PASSENGER GUIDE

EVERYTHING YOU NEED TO KNOW TO MAKE A GOOD TRIP

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Purchase of ticket

Does the Government control the price of airline tickets?

No. The airlines determine the prices of air tickets. Air fares in Brazil allow freedom of tariff which applies to national flights and international flights originating from the country.

Do I have to purchase travel insurance?

When buying your ticket, you are not obligated to purchase travel insurance: these are additional and optional services.

Is the price of air tickets the same for children as they are for adults?

For domestic flights, fares for children under the age of two who are not occupying a seat cannot exceed 10% of the fare paid for by an adult.

What is the purpose of the boarding fee?

The boarding fee is charged by the airlines, in the Act of the sale of the air ticket, and is forwarded to airport management for the maintenance of infrastructure and services. Runways, aircraft patios, aircraft boarding

rooms, elevators, escalators, air-conditioning, sound systems and cleaning are some of the things that are the responsibility of the airport administration. The value is determined according to the category of the airport and the nature of travel (domestic or international).

Is a baby seat allowed on a passenger seat?

Yes, provided that the Chair fits in the seat of the plane and is certified for aircraft use. In such a case, as the child will not be transported In the lap of an adult, it is necessary to purchase a ticket for the baby.

Does Anac (National Civil Aviation Agency) regulate mileage programmes?

No. The advantages offered through mileage programmes characterize trade between company and consumer. Therefore, these programmes are not regulated and/or supervised by Anac. Passengers who have used frequent flyer miles to travel should be treated in the same manner as those who purchased fares without that benefit.

How do I change the date of my trip?

To make any changes to your flight, please refer to the airline or the travel agent. Changes are made according to the availability of flights and can generate additional costs for the passenger, which vary

according to the tariff of the fare. The period of validity of the ticket is one year from the date of its issue.

Can I transfer my ticket to someone else?

No. The airline ticket is personal and non transferable, that is, the passenger's name registered on the ticket, at the time of purchase, cannot be changed later. This means that only that person is authorized to travel with that ticket. Be careful when you fill in your name, because differences in spelling in relation to your identity document may cause problems when boarding.

What happens if I cancel my trip?

To cancel your trip, check the rules in your contract of transport, because such a change could generate additional costs (in the event of rebooking) or the company may retain a percentage of the amount paid (in the case of reimbursement). If you cancel your trip, the maximum period that the airline has to make payment of the refund of the air ticket is 30 days from the date of the cancellation request. The airline is under no obligation to make the reimbursement of the ticket if the passenger decides to interrupt the journey at the airport, where the flight is not a direct one.

Health care

Care with regard to vaccination?

Always keep your vaccination card updated. According to the conditions of your trip, other vaccines may be recommended. It is important to note that, in order to achieve the necessary protection, each vaccine requires a period of time to take effect varying from 10 days to six weeks. Therefore, vaccinate yourself in advance.

Check-in and flight schedules

What is check-in?

Check-in is the procedure performed by the airline for passenger identification, dispatching of luggage and the issuing of a boarding pass. This can be done at the check-in counter of the company, by internet, in self-service points and in applications for mobiles or tablets. The assistance and the Organization of queues are the responsibility of the airlines. After check-in, you must go to the gate designated by the airline, on the timetable.

If I checked-in on the internet, how do I dispatch my luggage?

If you are without luggage or only have hand luggage, you must print your boarding pass and proceed directly

to the departure gate indicated by the airline on the schedule provided by the company. If you have luggage to be dispatched, go to the check-in counter of the company with sufficient time to be identified, dispatch your luggage and report to the your gate on time. Some companies have exclusive counters for luggage dispatch.

How long should I arrive at the airport before my flight?

You must present yourself for check-in at the time stipulated by the airline. In most cases, you must obey the deadline of at least one hour in advance for domestic flights and two hours for international flights. See your airline about it in advance.

How can I get information about my flight schedule?

At airports there are arrival and departure monitors installed with information about the flights in multiple locations. It is essential that the passenger is always aware of the information about their flight, as it may change. It is also possible to be aware of arrival and departure times on the site of the airport operators, through the internet:

Infraero: www.infraero.gov.br

GRU Airport: www.gru.com.br

Inframérica: www.bsb.aero

Aeroportos Brasil Viracopos: www.viracopos.com

Operators of airports also offer applications for mobile devices (phones and tablets), see the respective websites to learn more. The timetables of flights are provided by the airlines.

How should I proceed with daylight saving time and time zone?

Follow the local time. There is no need to calculate time zone or daylight saving time. The tickets and the sites of airlines, inform local time both at origin and destination. If you have questions, please refer to the airline.

Baggage

What is the permitted hand baggage size?

The limits for carry-on baggage are defined by safety criteria that meet the maximum take-off weight of the aircraft and the preventive measures of safety on board. For domestic flights the baggage cannot be greater than 115 cm (height + length + width) and the maximum weight is 5 kgs. If you exceed this specification, the airline may require that you do not travel with your luggage and that it be dispatched.

What is the weight of baggage that I can dispatch without additional cost?

It depends on the size of the aircraft and of the class in which the passenger is traveling (first class or economy class, for example). On average, each passenger may take up to 23 kg on domestic flights. The airline is authorized to charge for excess baggage at check-in, a value that could reach 0.5% of full-fare per kilo of excess. The company also can deny the carriage of excess baggage or dispatch it on another flight. Sporting goods in General (surfboard, bicycle etc.), musical instruments and other types of special baggage, must be included in the franchise in the same way as ordinary luggage. For more information, see the airline.

How do I dispatch something of value in my luggage?

In the luggage to be dispatched, the passenger must avoid carrying valuables (such as jewelry or electronic devices). But, if there is a need, you can declare the value of the goods transported at check-in; ask for the form from the airline, which will be responsible for goods declared through the fee charged in the Act of confirmation of goods. Check the value of fees with the airline. Normally a receipt is required as proof of the value of the item to be dispatched.

Are the rules for baggage of international flights different?

Yes. Some items allowed on domestic flights are not permitted on international flights, because they are subject to the rules of the country of destination. See also, in this guide, the topic: *international travel*.

Documents for boarding

What documents are necessary for identification on domestic flights?

You can submit an official document with a photograph that can be identified, for example, identity card (RG); National Driving License (CNH); Identity card issued by council or Professional Federation, with

photo (OAB, CREA and other); Working papers; National Passport; identification cards issued by the Judiciary and Federal or State Legislature; document issued by Ministry or organ subordinate to the Presidency of the Republic; Pilot licenses, Commissioner, flight mechanic and flight operating broker issued by Anac. In the instance of domestic flights, certified copies of these documents are acceptable.

And if my documents have been stolen, for example?

In the event of theft, robbery or loss of documents, a police report issued within 60 days will be acceptable.

What are the documents required for the boarding of children and adolescents?

The birth certificate of children and adolescents are accepted (original or certified copy). In the case of traveling with only one parent or unattended, check the requirements of the child and youth legal entity of the boarding location. No child may travel outside of the city where they live unattended by parents or guardians without judicial permission. Such authorization is granted when the child is accompanied by a parent. However, it is possible that children and adolescents travel unaccompanied of both parents, only if this is in compliance with the legal requirements. Consult

the airline in advance and check what it says about the Statute of the child and adolescent, in addition to the requirements of the child and youth legal entity (Jurisdiction of childhood and youth) of the boarding location. The rules for international flights are different. Check the information under the topic: *International flights.*

Are there different rules for the boarding of foreign passengers?

Passengers of other nationalities must submit one of the following valid documents: Passport; Foreign identity card – CIE (RNE); Diplomatic or Consular identity; or another type of travel document, resulting from international agreements signed by Brazil. In the case of travel within Brazil, the CIE application protocol issued by the Federal Police Department can be accepted as a replacement of the original document, for the maximum period of 180 days from the date of its issue. In addition, in some situations, foreigners with permanent visas are exempted from substitution of the CIE and are required to submit any of the documents accepted for Brazilians.

Access to departure lounges

Who can enter departure lounges?

Departure lounge access is restricted to passengers

who have in hand valid boarding passes (dispatched by airline for boarding the company aircraft, with date and time compatible with those of its presentation). Take note of the time you must enter the departure lounge informed on your card.

Can I enter the departure lounge with baggage trolleys?

Passengers are not permitted to enter departure lounges with baggage trolleys. They are available at airports for use in public areas of passenger terminals. To prevent injury, children should not be transported in baggage trolleys.

Why is it necessary to go through an x-ray machine?

This conforms to international safety standards. Before entering the departure lounge, passengers must pass through metal detectors and their hand luggage must pass through x-ray inspection. It is prohibited to carry sharp or piercing objects, such as Pocket knives, nails, scissors etc. So in case you forget to dispatch them, these items will have to be discarded at the time of inspection. Any bag, handbag, suitcases and the like, can only be opened and examined in the presence of the passenger.

How should I proceed when passing through metal detector equipment?

The inspection of passengers by a metal detector is mandatory, except for patients with pacemakers (with documentation attesting to this condition) and cochlear implant. The passenger who, for a justified reason, cannot be inspected by metal detector equipment, such as passengers with implanted material, must undergo personal search. Pregnant women, if requested, can be inspected by means of manual metal detector or through personal request. Remember to remove coins from pockets, cell phones, keys and other metal objects, and place them along with your belt in the tray for inspection by the x-ray machine. You may also have to remove your shoes, if you are prompted by inspection staff.

How should I proceed if prompted to undergo personal search?

A personal search is an alternative or additional security measure, applied in specific circumstances. It is performed by police or by a civil aviation protection agent with the consent of the inspected. It is the search of the body of a person, their garments and other accessories. It must be carried out by same-sex protection agent of the person being inspected, in a reserved room, with discretion and in the presence of a witness, if the passenger requests it. If the passenger

refuses to undergo personal search, their access to the departure lounge will be denied and the public security organ at the airport will be called on to assess the situation.

Can a passenger leave the departure lounge?

If you need to leave the departure lounge, ask an official of the airport or the airline for authorization to return. Remember to get back to the boarding gate at the time determined by the airline.

Do I need to identify myself when about to board the plane?

Yes. It is necessary to have an official document of identification with photo referenced previously. It must be presented to the employee of the airline at the time of the call to boarding the aircraft.

Special Needs

How to proceed in the case of passengers who need special assistance?

People with disabilities, person under 60 (sixty) years old, pregnant women, person accompanied by a child, person with reduced mobility or any person in any specific condition with limitations in their autonomy. As a passenger, that person is entitled to

special care. The airline must, at the time of sale of the air ticket, ask about the need of any special needs and the passenger also has the duty to inform the airline of their requirements (technical assistance, accompany and/or use of supplemental oxygen) at the time of the purchase of the ticket, even over the internet, which can vary between 48 to 72 hours before boarding, depending on the type of need. The company will have to respond to the request within 48 hours. Those with special needs are also entitled to preferential service when checking-in and boarding. Their arrival assistance is carried out after everyone else except in situations where the time available for a connection is limited or another justifiable reason for prioritization. In addition, the passenger can use a wheelchair or other technical AIDS (canes, crutches, walkers etc.) in order to move to the exit of the plane. A prerequisite is that the equipment passes through airport security inspection.

What are the rights of passengers requiring special assistance?

Such passengers are entitled to special assistance from the airline in the following situations: check-in and baggage dispatch; displacement from the check-in counter to the aircraft, passing border and security controls; boarding and arrivals of the aircraft; seat accommodation, including assistance within the

aircraft; accommodation of hand luggage on aircraft; assistance from the aircraft to the baggage claim area; dispatched baggage gathering and assistance at border controls; exit the landing area and access to the public area; mobile assistance to sanitary facilities; provision of assistance to those who use guide dogs; transfer or connect between flights and conducting individual demonstration regarding the emergency procedures, if requested. In cases where the passenger's condition requires the presence of an assistant, the request should be made within 72 hours in advance and the air operator must provide a date, without additional charge, or require the presence of the escort of choice of the PNAE (Passenger needing special assistance) and charge less for the passenger seat than or equal to 20% (twenty percent) of the value of the airline ticket purchased by the passenger with special needs. As a reminder, the passenger must travel alongside his/her companion.

Are there any restrictions for pregnant women?

It is important to contact the airline and your doctor before buying your ticket, because some companies have restrictions for the transport of pregnant women.

How should canes, crutches, walking sticks and others be carried?

These are known as "technical AIDS", such equipment should be carried in the passenger's cabin, except when their dimensions or the aircraft (or even security aspects) determine that they cannot be transported in a cabin. In this case, such equipment should be transported in the baggage compartment. When technical AIDS need to be dispatched they are considered priority baggage.

How is the boarding and arrival of passengers with physical disabilities or reduced mobility carried out?

When a plane is parked next to a boarding walkway, the entrance or the exit of the user with disabilities or reduced mobility is made as a priority on these structures. However, if the airport does not have a boarding walkway or the plane stops in a remote location, the airport operator must offer vehicles equipped with elevators or other equipment of ascent and descent suitable to safely perform the boarding and arrival of persons with disabilities or reduced mobility, according to Resolution No. 280, July 2013, the National Civil Aviation Agency (Anac). The passenger who requires special assistance must inform the airline about his condition at the time of booking or

a minimum of 48 hours prior to boarding. On landing, the crew will escort the passenger out of the aircraft, which should be accompanied by an official of or contracted by the airline, with the necessary training.

How are wheelchairs transported?

The air operator must carry free technical assistance used for locomotion passenger in need of special care, limited to one (1) item in the aircraft cabin, when there is adequate space, or in the luggage compartment of the aircraft. When dispatched, the baggage must be made available to the passenger at the time of landing. Such items are considered as technical assistance products, tools, equipment or technology adapted or specially designed to improve the functionality of the disabled person with reduced mobility, promoting the personal autonomy, total or assisted. The wheelchair user must be accommodated in a special seat with removable arms, next to the aisle, in rows next to the main boarding and arrival doors of the aircraft and toilets, according to the class chosen.

How is the transport of guide dogs carried out?

Guide dogs must be transported free of charge, on the floor of the cabin of the aircraft, along with its owner and under control, equipped with harness and without the use of a muzzle. The guide dog must be

accommodated so as not to obstruct the aisle of the aircraft. In addition, the requirements must be in compliance with the national health authorities and the country of destination, if applicable.

Transport of pets

How can I travel with my pet?

Regarding the form of transportation, check what the rules are for transporting pets in the airline of your choice, as it may be permitted inside or in the aircraft hold and, depending on the size or breed, your pet will have to use a Muzzle for access to the airport terminal. In addition to the rules of the airline, there are requirements of the The Ministry of Agriculture, Livestock and Food Supply (MAPA) for the transport of domestic animals which vary according to the type of trip, whether domestic or international.

Is there a charge for this service?

This service is not included in the price of the ticket. The request of price must be made in advance to the airline. If the airline authorizes the transport of animals, it is necessary to present an animal health certificate before boarding.

What are the rules for travelling with pets on domestic flights?

For travel within Brazil, cats and dogs must be transported with certificates of Health issued by veterinary doctors registered with the Regional Council of veterinary medicine. For any other animals, the Transit guide Animal – GTA issued by authorized veterinarian recognized by MAPA or by the executing agency of health defense of the States will be necessary. In the case of wild species, it is necessary also to show that the animal was purchased legally, upon presentation of the invoice of purchase issued by farm or wild animal merchant duly authorized by the competent environmental agency. In the absence of such a document, a transport permit issued by the competent environmental agency must be presented.

Time of boarding

Can the gate where I will board change?

Yes. The boarding gates can suffer changes due to accommodation of aircraft on the courtyards which is aimed at providing greater convenience for passengers and the fulfilling of timetables of flights. So, you should stay alert to sound warnings about the calls for boarding and to monitors of arrivals and departures.

Is it possible that I cannot board a flight I had planned?

Yes. In some cases, the passenger may be prevented from boarding the flight he had planned. This can happen, for example, when an aircraft needs unscheduled maintenance. Each time a plane arrives at an airport, it is inspected by a team of airline maintenance. If there is a need for unscheduled maintenance, it will be necessary to change the airplane passengers and a company does not always offer on-site reserve aircraft. That way, passengers will have to be accommodated on other flights. See other situations in the item on the rights of passengers in the event of delay, cancellation or prevention of boarding.

In what other situations could the time of my departure be changed?

It is normal for an aircraft to stay overnight at an airport with little air traffic, and when starting its journey, it flies through a number of cities. If an airport dawns closed by bad weather, for example, that plane may not fly. This creates a domino effect, since passengers in other airports also rely on that plane and will have to be rescheduled on other flights.

The passenger's rights in cases of delay, cancellation or denied boarding

What are my rights in cases of delay or cancellation?

When there is a delay, flight cancellation and denied boarding (boarding not permitted for reasons of operational security, change of aircraft, overbooking etc.), the passenger who shows up for boarding, is entitled to material assistance, which involves communication, food and accommodation. These measures are intended to minimize the discomfort of the passengers while awaiting their flight, satisfying their immediate needs. Assistance is offered gradually, by the airline, according to waiting time, counting from the time when the delay occurred, cancellation or denied boarding, as demonstrated below: one hour from communication (internet, phone calls etc.). Two hours: food (voucher, snacks, drinks etc.). Four hours: accommodation or lodgings (if applicable) and transport from the airport to the place of accommodation. If you are at home, the company can offer only transportation to your residence and then back to the airport. If the delay exceeds four hours (or the company has estimated that flight will delay within this time) or any flight cancellation or denied boarding, the airline should offer passengers, in addition to material assistance, accommodation

options or reimbursement. The material assistance should be offered to passengers who are already on board the aircraft, on the ground, wherever applicable. The company may suspend the provision of material assistance proceeding with immediate boarding.

What is denied boarding?

Denied boarding (boarding not permitted for reasons of operational security, replacing airplane, overbooking etc.) occurs in the situation where the passenger had his boarding denied even having met all requirements for boarding. As soon as the company finds that there is denied bording, the airline should look for volunteers who are willing to embark on another flight, through the offer of compensation (money, extra tickets, miles, hotels etc.). If the passenger accepts that compensation, the company may require the signing of a receipt proving that the proposal was accepted. If the compensation is not accepted, and is not appreciated, it will be up to the airline to offer alternative accommodation and reimbursement, in addition to material assistance.

Reimbursement of a ticket

What is involved in the reimbursement of a ticket?

If the flight was delayed for more than four hours, or the passenger was denied boarding (denied

boarding), the company must reimburse the passenger in accordance with the form of payment used to purchase the ticket. The return of the amount already paid and received by the airline (purchase in cash, cheque or direct debit through current account) must be immediate, in cash or through credit in bank account. If the airfare was financed on credit card and has installments to be paid, reimbursement will obey the rules of the card administrator. The arrangements for the reimbursement should be immediate. If it is in the interest of the passenger, the company may offer, rather than reimbursement, credits in mileage programmes.

Airport closure

What is the passenger´s situation when the airport is closed?

An airport closes when operational or weather conditions at that location are not suitable for takeoffs and landings. In such a situation, arrivals and/or departures are suspended or canceled until the reopening of the airport. As a result, the planes can be forwarded to other airports or remain on hold. The rights to material assistance, accommodation and reimbursement are due even in situations in which the delay has been caused by adverse operational or weather conditions.

Aboard the plane

Can the airline change the seat that I booked?

Yes. The seats can be reserved on the internet, at the time of ticket purchase, internet check-in or check-in counter at the airport. In cases of operational need, the airline can re-route passengers in other seats or allow a free choice on board, without prior notice.

Are Snacks served aboard the plane for free?

Some companies offer a free service, others charge. If there is any doubt, consult the airline.

Is Smoking allowed aboard the plane?

No. Smoking is prohibited on board, regardless of time of flight.

Is the use of electronic devices on the aircraft allowed?

Some types of electronic devices can be used in flight, except during takeoff and landing operations. During these stages equipment that emits electromagnetic waves such as cell phones, laptops, handsets that play music and videos (MP3, MP4 players, tablets, and others), photo and video digital cameras

are not permitted. Each airline company can decide whether their passengers may or may not use such devices. Some airlines offer specific services. Consult the company for further information.

Flight safety

Why do planes go around (swoop)? Is this dangerous?

To go around (swoop) is a secure procedure that does not present risks to the aircraft or the passengers. A pilot decides to swoop when he identifies that the conditions for landing are not fully supportive and opts to make another landing.

Why do takeoffs and landings of aircrafts sometimes take a long time?

Aerial activities have security as their focus. Thus, it is sometimes necessary to delay takeoffs or landings for a few minutes to ensure a minimum distance between aircraft. The aircraft of the company that submits its flight plan before the other airlines takes off and lands first. The exceptions are priorities for emergency aircraft, transporting patients in serious health conditions, among others.

Are there areas in Brazilian airspace that has no radar coverage?

The entire airspace of Brazil is covered by means of surveillance (radars), aid to navigation and telecommunications. Therefore, all Brazilian regions are safe for flying, relying on adequate facilities in terms of providing security and fluidity in the levels in which they operate commercial flights.

Is it dangerous to fly when it is raining?

Even when rain is intense, it is possible to fly because aircraft are designed to operate in these conditions. Sooner or later, you may experience some discomfort because of turbulence.

Why does turbulence occur on flights?

Turbulence is an atmospheric phenomenon that makes the plane swing and varies slightly in altitude; it is more common when passing a layer of clouds. But it can also occur in clear skies. It can be caused by thermal or convective currents, differences in relief, variation in wind speed along a frontal zone or changes in temperature and atmospheric pressure. Planes can avoid turbulence zones by using weather radars, which indicate denser clouds. Aircraft are designed to withstand thunder and lightning. When lightning strikes a plane, it passes through the body of

the aircraft without compromising flight safety. During the trip, remain seated and with seat belts fastened, especially when a warning is given on the plane (lightened warnings near the seats and/or reported by the crew). If you are in the toilet or aisle of the plane, return immediately to your seat. During turbulence, flight service is also interrupted.

How is it possible to fly at night?

Flying during the day or at night, to air operations, makes no difference because of technological resources available in aircraft and in air navigation aid equipment.

Baggage claim

Who is responsible for the return of my baggage?

The airline must return baggage to the passenger in the same conditions in which it was dispatched. It is the responsibility of the airport administrator to keep carousels and other equipment in operation.

What is the procedure when there are problems with the return of my baggage?

Consult the airline preferably at arrivals within 15 days after the date of the landing and report it by means of a document provided by the company or any other statement in writing. To make your complaint, it is necessary to present proof of dispatch of the baggage. If it is located by the airline, baggage must be returned to the address reported by the passenger. The baggage can remain in the condition of misplaced for, at most, 30 days (national flights) and 21 days (international flights). If it is not located and delivered within that period, the company shall indemnify the passenger.

What happens if baggage is damaged?

Consult the airline to report it as soon as the problem is identified, preferably within the arrival lounge. A written

statement may be registered at the company within seven days after the date of landing.

What happens if my Baggage is stolen?

Seek the airline and report the matter in writing. Also, record an occurrence in the Police authority to ascertain the fact. Consult the airline and report it in writing. The company is responsible for the baggage from the moment it is dispatched and then returned. In addition, file a police report, the competent authority to verify it.

Where do I claim my rights?

When buying a ticket, you establish with the airline a contract of carriage. So, if you feel wronged or have your rights violated, seek the airline hired first to claim your rights as a consumer. You can also register a complaint against the airline at Anac, after having registered the complaint with the company and have received the relevant protocol number. Anac will consider your case and, if violation of civil aviation rules has occurred, you can apply an administrative penalty to the company.

Can Anac compensate me for the problems I have?

No. Anac is not a part of the established consumption ratio between the passenger and the

airline and therefore compensation cannot be obtained through this Agency. To claim indemnification for moral damages and/or materials, see the consumer defense organizations or head of the judiciary. To require these claims, it is important to keep the receipt of the boarding pass and the receipts of eventual expenses (food, transportation, accommodation and communication) or the documents related to the professional activity that would be fulfilled at the destination.

Facilities at airports

What facilities can be found at airports?

In most airports, the passenger can find the services of an information desk, lost and found, ombudsman and support from government agencies like Anac, Federal Police, Inland Revenue, Anvisa, Vigiagro, and Juvenile Court for Children and Youth, Civil Police, Military Police, among others.

Who is responsible for buses that take passengers from the plane to terminals?

The transport of passengers between the courtyards and the airport terminal is requested by the airline in advance so that the airport operator sends buses in the required amount.

Who is responsible for parking lots at airports?

Each airport operator can define the form of management of their parking lots, which can be administered directly or indirectly. For more information, see the airport operator.

Are there any guidelines on taxis and public transport at airports?

The amount charged by taxi drivers at airports are defined by the unions of the category or the competent body in the region, usually the municipal public power. Accredited taxis at airports follow quality criteria to meet the passenger's needs with safety and comfort. Public transport is controlled and offered by the competent public entity in the region – municipal, State or district.

Health care

What precautions do I need to take before traveling internationally?

It is important to know, in advance, that care should be taken with health. Consult your physician for an evaluation, especially if you are a carrier of any disease. Avoid travel in the presence of any acute infectious disease. If you need to make use of medicine during your trip, obtain the prescription and keep it with you. Remember to buy enough drugs for the entire journey.

Do I need to get a vaccine?

Currently, the World Health Organization defines the yellow fever vaccination as the only requirement for the admission in the countries which are Contracting Parties to the international health regulations which adopt such a measure. The international certificate of vaccination or Prophylaxis – CIVP is the official document that proves this immunization and is issued by guidance centres for Traveler Health – Anvisa COSV accredited all over the country. To obtain the CIVP, attend a COSV and present the National vaccination Card and an official identity document with photo. Accessing the internet Information System on ports,

airports and borders (Sispafra) from Anvisa at address www.anvisa.gov.br/viajante, It is possible to obtain more information about the issuing of CIVP, as well as to draw up an itinerary that will indicate the required vaccines for entering the country of destination and other health precautions, in addition to performing the pre-register to streamline your customer service and identify the centre closest to your residence.

What should I do if I get sick during my flight?

If you get sick inside the aircraft, let the flight attendants know, they will take the necessary precautions and alert the local health services of your destiny. On flights of more than four hours, prolonged immobility increases the risk of venous thrombosis. So, try to exercise every two or three hours. If you belong to a Group of high risk of this disease, remember to consult a doctor.

What care do I need to take after arriving at my destination?

A common problem on trips is diarrhea caused by ingestion of contaminated food or water. It is always important to be attentive to the safety and quality of what you eat or offer to children. Some species of birds and mammals can also transmit infectious diseases, including in urban environments. Therefore, avoid

close contact with live or even dead birds. If you suffer aggression by domestic or wild mammals, immediately wash the affected area with SOAP and water and seek medical attention. In addition, in the case of influenza, there are new viruses circulating each year. Therefore, vaccinations are annual. The most effective ways of prevention are feeding well, adopting healthy and hygienic habits and avoiding stress.

What can I do if I get sick after returning from my trip?

After returning from your trip, if there are signs of fever or any other symptoms, such as diarrhea, skin or breathing problems, promptly see a doctor and notify of the regions visited.

Documents for international boarding

What documents are needed to board for an overseas trip?

For Brazilians, a valid Brazilian passport is necessary. In the case of trips to Argentina, Uruguay, Paraguay, Bolivia, Chile, Peru, Ecuador, Colombia and Venezuela, the civil identity card (RG) is also accepted as a travel document, issued by the Public Security Departments of the States or Federal District. Driver's licenses, Professional or functional licenses are not accepted.

Travel by minors of 18 years, when performed without the company of one or both parents, it is required, besides the travel document, a submission of authorization.

What are the rules for international travel for minors?

For minor Brazilians to travel abroad unaccompanied of persons responsible or in the company of only one of these, they will require the presentation of judicial authorization. Such authorization is unnecessary when it has been issued by those responsible.

Follow the available template in the link: www.dpf.gov.br/servicos/viagens-ao-exterior/3_edicao_manual_menores.pdf. It will be necessary to present travel authorization to the Federal Police, even at the time of checking-in at airline, in the presence of parents or guardians or those who are responsible for the child or adolescent.

And when the authorization is issued outside the country?

In cases of authorization issued from abroad, it must be in compliance with the guidelines of the respective consular offices in Brazil,

Follow the available template on the site www.portalconsular.mre.gov.br.

What are the documents required for foreigners?

An up to date passport is required and the entry and exit card duly completed. The card must be submitted by the foreigner on entrance in Brazil and held until the time of his departure, when it will be collected by the Federal Police. The entry and exit card will be provided by airlines or will be available at checkpoints. In addition, a consular visa according to the purpose of the trip, depending on the country of origin and in situations where it is required. Foreign residents in Brazil, whether temporary or permanent, in addition to the Passport, should submit their identity card or the regularization request protocol for foreigners issued by the Federal Police. In the case of nationals from the countries of MERCOSUR (South American countries), other documents will be accepted in addition to passports, other documents provided for in Agreement.

Currency Exchange

Where can I purchase foreign currency in Brazil?

Exchange must be done with establishments authorized by the Central Bank of Brazil.

How do I find an establishment authorized by the Central Bank of Brazil?

In airports and shopping malls it is common to find

banks or exchange brokers. If you have any questions, you can consult the list of authorized agents on the site www.bcb.gov.br/?INSTCRED. In addition, through the Legal Exchange application, it is possible to locate the exchange points throughout the country and then find the nearest place to buy and sell foreign currency, in addition to other information– the APP is available for download at www.dinheirobrasileiro.bcb.gov.br.

How much in cash currency or traveler's checks can I carry on inbound or outbound from Brazil?

There's no limit to the value of the amount of currency in cash or traveler's cheques both on entrance and exit from the country. However, if the values ported (cash) exceed $ 10,000 .00 (ten thousand Reais) or the equivalent in other currencies, it is necessary to fill in the Electronic Declaration of goods of the traveler-and-DBV, from the website of the Secretariat of Federal revenue of Brazil: http://www.edbv.receita.fazenda.gov.br.

Is there a limit for operations with cash currency or travelers cheques?

There is also no value limit for foreign exchange transactions. However, on purchases and sales transactions in which there is delivery and receiving of values in cash or in Travelers cheques, there is a limit of $ 10,000 .00 (ten thousand Reais), per transaction.

How can the features of the Real (Brazilian currency) bank notes be recognized?

Recently the Central Bank put into circulation a new batch of notes of the Real. Putting a Real note close up to the light, SEE the watermark (the figure of an animal and the value of the banknote appear in a clear section). By touching, FEEL the high-relief (for example, in the caption "REPÚBLICA FEDERATIVA DO BRASIL" – [in Portuguese] and on the sides of the front of the note). In a place with enough light, place the note in a horizontal position at eye level and DISCOVER the hidden number (the value of the note appears in the rectangle to the right of the effigy of the Republic). On the 10 and 20 real notes, move your note and DISCOVER, in the upper right corner, the number that changes colour (the colour changes from blue to green and a bar seems to move the number). For the 50 and 100 real notes, wave your note and DISCOVER, on the left, the Holographic Strip (the number "50" or "100" and the word "real" alternate and the figure of the animal's colour). The first batch of notes of the REAL are still valid and the watermark and the high relief should also be checked, emboss, and Imaging.

International departures

How to proceed at time of departure?

When entering the boarding area, have ready travel documents for streamlining your attendance in Immigration control of the Federal Police. Be attentive to announcements in the international transit lounge to address the specific location for your attendance (Brazilian, foreigner etc.). The boarding of minors shall be conducted in the company of those responsible and, in the absence of both or one of these, the respective travel authorization should be presented. Diplomatic Passport carriers, pregnant women, the elderly and the disabled or those with reduced mobility may use the preferential service counter.

Luggage

What can I take as hand luggage?

The rules for international flights prohibit the following in hand luggage: sharp or piercing objects, such as Pocket knives, nails, scissors etc. These items may only be transported in checked baggage. The transport of liquids on international flights must meet the following standards:

• Liquids, gels and pastes should be conducted in a transparent plastic packing of up to 1 litre (approximately 20 cm x 20 cm), shown in x-ray

inspection of baggage separately. Each container may not exceed the volume of 100 ml. liquids in flasks 100 ml above cannot be transported, even if partially filled.

• Perfumes, drinks and other liquids purchased at free shop must be packed in sealed bag and accompanied by the invoices on the day of flight. This measure does not guarantee acceptance of the sealed package in other countries. In the case of connection, please consult your airline about the possibility of your products being retained by foreign authorities.

• Prescription-only medicines and presentation of the prescription at the time of inspection by x-ray.

• Baby feeding or special liquids (soups, syrups, serum etc.), only the quantity to be used during flight, including any stopovers, and presented on preventative x-ray inspection of safety on board.

The rules on baggage limits vary depending on the country of destination. For this, see the airline in advance.

What I can't take as checked baggage?

Explosive, flammable or toxic substances are examples of items that cannot be transported as checked baggage. If in doubt about any specific item you want to dispatch, see the airline.

Can I travel with my medication?

The entry of medicine in other countries might suffer health surveillance. Therefore, don't forget the medical prescription. Remember to bring (preferably in hand luggage) the medicine necessary for the complete duration of the trip. It is recommended that medication is kept in the original box for better identification. Be attentive to the individual volume of the containers in accordance to aviation safety standards, it is only allowed to take in hand luggage:

- baby bottles and processed infant foods (when babies and infants are traveling).
- Essential medicine accompanied by medical prescription (prescription must have the passenger's name to be confronted with the name appearing on the boarding card).
- Drugs that do not require medical prescription: eye drops, saline solution for contact lenses etc. (provided they do not exceed 100 ml or 3.4 oz).
- Insulin and special liquids or gels for diabetic passengers, accompanied by a medical prescription (provided they do not exceed 100 ml or 3.4 oz).
- Solid cosmetics (lipsticks, lip balm or deodorant stick etc.).

Is it necessary to declare my camera and other objects prior to boarding?

The internal revenue service of Brazil, the Federal Police and other organs do not emit documents for proof of departure of goods abroad of the traveler's luggage. There are some ways to ensure that the passenger already had the object in question. To learn more, see the item *Entry of goods acquired abroad*, in this guide.

At arrivals

How to proceed at the time of arriving in Brazil?

Upon arrival, keep in hand your travel documents, streamlining attendance at migratory control. Be attentive to announcements in the area of international arrival in order to go to the specific location of Brazilian citizens. Diplomats, pregnant women, the elderly and people with disabilities or reduced mobility may use the preferential service counter.

Transport of products of plant and animal origin

What are the guidelines for entry of plant and animal origin products from abroad?

Processed vegetable products, beverages and oils

in relation to phytosanitary requirements, have free entry into the country, having no necessity to submit any documentation to the Ministry of Agriculture, Livestock and Food Supply (MAPA), on arrival in Brazil. For plant products and its parts, accompanied by phytosanitary certificates issued by the competent authority of the country of origin, the traveler must provide, by the official body of the country of origin, the issuing of the phytosanitary certificate and present it to the MAPA, on arrival in Brazil. Products of animal origin may only enter Brazil if previously authorized by MAPA, such authorization should be requested by the traveler, before the trip, through the representation of the Ministry in your state. In addition, the traveler should request the official veterinary authority of the country of origin of the product.

Which agricultural products cannot enter Brazil without permission?

- Fresh fruit and vegetables.
- Insects, snails, bacteria and fungi.
- Flowers, plants or parts of them.
- Bulbs, seeds, seedlings and cuttings.
- Cigars.
- Bong tobacco containing honey in its composition.
- Pets, such as cats and dogs, without the international animal health certificate as they may

transmit rabies, among other diseases..

• Wild and domestic poultry as they can accommodate influenza (avian flu).

• Exotic species, fish, ornamental birds and bees, because they can transmit diseases that do not exist in Brazil.

• Meat of any animal species, in natural or industrialized (sausages, hams, smoked, salted, canned), as they may contain infectious agents.

• Milk and dairy products like cheese, butter, milk cream, yogurts, because, besides requiring special storage conditions, yet still may contain infectious agents.

• Bee products (honey, propolis, wax etc.) Because they can harbor infectious agents.

• Eggs and derivatives, which also require special storage conditions and may contain infectious agents.

• Fish and derivatives, for the same reason.

• Semen and embryos, considered to be animal multiplication materials, increasing the risk of spread of disease.

• Veterinary biologics (serum, vaccines and medicines) require registration with the MAPA.

• Feeding stuffs (Animal food, biscuits for dogs and cats, dried chewing hide for dogs) require registration with the MAPA.

• Soil.

• Raw untreated timber.
• Agrochemicals.
• Fertilizers.
• Biological Material for scientific research, among others, as samples of animals, plants or their parts and kits for laboratory diagnosis.
• Food served on aboard plane..
• Animal and vegetable products purchased in duty-free shops abroad.

And what products are allowed?

• Olive Oils.
• Industrialized Vegetable products, vacuum packed, canned in brine and other preservatives.
• Chocolates.
• General drinks (teas, juices and soft drinks).
• Packaged herb teas.
• Powder for ice cream and packed desserts.
• Packaged starches.
• Margarine and cocoa paste.
• Soluble coffee.
• Grounded and roasted coffee.
• Packed Glucose and refined sugar.
• Cigarettes.

Can a passenger take a plant, native animal or biological materials from Brazil to a foreign country?

Yes, providing you have legal origin and that the person obtains a license from Ibama. The application for a license must be filled in online on Ibama's page on the internet, www.ibama.gov.br option services, license to import or export flora and fauna-Cites and non-Cites. The request can only be made by an individual or legal entity who holds Federal Technical register record of Ibama which can be obtained at the electronic address www.ibama.gov.br, in the SERVICES option, MAKE YOUR REGISTRATION. The completed application should be sent to Ibama, and the proceedings may be accompanied by the person concerned in real time. After approval of the request and the payment of the corresponding fee, the license is issued. We emphasize, however, that there are animal species whose import is prohibited. The international transport of animals considered domestic by Ordinance No. 93 of 1998 Ibama, like cats and dogs, is free of license from Ibama. See more details on animal transport item. It is important to also verify phytosanitary or zoo sanitary requirements of the country of destination, which shall be subject to consultation with the Ministry of Agriculture, Livestock and Food Supply– MAPA, subject to evaluation of approval or non approval.

What if specie is included in the appendices of the Convention on international trade in Species of Wild Flora and Fauna in danger of extinction (Cites) as an orchid or a parrot?

To leave Brazil with an animal or plant species included in the appendices of the Cites, or products manufactured with these species, it is necessary to obtain an export permit Ibama/Cites. The procedure for obtaining the license from Ibama and authorization by the MAPA is the same as described in the previous item.

Is it possible to take from or bring to Brazil, objects containing parts of animals of wild native or exotic species?

Yes, products that have proof of legal origin may be exported or imported with an Ibama license. The procedure for obtaining the license is the same described in previous items and is valid for products of species listed or not listed in the appendices of the Cites. International transport of these objects, when considered to be for personal use by Ordinance Ibama n° 93 of 1998, is free of license from Ibama. For more information, visit www.ibama.gov.br.

To import objects that contain animal parts, in addition to the requirements of Ibama, the traveler must request authorization to import MAPA. Having in hand the authorization and the Brazilian health requirements, the traveler must provide the official

veterinary authorization of the country of origin, the issue of the health certificate meeting the requirements contained in the authorization granted and present it to MAPA, on arrival in Brazil.

Transport of animals

What are the rules for travelling with pets on international travel?

Whoever enters Brazil with live animals, must get the international animal health certificate before the trip (CZI), issued by the official veterinary authority of the country of origin, taking into account the Brazilian health requirements, depending on the animal species and country of origin. On leaving Brazil bound for other countries, it is necessary to check what the health requirements are of the country and request the issuance of the CZI by federal agricultural tax (veterinarian) of the Ministry of Agriculture, Livestock and Food Supply (MAPA).

Entry of goods purchased abroad

How to proceed in relation to goods bought abroad?

Upon return from an overseas trip, it is required to submit the Electronic Declaration of goods of the traveler

(e-DBV), fill in and submit your declaration, via internet, through the site www.edbv.receita.fazenda.gov.br and report to customs. It is a requirement to present e-DBV, upon arrival in the country, the passenger, even minor, in any of the situations listed below: Carrying cash exceeding $ 10,000 .00 (ten thousand dollars) or the equivalent in another currency; has acquired assets abroad, in luggage:

i) Subject to special control for entry into the country;

ii) The total value exceeds the limit of exemption of the tax regime of luggage;

iii) The amount exceeds the limit that can be imported in the tax regime of luggage; or

iv) Cannot be imported in the tax regime of accompanied baggage. If in doubt, travelers can access the site of the internal revenue service of Brazil

(www.receita.fazenda.gov.br/) through the link of Customs and foreign trade, or the application for mobile devices Overseas Travelers, with the Inland Revenue (IRS).

What type of goods are subject to special control for entry into the country?

The goods subjected to special control by competent bodies: live animals, products of animal and vegetable origin, weapons and ammunition, and

equipment and other products which may have effects on public health and safety and the environment.

What is the tax exemption threshold for entry of products?

The global limit value, when the traveler enters the country by air, is $ 500.00 (five hundred U.S. dollars) or the equivalent in another currency. Within this limit are not counted (disregards the value of):

a) Books, leaflets and periodicals;

b) Goods for personal use of the traveler;

c) Goods acquired within the limit of exemption of $ 500.00 (five hundred United States dollars) in free shop at the airport of arrival in Brazil, because that's another exemption quota to which the passenger is entitled; and

d) Goods not purchased on the trip, the passenger will be bringing back to the country. Note that even goods received for free abroad shall be disregarded in calculating the value limit of exemption.

Should I worry about the amount of goods brought from the trip?

To be tax-free and have release of goods in the tax regime of accompanied luggage, it is not enough for products to be within the limit of the value mentioned above. It is necessary that they are also within the

quantitative ceiling of:

12 liters of alcoholic beverages;

10 packs of cigarettes, containing

20 units each;

25 cigars or cigarillos;

250 grams of tobacco;

20 units of unrelated goods in items "a" through "d" (small gifts and souvenirs), bottom of unit value of $ 10.00 (ten dollars of the United States), as long as there are not more than 10 identical units;

20 units of unrelated goods in items "a" to "e", as long as there are not more than 3 identical units.

Note that even goods received for free abroad shall be calculated within these quantitative limits.

What are personal consumer goods?

These are only articles of clothing, hygiene and other goods of a personal nature and are clearly in an amount compatible with the circumstances of the trip. Examples: clothes, shoes, glasses, a watch, a used camera, a used mobile phone. Laptops and camcorders are not exempt

How can I prove I didn´t buy the object during the trip?

The proof that an asset was not acquired during the trip can be made by using any suitable means.

Examples: invoice issued by establishment based in Brazil, DBA presentation or e-DBV, properly cleared, containing a detailed description of goods purchased abroad on another trip etc. The internal revenue service of Brazil does not issue documents for attestation of overseas output of goods contained in the luggage of the traveler.

Can I add my tax exemption limit to another person´s who is with me?

No. The tax exemption limit is personal, non-transferable and can only be used once every interval of a month. It is not possible to sum the limits of exemption of a couple, for example, to bring higher value goods to an individual limit, without the payment of taxes.

Which products subject to health surveillance by Anvisa can be brought in luggage?

Those which are permitted are, medicines, foods, cleaning products, cosmetics, hygiene products and medical products intended for personal consumption (As long as there are no characteristics of frequency and quantity, for commercial purposes or for resale). All products must be in their original packaging to allow identification. Special control medicine must be accompanied by medical prescription. It is not

permitted to bring medical products from abroad, in luggage, to provide services for third parties.

Do I need to declare cash values?

On arrival or departure from Brazil, the traveler who is carrying cash (money) in excess of $ 10,000 .00 (ten thousand reais) or the equivalent in another currency must submit the e-DBV, via the internet, on the website www.edbv.receita.fazenda.gov.br.

The customs supervision shall verify the accuracy of the Declaration and will require specific documents proving the lawful acquisition of the amount.

And purchases that I acquired at free shop?

Shopping at free shop on arrival in Brazil is not computed in the tax exemption limit of $ 500.00 (five hundred United States dollars).

How to calculate the tax due, in the case of baggage above the exemption value limit?

The surplus value of the limit of exemption of goods that can be imported in the tax regime of luggage accompanied will be taxed by the rate of 50%. An inaccurate statement or lack of statement when this is mandatory, subjects the passenger to fines and other penalties.

How to calculate the tax due, in the case of goods above the quantitative limit likely to be imported in the tax regime of luggage?

The goods that exceed the quantitative limits referred to above may be imported only in the common system of taxation, upon the registration of an import declaration (DI) or Simplified Import Declaration (DSI). Within this regime, the rates of import taxes vary according to the type of goods, i.e. there is not a single tax rate. The order of import in this regime requires the storage of goods at the airport and is also subject to the payment of ICMS (tax) in the States of Brazil and the Federal District.

What I can't import under the tax regime of luggage?

Cannot be cleared in the tax regime of luggage:

a) aircraft, including hang gliding and parasailing, watercraft of any type, including inflatable boat and kayak, motor vehicles, motorcycles, mopeds, motor-driven bicycles, motors for watercraft, water bikes and the like, as well as their parts;

b) goods purchased abroad that exceed the limits mentioned earlier in this guide;

c) Goods acquired abroad, in any amount, which are intended for trade.

What is forbidden to import?

In addition to illicit and counterfeit products, cigarettes and drinks manufactured in Brazil exclusively intended for sale abroad cannot be imported.

Must a resident traveler from abroad on a temporary trip to Brazil declare?

Yes, Goods of personal use or personal consumption with a global value exceeding $ 3,000 .00 (three thousand United States dollars) or the equivalent in another currency must be declared.

What to do in the case of lost luggage containing goods acquired abroad?

Requests registration of the occurrence to the airline at the time of landing. Look for customs supervision and guarantee the right to exemption quota.

Anac- NATIONAL AGENCY OF CIVIL AVAITION

Industry regulatory agency responsible for standardization and monitoring compliance with the legislation of civil aviation by airline companies and airport operators. Contact: www.anac.gov.br/faleanac or 0800 725 4445.

SAC – DEPARTMENT OF CIVIL AVIATION OF THE PRESIDENCY OF THE REPUBLIC

Contact: faleconosco@aviacaocivil.gov.br
or (61) 3313-7107.

DECEA – DEPARTMENT OF AIRSPACE CONTROL / COMMAND

The Decea is the organ of the aeronautical Command responsible, among other actions, for Brazilian air traffic control. Contact: www.decea.gov.br or estevespsbe@decea.gov.br or (21) 6234-6637/2123-6585.

DEPARTMENT OF THE FEDERAL POLICE

Organ responsible for the control of immigration/emigration and in security restricted areas of airports. contact: www.dpf.gov.br or 194.

ANVISA – NATIONAL AGENCY FOR HEALTH SURVEILLANCE

Information to travelers on vaccination, prophylaxis, health and sanitary requirements.
Contact: www.anvisa.gov.br/viajante
or 0800 642 9782.

VIGIAGRO – VINTERNATIONAL AGRICULTURAL SURVEILLANCE

Responsible for promoting the agricultural international surveillance. Contact: www.agricultura.gov.br
or vigiagro@agricultura.gov.br or 0800 704 1995. irs

INLAND REVENUE

Responsible for tax administration and customs at airports. Contact: www.receita.fazenda.gov.br or 146 (Receita phone) or 0800 702 1111 (Ombudsman's Office).

BCB – CENTRAL BANK OF BRAZIL

Information to travelers about foreign exchange and currency. Contact: www.bcb.gov.br/?faleconosco or 0800 979 2345.

IBAMA –INSTITUTE OF ENVIRONMENT AND NATURAL RENEWABLE RESOURCES]

Contact: www.ibama.gov.br or
cites.sede@ibama.gov.br our (61) 3316-1476/1258.

Airport Operators

INFRAERO – BRAZILIAN COMPANY OF AIRPORT INFRASTRUCTURE

Responsible for the administration of 61 Brazilian airports. Contato: www.infraero.gov.br ou 0800 727 1234.

BRAZIL AIRPORTS VIRACOPOS

Responsible for the administration of the international airport of Viracopos/Campinas. Contact: www.viracopos.com or (+55 19) 3725-5000.

GUARULHOS INTERNATIONAL AIRPORT CONCESSIONAIRE S.A.

Responsible for the administration of the International Airport of São Paulo/Guarulhos – Governor André Franco Montoro. Contact: ouvidoria@gru.com.br
or (11) 2445-2945

INFRAMÉRICA

Responsible for the administration of the Brasília International Airport-President Juscelino Kubitschek. Address: Brasília International Airport, mezzanine, CEP: 71608-900, Brasília, DF. Contact: www.inframerica.aero or (61 +55) 3214-6798.

SMALL CLAIMS COURTS

International Airport Guarulhos/SP:
(11) 2445-4726/4727/4728.

Airport of Congonhas/SP:
(11) 5090-9801/9802/9803.

International Airport of Galeão/RJ:
(21) 3353-2992/3398-5344.

Santos Dumon airportt /RJ:
(21) 3814-7763/7757.

International Airport of Brasília/DF:
(61) 3365-2343/1720.

Airlines

AVIANCA
0800 286 6543
Hearing impaired: 0800 286 5445
Internet: www.avianca.com.br

AZUL/TRIP
0800 884 4040
Hearing impaired:0800 881 0500
Internet: www.voeazul.com.br e www.voetrip.com.br

GOL/VARIG
0800 704 0465
Hearing impaired: 0800 709 0466
Internet: www.voegol.com.br

PASSAREDO
0800 770 3757
Hearing impaired: 0800 771 6836
Internet: www.voepassaredo.com.br

SETE LINHAS ÁERAS
0800 605 7000
Hearing impaired: pda@voesete.com.br
Internet: www.voesete.com.br

TAM

0800 570 5700

Hearing impaired: 0800 555 500

Internet: www.tam.com.br

AEROLINEAS ARGENTINAS
Internet: www.aerolineas.com.ar/home.asp

AIR FRANCE
Internet: www.airfrance.com.br

AMERICAN AIRLINES
Internet: www.aa.com.br

AUSTRAL LINHAS AÉREAS
Internet: www.austral.com.ar

COPA LINHAS AÉREAS
Internet: www.copaair.com

DELTA AIRLINES
Internet: pt.delta.com

EMIRATES
Internet: www.emirates.com/br

IBÉRIA
Internet: www.iberia.com/br

TAP – TRANSPORTES AEREOS PORTUGUESES
Internet: www.flytap.com

UNITED AIR LINES

Internet: www.united.com

EXPEDIENT:

Realization:
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Vigiagro – International Agricultural Monitoring

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