



#### CONTACT ANAC

Internet: [www.anac.gov.br/faleanac](http://www.anac.gov.br/faleanac)

Call Center: 163

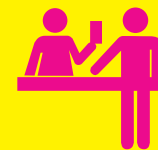
(24-hour assistance in Portuguese, English or Spanish).



Communications Office - ASCOM

Public information. It does not replace current legislation.

## Air Ticket



# Air Ticket

## Contract of Carriage

When you buy an air ticket, you establish a contract of carriage with an airline and become a consumer of the service offered by that company: air transport. In this condition, both passenger and airline have rights and duties.

Those rights and duties are contained in the contract of carriage (in the fare conditions section), which the company must make available at any time. The contract of carriage is usually also available at the airline's website.

In addition, the transport contract contains all the conditions for the fulfillment of your trip (including information on refund, endorsement, modifications to the ticket, etc.).

**Remember:** Carefully read your contract of carriage.



### Important tips:

Ticket prices are set by the airlines. Air fares in Brazil follow the free pricing regime, which applies to both domestic and international flights originating in the country. ANAC records these fees for statistical analysis and market oversight purposes only.

When buying your ticket, you are not required to purchase travel insurance: this additional service is optional.

On domestic flights, air tickets for infants under 2 years of age who do not occupy a seat shall not exceed 10% of the adult fare.

Specific fare rules (penalties for rebooking, refund, etc.) should be made available and kept updated by airlines in all their points of sale and service and on their website, if there is one.

Passengers are entitled to receive from the airline clear, objective information in English on the conditions of transport.

## Changes in air ticket

Before making any changes to your flight, check with your travel agency or the airline if any special provisions apply. These changes are made based on flight availability and may generate, according to the ticket fare, additional costs to the passenger. Air tickets are valid for 1 year from the date of issuance.

In case of changes made by the airline after the ticket is purchased, passengers shall be notified of all the necessary information concerning the transport.



### Important tip:

Ticket refunds are made directly to the person who bought the ticket. Airlines may not refund tickets to third parties.

## Flight cancellations

To cancel your flight, check the rules in your contract of carriage. This change may generate additional costs (in case of rebooking) or the airline may retain a percentage of the paid amount (in the case of refund).

If you cancel your flight, the airline has a maximum of 30 days from the date of request to refund the passenger.

The airline is not obliged to refund the ticket if the passenger deliberately interrupts the trip in an intermediate or connection airport.

**Remember:** Although ANAC does not regulate frequent flyer programs, passengers who acquire their tickets using these programs should be regarded equally to those who buy an air ticket.



### Does ANAC regulate frequent flyer programs?

Advantages offered by mileage programs are commercial activities between airlines and passengers exclusively. Therefore, these programs are not regulated and/or supervised by ANAC.

