



CONTRACT OFFLINE ADHOC

As determined by Resolution No. 400 of the ANAC, the value that must be presented by the Travel Agency to passengers must contain the value of the air services round-trip tickets added with the boarding fees and any fees.

By accepting the Fare Quoted, the agency will automatically agree to the terms and conditions of time limit and payment of the PNR(s).

I. Commercial rules and conditions

- Seats will be subject to availability until the Agent accepts the fare. May vary according to trade negotiation.
- After acceptance of fare quoted, the system will automatically generate the PNRs. Note that in a requisition with more than 30 passengers, the system will automatically divide the number of requested passengers into multiple PNRs.
- There is no discount for the CHD Child passenger type in Group fare.
- The total amount can be updated based on the calculation of fees and taxes. Check the final amount after acceptance of the fare quoted.
- GOL does not transport unaccompanied children aged 0 to 5 years. It is necessary to have a responsible person over 18 years of age with legal authorization.
- Tour Conductor
Courtesy seat concession / Tour Conductor (TC) does not apply in Group negotiations on domestic and international flights regardless of the number of passengers requested.

II. Deadlines and Payments Policy

- All deadlines applicable to the block will be available in the requisition. It may vary according to the commercial negotiation.
- It is important to note that the times will follow the time zone where the Agent is located.
- The time limit for fare expires, payment, nomination and ticketing are calculated in calendar hours.
- The terms may vary according to the type of group, contract, commercial negotiation, route and advance notice for boarding.
- Deadlines for full payment will be determined accordingly to the prior to departure.
- If payment is not made by the stipulated date, the reservation will be canceled, without the possibility of reactivating the PNR, if a new request is necessary.



- If the Agency chooses to reduce the size of the Group, the reduction must be carried out before signaling through the Downsize functionality, maintaining a minimum of 10 active passengers.
- Only one form of payment will be allowed in a single transaction.
- It is noteworthy that, if the deadline falls on weekends or holidays, the travel agent must plan to settle the total payment until the last business day immediately prior to the stipulated date.
- Once the reservation is fully paid, and it is necessary to make a cancellation, the rules in force of the Brand / Family of the Tariff Rule are followed.
- The nomination and ticketing terms are unique for both actions. After completing the nomination, the system will enable the ticketing functionality.
- If the reservation is canceled by a deadline, there will be no possibility of reactivating the PNR. For this reason, the continuous management of deadlines is extremely important.

III. Payment

The payment methods accepted in Group negotiations follow the service agreement between GOL and the Travel Agency, which can be: Credit Card, Wire Transfer (Bank deposit) and EMD-S.

- Only one form of payment will be allowed in a single transaction.
Multiple payment rule is not valid.

- Credit card:
Multiple payment rule is not valid.
Payment must be made in cash, and only one form of payment per transaction is allowed.
The credit card brands accepted can be accessed in the tool itself within the requisition.

- Migrated Credit EMDs:
The migrated credit EMD can be used as a Payment Method for the Groups created in the new tool; The EMD OAC code and currency must be the same as the reservation;
It is necessary to notify the Groups area about the use of the EMD at least 72 working hours before the payment period expires. This activity is necessary to revalidate the EMD before using it in the tool.

- Wire Transfer:
The account details to be used in the Groups deposit can be found in the FAQ available in the GOL Groups tool. If the Agency chooses to pay via Wire Transfer, it will be necessary to complete the transaction and send the data for approval by the Finance Department via the GOL Groups tool up to 5 working days before the payment period expires.

IV. Nomination, correction and name change

- Group nomination will only be allowed after full payment of the PNR.
- The fields marked as mandatory must be mandatorily filled in, otherwise the system will not allow you to complete the process.



- The change or correction of names can be done within the GOL Groups tool, up to the date indicated in the contract and before the ticket issuance.
- After the tickets are issued, the change or correction of the names will only be possible contacting GOL's Customer Service - Call Center, outside the check-in window and at least 72 hours in advance for boarding.

V. Ticket issuance

- The ticket must be issued immediately after the nomination is completed, because if the ticket is not issued the reservation will be automatically cancelled.
- Deadline for the issuance of tickets is the same period indicated for nomination.

VI. Downsize, divide e upsize

- DOWNSIZE can be done before payment, if the minimum of 10 seats is maintained in the PNR. Once the downsize is done, it will not be possible to reactivate the seats.
- DIVIDE can be done after the payment process and before issuing the tickets, if the minimum of 10 seats is maintained in the PNR.
- UPSIZE will be allowed 1 Upsize of up to 9 passengers per PNR accordingly to prior departure date.

VII. Voluntary Change

- For the request for voluntary change the travel agent must submit the request via e-mail to the Groups sector, informing the data of the original reservation and what you want to change.
- The request will be fulfilled according to the availability of flight seats, Group quota, and the current rate at the time of request.
- The appropriate change fees will apply according to the tariff rule, in addition to the fare difference if any.

VIII. Seat assignment

- Seat assignment is available after ticketing, contact GOL's Customer Service - Call Center.

IX. Including an Infant



- GOL does not transport unaccompanied children aged 0 to 5 years. There is needed a responsible person over 18 years of age with legal authorization.
- Infants younger than 2 years of age can fly for free on domestic flights.
- On international flights, 10% of the adult fare will be charged.
- On both domestic and international flights, infants must travel on the lap of an adult over the age of 18.
- The insertion of the baby (INF) in the reservation must be done after issuing the ticket from the responsible adult and before boarding. This procedure must be performed by GOL's Customer Service - Call Center.

X. Schedule Change

- The Schedule Change happens due to changes in the Network;
- Flights that change involuntarily will be indicated in the request in the GOL Groups tool in the Modification History menu.
- To accept, request reaccommodation or cancel the reservation (if accommodated flight does not serve the group), the Agency must contact the Call Center sector.
- It is the agency's responsibility to contact the Call Center to take action on bookings impacted by Schedule Change.
- Only bookings with segments in HK status can be issued.
- In case of division of passengers in the request is not guaranteed the reprotection of all PNRs on the same flights, being subject to availability.

XI. Tariff rules

The fare rules follow the requested fare family policies (brand Light, Plus or Premium Economy):

Fare Basis: Groups

Fare in class: Economy

Valid in fare class indicated exclusively on booked flights, dates and portion/sector.

Government fees may cover the services, rates and taxes depending on the country of destination and/or ticket purchase.



1. Trip Type: One way or Round Trip

2. No-Show:

PLUS Tariff

For tickets issued on after 15Sep22 - The no-show at check-in or at the boarding gate in a feasible time will be penalized in: For domestic flights, USD 180.00 (One hundred and eighty Dollars) or 100% (one hundred percent) of the fare, whichever is lower - per passenger and sector.

For flights to/from the United States, Mexico and Dominican Republic: USD 330.00 (Three hundred and thirty Dollars) or 100% (one hundred percent) of the fare, whichever is lower - per passenger and sector.

For remaining international flights: USD 200.00 (Two hundred Dollars) or 100% (one hundred percent) of the fare, whichever is lower - per passenger and sector.

For tickets issued on after 29Mar22 until 14Sep22 - The no-show at check-in or at the boarding gate in a feasible time will be penalized in: 60% (sixty percent) of the fare - per passenger and sector.

For tickets issued until 28Mar22 - The no-show at check-in or at the boarding gate in a feasible time will be penalized in: For Domestic flights, USD 120.00 (One hundred and twenty Dollars) or 100% (one hundred percent) of the fare, whichever is lower - per passenger and sector.

For International flights, except flights to/from the United States, USD 120.00 (One hundred and twenty Dollars) or 100% (one hundred percent) of the fare, whichever is lower - per passenger and sector.

For flights to/from the United States, USD 300.00 (Three hundred Dollars) or 100% (one hundred percent) of the fare, whichever is lower - per passenger and sector.

In case of flight exchange to a fare with a higher amount, the additional fares will be collected.

The additional fare may be charged both due to price increases or unavailability of the same fare for the new flight.

The sectors/portions followed by the unused itinerary will be automatically canceled. This condition will not be applied if passenger, until flight departure time, notifies Airline that will not use outbound portion and wants to keep the inbound flight. In this case, no penalties will be applied to maintain the inbound flight. For mandatory round trip, will not be permitted the refund of the outbound flight, in others conditions penalties according to cancellation (item 3) and refund (item 4) may be applied.

LIGHT Tariff

For tickets issued on after 15Sep22 - The no-show at check-in or at the boarding gate in a feasible time will be penalized in: For domestic flights, USD 200.00 (Two hundred Dollars) or 100% (one hundred percent) of the fare, whichever is lower - per passenger and sector.

For flights to/from the United States, Mexico and Dominican Republic: USD 360.00 (Three hundred and sixty Dollars) or 100% (one hundred percent) of the fare, whichever is lower - per passenger and sector.



For remaining international flights: USD 230.00 (Two hundred and thirty Dollars) or 100% (one hundred percent) of the fare, whichever is lower - per passenger and sector.

For tickets issued on after 29Mar22 until 14Sep22 - The no-show at check-in or at the boarding gate in a feasible time will be penalized in: 80% (eighty percent) of the fare - per passenger and sector.

For tickets issued until 28Mar22 - The no-show at check-in or at the boarding gate in a feasible time will be penalized in: For Domestic flights, USD 140.00 (One hundred and forty Dollars) or 100% (one hundred percent) of the fare, whichever is lower - per passenger and sector.

For International flights, except flights to/from the United States, USD 200.00 (Two hundred Dollars) or 100% (one hundred percent) of the fare, whichever is lower - per passenger and sector.

For flights to/from the United States, USD 300.00 (Three hundred Dollars) or 100% (one hundred percent) of the fare, whichever is lower - per passenger and sector.

In case of flight exchange to a fare with a higher amount, the additional fares will be collected.

The additional fare may be charged both due to price increases or unavailability of the same fare for the new flight.

The sectors/portions followed by the unused itinerary will be automatically canceled. This condition will not be applied if passenger, until flight departure time, notifies Airline that will not use outbound portion and wants to keep the inbound flight. In this case, no penalties will be applied to maintain the inbound flight. For mandatory round trip, will not be permitted the refund of the outbound flight, in others conditions penalties according to cancellation (item 3) and refund (item 4) may be applied.

3. Cancel or Changes:

PLUS Tariff

For tickets issued on after 15Sep22 - For domestic flights: USD 130.00 (One hundred and thirty Dollars) or 100% (one hundred percent) of the fare, whichever is lower - per passenger and sector.

For flights to/from the United States, Mexico and Dominican Republic: USD 280.00 (Two hundred and eighty Dollars) or 100% (one hundred percent) of the fare, whichever is lower - per passenger and sector.

For remaining international flights: USD 150.00 (One hundred and fifty Dollars) or 100% (one hundred percent) of the fare, whichever is lower - per passenger and sector.

For tickets issued on after 29Mar22 until 14Sep22 - 60% (sixty percent) of the fare - per passenger and sector.

For tickets issued until 28Mar22 - For Domestic flights: USD 85.00 (Eighty-five Dollars).

For International flights, except flights to/from the United States: USD 100.00 (One hundred Dollars).

For flights to/from the United States: USD 200.00 (Two hundred Dollars).

In case of flight exchange to a fare with a higher amount, the additional fares will be collected.



The additional fare may be charged both due to price increases or unavailability of the same fare for the new flight.

The ticket is valid for 1 (one) year from purchase date and any change shall occur prior.

In case of changes after first sector usage, the ticket must comply with the minimum and maximum stay of the rule established by the first sector, otherwise, the ticket lost its validity even for refund.

For round trip tickets, if the passenger requests the cancellation of the outbound flight until the scheduled outbound flight departure time, notifying that wants to keep the inbound flight, no penalty will be applied to maintain the inbound flight. For mandatory round trip, will not be permitted the refund of the outbound flight, in others conditions penalties according to cancellation (item 3) and refund (item 4) may be applied.

There will be no charge to the passenger who gives up on the air ticket within 24 (twenty-four) hours of receipt of the voucher, as long as that the purchase of the ticket occurs at least 7 (seven) days before the date of the trip.

Endorsements to other Airlines are not allowed.

LIGHT Tariff

For tickets issued on after 15Sep22 - For domestic flights: USD 150.00 (One hundred and fifty Dollars) or 100% (one hundred percent) of the fare, whichever is lower - per passenger and sector.

For flights to/from the United States, Mexico and Dominican Republic: USD 310.00 (Three hundred and ten Dollars) or 100% (one hundred percent) of the fare, whichever is lower - per passenger and sector.

For remaining international flights: USD 180.00 (One hundred and eighty Dollars) or 100% (one hundred percent) of the fare, whichever is lower - per passenger and sector.

For tickets issued on after 29Mar22 until 14Sep22 - 80% (eighty percent) of the fare - per passenger and sector.

For tickets issued until 28Mar22 - For Domestic flights: USD 105.00 (One hundred and five Dollars).

For International flights, except flights to/from the United States: USD 150.00 (One hundred and fifty Dollars).

For flights to/from the United States: USD 300.00 (Three hundred Dollars).

In case of flight exchange to a fare with a higher amount, the additional fares will be collected.

The additional fare may be charged both due to price increases or unavailability of the same fare for the new flight.

The ticket is valid for 1 (one) year from purchase date and any change shall occur prior.

In case of changes after first sector usage, the ticket must comply with the minimum and maximum stay of the rule established by the first sector, otherwise, the ticket lost its validity even for refund.



For round trip tickets, if the passenger requests the cancellation of the outbound flight until the scheduled outbound flight departure time, notifying that wants to keep the inbound flight, no penalty will be applied to maintain the inbound flight. For mandatory round trip, will not be permitted the refund of the outbound flight, in others conditions penalties according to cancellation (item 3) and refund (item 4) may be applied.

There will be no charge to the passenger who gives up on the air ticket within 24 (twenty-four) hours of receipt of the voucher, as long as that the purchase of the ticket occurs at least 7 (seven) days before the date of the trip.

Endorsements to other Airlines are not allowed.

4. Refund:

PLUS Tariff

Cost of 60% (sixty percent) on the residual value of the tariff - will be charged cumulatively with the cancellation/changes and no-show - items 2 (Two) and 3 (Three) - if applicable.

From round trip tickets, if the passenger requests the cancellation of the outbound flight until flight departure time, notifying that wants to keep the inbound flight, if the inbound flight fare was a round trip restricted fare, the outbound fare cannot be refunded.

LIGHT Tariff

Non refundable.

From round trip tickets, if the passenger requests the cancellation of the outbound flight until flight departure time, notifying that wants to keep the inbound flight, if the inbound flight fare was a round trip restricted fare, the outbound fare cannot be refunded.

5. Smiles mileage accrual:

Visit the website www.voegol.com.

6. Minimum Stay: Not applicable

7. Maximum Stay: Not applicable

8. Stopover: Not applicable

9. Checked luggage allowance:

PLUS Tariff

Adult (ADT) - from 12 (Twelve) years completed - 01 PC (One piece) of 23KG (Twenty-three Kilograms). For additional luggage, check fees on www.voegol.com

Children (CHD) - from 02 (Two) years completed until 12 (Twelve) years uncompleted - 01 PC (One piece) of 23KG (Twenty-three Kilograms). For additional luggage, check fees on www.voegol.com



Infant (INF) - Until 02 (Two) years uncompleted - 01 (One) baby chair and 01 (One) baby stroller as additional allowance and with no charges.

In the case that the trip contains a sector operated by a Gol's partner, the most restrictive checked luggage allowance will be considered. Check rules and partners on www.voegol.com

LIGHT Tariff

Adult (ADT) - from 12 (Twelve) years completed - Luggage allowance not included. Check fees on www.voegol.com

Children (CHD) - from 02 (Two) years completed until 12 (Twelve) years uncompleted - Luggage allowance not included. Check fees on www.voegol.com

Infant (INF) - Until 02 (Two) years uncompleted - 01 (One) baby chair and 01 (One) baby stroller as additional allowance and with no charges.

In the case that the trip contains a sector operated by a Gol's partner, the most restrictive checked luggage allowance will be considered. Check rules and partners on www.voegol.com

10. Seat assignment (subject to availability):

PLUS Tariff

Standard seat - Available for assignment at any time.

GOL+ Comfort seat - Available for purchase at any time. Check fees on www.voegol.com

LIGHT Tariff

Standard seat - Only available for assignment in the period of check-in before the flight, outside this period, the assignment will be subject to charge. Check period and fees on www.voegol.com

GOL+ Comfort seat - Available for purchase at any time. Check fees on www.voegol.com

11. Boarding with an infant:

Infants younger than 2 years of age can fly for free on domestic flights. On international flights, they pay 10% of the adult fare payer. On both domestic and international flights, infants must travel on the lap of an adult over the age of 18.