

# Fares Guide



## Domestic Routes: Fare Rules for GOL Customers who are not Smiles Program members

	MAX	PLUS	LIGHT	PROMO
Checked baggage	1st and 2nd checked bags are free of charge	1st checked bag is free of charge	A fee is required for all checked baggage	A fee is required for all checked baggage
Seat assignment	Free of charge <sup>1</sup>	Free of charge <sup>1</sup>	Additional cost	Additional cost
GOL+ Conforto Seat	Free of charge <sup>2</sup>	Additional cost	Additional cost	Additional cost
Rescheduling to an earlier flight <sup>2</sup>	Free of charge for any flight on the same day as the original flight	Free of charge. Allowed for flights up to 6 hours earlier than the original flight	R\$ 100.00 fee. Allowed for flights up to 6 hours earlier than the original flight	Not allowed
Free snacks	✓	✓	✓	✓
Change/Cancelation <sup>3</sup>	No fee	US\$85.00 or 100% of the fare	US\$105.00 or 100% of the fare	100% of the fare
Refund	95%	40%	Non-refundable	Non-refundable
Priority check-in, boarding and baggage claim	✓	-	-	-
No-show <sup>3</sup>	No fee	US\$120.00 or 100% of the fare	US\$140.00 or 100% of the fare	100% of the fare
Discount for children <sup>4</sup> (02 to 12 years old)	Starting at 10%	Starting at 10%	Starting at 10%	Starting at 10%
VoeBiz Points	R\$ 1.00 = 4 points	R\$ 1.00 = 3 points	R\$ 1.00 = 2 points	R\$ 1.00 = 1 point

<sup>1</sup> Seats may be assigned, free of charge, within the check-in period (from 48 hours to 45 minutes before the flight).

<sup>2</sup> Subject to availability.

<sup>3</sup> In case of a flight change, if the price of the fare for the new flight is higher than for the original flight, the passenger will be charged for the difference. If the ticket was purchased with Smiles & Money (miles and money) and there is a change, cancelation, fare reimbursement or no-show, the miles will be fully reimbursed and will retain their original expiration date.

<sup>4</sup> The discount is only valid for tickets purchased on the GOL website and does not apply to tickets issued with Smiles miles.

# Fares Guide



## International Routes: Fare Rules for GOL Customers who are not Smiles Program members

	PREMIUM ECONOMY	PLUS	LIGHT	PROMO
Checked baggage	1st and 2nd checked bags are free of charge	1st checked bag is free of charge	A fee is required for all checked baggage	A fee is required for all checked baggage
Seat assignment	Free of charge <sup>1</sup>	Free of charge <sup>1</sup>	Additional cost	Additional cost
GOL Premium Lounge	Free	US\$ 50.00	US\$ 50.00	US\$ 50.00
Rescheduling to an earlier flight <sup>2</sup>	Free of charge for any flight on the same day as the original flight	Free of charge. Allowed for flights up to 6 hours earlier than the original flight	R\$ 100.00 fee. Allowed for flights up to 6 hours earlier than the original flight	Not allowed
Complimentary on-board service	Welcome drink and premium onboard service featuring hot meal options and an assortment of beverages, including beer and wine	✓	✓	✓
Cancellation or change fee (origin and/or destination USA) <sup>3</sup>	No fee	US\$ 200.00 or 100% of the fare (whichever is less)	US\$ 300.00 or 100% of the fare (whichever is less)	100% of the fare
Cancellation or change fee (other origins and/or destinations) <sup>3</sup>	No fee	US\$ 100.00 or 100% of the fare (whichever is less)	US\$ 150.00 or 100% of the fare (whichever is less)	100% of the fare
Refund	95%	40%	Non-refundable	Non-refundable
Priority check-in, boarding and baggage claim		-	-	-
No show fee <sup>3</sup> (origin and/or destination USA)	No fee	US\$ 300.00 or 100% of the fare (whichever is less)	US\$ 300.00 or 100% of the fare (whichever is less)	Non-refundable
No show fee <sup>3</sup> (other origins and/or destinations)	No fee	US\$ 120.00 or 100% of the fare (whichever is less)	US\$ 200.00 or 100% of the fare (whichever is less)	Non-refundable
Discount for children <sup>4</sup> (02 to 12 years old)	Starting at 10%	Starting at 10%	Starting at 10%	Starting at 10%
VoeBiz Points	R\$ 1.00 = 5 points	R\$ 1.00 = 3 points	R\$ 1.00 = 2 points	R\$ 1.00 = 1 point

<sup>1</sup> Seats may be assigned, free of charge, within the check-in period (from 48 hours to 1 hour and 15 minutes before the flight). For flights to the United States operated by GOL, seats may be assigned, free of charge, within the check-in period (from 24 hours to 1 hour and 15 minutes before the flight).

<sup>2</sup> Subject to availability.

<sup>3</sup> In case of a flight change, if the price of the fare for the new flight is higher than for the original flight, the passenger will be charged for the difference. Dollar values will be converted to the purchase currency based on the exchange rate on the day of the purchase. If the ticket was purchased with Smiles & Money (miles and money) and there is a change, cancellation, fare reimbursement or no-show, the miles will be fully reimbursed and will retain their original expiration date.

<sup>4</sup> The discount is only valid for tickets purchased on the GOL website and does not apply to tickets issued with Smiles miles.