ANAC's Mission
To promote safety and excellence in the civil aviation system, in order to foster the country’s progress and the well-being of the Brazilian society.
Airline Ticket

Air transport contract
When you buy an air ticket, you establish an air transport contract with the airline company. Therefore, you become a consumer of the service offered by the airline, so both you and the company have rights and duties. The airline company must make the contract containing all the information you have to know available to you at any time (it is usually available on the Internet). The air transport contract contains all conditions established for the trip (information about refund, endorsement, rules regarding air tickets changes, etc.). Remember to read your air transport contract carefully.

IMPORTANT TIPS:
- Airlines are allowed to establish prices for their tickets. Airfares in Brazil follow the free price system, both for domestic and international flights originating in the country. For the purposes of statistical analysis and market monitoring, ANAC keeps records of the prices established.
- When you buy a ticket, you are not required to purchase travel insurance. This service is additional and optional.

Does ANAC regulate mileage programs?
No. The benefits offered through mileage programs constitute commercial relations practiced between the airline and its clients. Therefore, these programs are not regulated or monitored by ANAC. Remember that although ANAC does not regulate mileage programs, passengers using airline miles should be treated the same way as those who have bought a regular airline ticket.

Altering your ticket
Before altering your ticket for any reason, contact your travel agent or the airline. Changes are made according to flight availability and may generate additional costs to the passenger, depending on ticket fares.

IMPORTANT TIP:
- Remember that air tickets are not transferable, i.e., the passenger name indicated on the ticket cannot be changed later.

The airline ticket is valid for 1 (one) year from the date of its issue. If after the purchase of the ticket the airline has to make changes on it, the airline will have to provide the passenger with all the necessary additional information.

Cancelling or postponing your trip
If you want to cancel your trip, check the rules detailed in your air transport contract first, since any changes may generate additional costs (in case of reissue, for example) or retention of a part of the amount paid (in case of refund, for example). If you cancel your trip, the airline will have 30 (thirty) days from the date of your request to refund you. Airlines have no obligation to make refunds if the passenger interrupts the trip at connection airports.

IMPORTANT TIP:
- Refunds are made directly to the person who bought the ticket, so reimbursements to others are not allowed.