOMESTIC FLIGHT CREDIT REQUESTS

INTER POS | Individual Sales | B2C/ B2B/ B2T (purchases through GDS)

| GOL domestic flights and flights with Partners | Original flight <u>changed</u> | Original flight <u>not changed</u> to fly in 2020 | Original flight <u>not changed</u> to fly in 2021 |
|--|---|---|---|
| Cancellation fee | Exempt | | Charged |
| Open Status tickets | Validity of the ticket: 12 months from the purchase date For customers holding an expiring ticket, an option is to double-reschedule. The first one can be used to extend the Validity of the ticket and the second one to travel on the desired date. | | |

INTERNATIONAL FLIGHT CREDIT REQUESTS

INTER POS | Individual Sales | B2C/ B2B/ B2T (purchases through GDS)

| GOL International Flights (All flights) | Original flight <u>changed</u> | Original flight <u>not changed</u> to fly in 2020 | Original flight <u>not changed</u> to fly in 2021 |
|--|--|--|--|
| Cancellation fee | Exempt | | Charged |
| Open Status tickets | Validity of the ticket: 12 months from the purchase date <small>For customers holding an expiring ticket, an option is to double-reschedule. The first one can be used to extend the Validity of the ticket and the second one to travel on the desired date.</small> | | |

Rules for Refund Requests

INTER POS

Individual Sales

B2C, B2T and B2B

(except purchases through GDS)

DOMESTIC AND INTERNATIONAL FLIGHT REFUND REQUESTS

INTER POS | Individual Sales | B2C/ B2B/ B2T (Except purchases through GDS)

| GOL's Domestic and International Flights and Partners flights | Original flight <u>changed</u> | Original flight <u>not changed</u> to fly in 2020 | Original flight <u>not changed</u> to fly in 2021 |
|---|--|---|---|
| Cancellation fee | Exempt | Charged | |
| Refund Penalty | No penalty Full ticket price refund | Penalty according to fare family | |
| Deadline for refund | 30 days From the request date | | |

Top Questions

Until when can I request the refund ?

Cancellation with a refund request must be made before the check-in time limit so no-show penalties will not be applied. After this limit, it is still possible to cancel with a refund, within the validity period of the ticket (12 months from the date of purchase), but with no-show fee will be charged.

| | |
|--|---|
| No-show | For flights changed by GOL, no-show fee is free of charge. For flights not changed by GOL, no-show fee is charged. |
| Airport charges refund | Airport charges will be refunded within 7 days from the date of the request, regardless of the date of the flight and without penalties. |
| Cancellation within 24 hours after the purchase | Cancellation in less than 24 hours from purchase proof receipt , regardless of the flight date or whether the flight is canceled by GOL or not, occurs within 7 days from the request date. For flights purchased with GOL credit, the date considered will be the purchase date of the flight that originated the credit. |
| Ticket expiration | After the ticket expires, it is no longer possible to manage the reservation. |