

GOL has been closely monitoring the latest information on the spread of the Coronavirus (COVID-19). True to our essence, to the commitment to Safety and well-being of all, we have taken some important measures and we want to share with you: we have made our changing and cancellation policies for international travel on flights operated by GOL or in connection with partner airlines more flexible.

Below are the guidelines for international flights with trips until April 12, 2020:

Peace of mind for your travels

In case of new purchases made until September 30, regardless the fare, there won't be charge for rescheduling and cancellation fees.

Cancelled flights

Will follow the involuntary cancellation policy, that allows:

- Reschedule without charges until coupon's expiration date;
- Leave the coupon open to reschedule it until expiration date;
- Total refund, according to our policy at

<https://www.voegol.com.br/en/Documents/involuntary-schedule-change-international.pdf>.

Active flights

No show

Noshow fee won't be charged for all flights from March 17 to May 14, regardless the issue date.

Rescheduling

The Client's trip may be changed without penalties, for any date until coupon's expiration date. If there is a difference in fares, it must be applied.

Use the endorsement in the Remark field of the TKT: WAIVED DUE CE G3
The entire process must be carried out by GDS

Cancellation and/or refund*

If the Client wishes to cancel and request a refund, there won't be fee charges.

Use the endorsement in the Remark field of the TKT: WAIVED DUE CE G3
The entire process must be carried out by GDS

* If you book a non-refundable fare, only changes will be authorized.

The conditions above are not valid for group reservations. In these cases, contact the Commercial Executive responsible for your agency.