

Passenger Guide



**INFORMATION FOR FOREIGN
PASSENGERS IN BRAZIL**



Passenger Guide

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www.anac.gov.br



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1 Airline Ticket

1.1 Air transportation contract

When you buy an air ticket, you establish an air transportation 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 transportation contract contains all conditions established for the trip (information about refund, endorsement, rules regarding air tickets changes, etc.).

Remember to read your air transportation 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.
- For domestic flights, the price of tickets for children under two years old who do not occupy a seat cannot exceed 10% of the price charged for an adult traveler.

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.

1.2 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.



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.



IMPORTANT TIP

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

1.3 Cancelling or postponing your trip

If you want to cancel your trip, check the rules detailed in your air transportation 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 has 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.

2 Baggage

2.1 Checking your luggage – domestic flights

For aircraft with more than 31 seats, each passenger (adult or child) is entitled to a free baggage allowance of 23 kg (50 lbs). The passenger can transport more than one piece of baggage provided that their total weight does not exceed the 23kg (50lbs)-weight-limit.

If the weight exceeds the free baggage allowance, you will need the airline approval to transport your baggage and you may be charged an extra fee as well.

Sporting goods in general (surfboards, bicycles, etc), musical instruments and other types of special equipment must be included in the free baggage allowance, the same way it occurs for ordinary pieces of luggage. For further information, contact the airline.



IMPORTANT TIPS

- Identify your baggage for easy recognition during disembarkation at your arrival.
- Do not carry baggage that is not yours or baggage which content is unknown.
- Do not check baggage containing valuable items such as jewelry, cash and electronics (telephones, laptops, camcorders, etc.). These objects must be carried preferably in your carry-on baggage.



2.2 Checking your luggage – international flights

Brazilian regulation applies to flights leaving Brazil. For flights leaving other countries the standards established by the local authorities must be applied.

Depending on your destination, free baggage allowance will be determined according to the Piece Concept or the Weight Concept.

2.2.1 Piece concept

According to the **Piece Concept**, each passenger is allowed to check two bags of up to 32 kg (70 lbs) each. To know about the dimensions permitted and about infants' baggage, contact the airline company.

2.2.2 Weight concept

According to the **Weight Concept**, each passenger is allowed to check pieces of baggage which do not exceed a total weight of:

- 40 kg (88 pounds) for first travel class passengers.
- 30 kg (66 pounds) for intermediate travel class passengers.
- 20 kg (44 pounds) for economy travel class passengers.
- 10 kg (22 pounds) for infants not occupying a seat.

For further information about infants' baggage, contact the airline company.



IMPORTANT TIPS

If you need to travel to another location inside Brazil before starting the international leg of the flight observe the following instructions:

- When there is one transportation contract for tickets involving domestic and international flights even if flights are handled by different airline companies passengers are entitled to the international destination free baggage allowance.
- When the tickets are not combined, i.e., when there are different air transportation contracts, passengers are entitled to the domestic free baggage allowance in the domestic portion of the airport and to the international free baggage allowance in the international portion of the airport.

To transport animals on international flights, contact the airline company.

2.3 Carry-on baggage – domestic flights

Carry-on baggage does not generate additional costs. It must be accommodated in the overhead bin or underneath the seat inside the aircraft and shall meet the following requirements:

- Its total weight cannot exceed 5 kg (11 pounds) and the sum of the baggage dimensions (length + width + height) may not exceed 115 cm (45 inches).
- Objects need to be properly secured. Passengers'

personal items must not disturb or endanger other persons on board, especially regarding their physical integrity.



IMPORTANT TIPS

- Carry-on bags must not contain cutting or piercing objects (nail scissors, knives, etc). Such items have to be transported in checked baggage.
- After purchasing your ticket, the airline must inform you about the place at which you will be making checking procedures. If you are required to check at international boarding areas you will be subjected to international restrictions for transporting liquids in your carry-on luggage.

Can I take the baby stroller (0–2 year-old-children) on the seat in the cabin during domestic flights?

Yes, provided that the chair fits to the airplane seat and is certified for aviation use by a member state of the International Civil Aviation Organization (ICAO). In this case, since the infant will not be transported on the lap, you must buy him/her a ticket.

For further information, contact the airline company.

2.4 Carry-on baggage – international flight

Contact the airline company to fully comprehend about carry-on baggage procedures adopted by the destination country. Depending on the place you will travel to free baggage allowance will be determined according to the Piece Concept or the Weight Concept.

2.4.1 Piece concept

According to the piece concept, carry-on baggage must be accommodated in the overhead bin or underneath the seat in the aircraft, and the sum of its dimensions cannot exceed 115 cm (45 inches).

2.4.2 Weight concept

According to the weight concept, carry-on baggage must be accommodated in the overhead bin or underneath the seat in the aircraft. The weight and dimensions of the carry-on baggage are defined by the airline.



2.5 Restrictions for transporting liquids – international flights

For international flights, there are liquid restrictions for carry-on baggage:

- All liquids, including gels, pastes, cream, aerosol and alike, must be transported in 100 ml containers, stored in transparent sealed plastic packages with a maximum capacity of 1 liter, not exceeding the dimensions of 20 x 20 cm;
- Liquids in containers with a capacity greater than 100 ml cannot be transported, even if the container is only partially full;
- Containers must be properly packaged (but kept loose) inside a completely sealed transparent plastic bag;
- The plastic bag must be presented at the time of boarding inspection. Only one plastic bag is permitted per passenger.

These restrictions also apply to domestic passengers boarding at international boarding areas.

In cases of connection flights to other countries, the airline must inform passengers about possible package keeping.



IMPORTANT TIPS

- For passengers who are boarding or making connections, liquids purchased at duty free shops or on board of aircraft may exceed the limits here detailed, provided that they are placed in sealed plastic containers and the passenger makes the purchase receipt available (the receipt date shall be the same of the initial flight date).
- Medicines with prescription, infant's food and liquids for special diets may be carried in sufficient quantity for the whole flight (including stopovers) and must be presented during security inspection.

2.6 Prohibited items for carry-on baggage

In domestic and international flights, carry-on baggage must not contain, among other things:

Category 1 – weapons – weapons or replicas/imitations, parts of guns, signaling guns, brass knuckles and metal devices capable of generating electric current.

Category 2 – sharp objects and items used for cutting – sabers, scissors, daggers, swords, knives, jack-knives with blades longer than 6 cm, razors, skate blades, tools (drills, saws, harpoons, arrows, axes, ice picks, utility knives, screwdrivers), hypodermic needles (unless there is a prescription), knitting and weaving needles.

Category 3 – blunt objects – tools such as hammers, pliers, wrenches; sporting goods (paddles, skates, fishing rods, sticks, truncheons and cue sticks, and instruments for billiards, baseball, polo, golf, hockey games), socket sets and equipment to practice martial arts.



Category 4 – explosive or inflammable substances – replicas or imitations of explosive devices, detonators, flares and gunpowder, pyrotechnic material, aerosols – except for medical and personal hygiene uses –, drinks with more than 70% of alcohol in their composition, phosphorus – except for daily use –, flammable solids, substances which in contact with water emit gases; ammunition and projectiles; and oxygen cylinders.

Category 5 – toxic and chemical substances – oxidizing, infectious or biohazardous material and fire extinguishers.

Category 6 – other – alarms, material that may interfere with the aircraft operation due to its magnetic fields or material which use is controlled on board of aircraft.

The list of prohibited items above is generic. It is essential to consult ANAC web site for further information. In addition, there are items which are prohibited to be transported either in carry-on or in checked baggage, such as dangerous articles.

2.7 Checked baggage – statement of valuable items

During check-in procedures, you can inform the airline about valuable items contained in your checked baggage. For these cases, the airline is allowed to verify the content of the bags, as well as to charge additional fare on the stated value.



IMPORTANT TIP

- It is recommended that you do not to carry valuable items in checked baggage. These objects should preferably be transported in carry-on baggage.

2.8 Animal transportation – domestic flights

Animal transportation is possible in the aircraft compartment for cargo and baggage. Since the weight of the animal is not included in the passenger free baggage allowance, an extra fee will be charged.

The airline decides if the transportation of domestic animals (dogs and cats) will be allowed in the passenger cabin. If allowed, transportation must be safe. The animal must be placed in an appropriate compartment, without causing discomfort to other passengers. Please consult the airline in advance.

To transport animals, you must submit an animal health certificate provided by the State Secretary of Agriculture, the Animal Defense Department or even by an accredited veterinarian.

2.9 Lost baggage

If your baggage has been lost report the fact to the airline preferably still while at the arrival area, or within 15 days from the date of disembarkation, using an official document provided by the airline company or any other appropriate written document.

To claim for lost baggage it is necessary to provide a proof of having sent it. If the luggage is located by the airline, it should be returned to the address



indicated by the passenger.

Bags may be misplaced for up to 30 days (for domestic flights) and 21 days (for international flights). If baggage is not localized and delivered within the periods of time just mentioned, the airline must refund the passenger.

2.10 Damaged Baggage

As soon as you notice your baggage has been damaged report the problem to the airline company, preferably still while at the arrival area. It is important to know that a written communication of the fact may be registered within 7 days from the date of disembarkation.

2.11 Baggage theft

As soon as you discover your baggage has been stolen contact the airline and report the matter through a written communication. The airline is responsible for your baggage from the moment it is checked until the moment you receive it back.

Also notify the Police, which is the competent authority to ascertain the fact.

3 Boarding

3.1 *Checking-in*

Before boarding a flight, all passengers must check-in.

Check in at the time indicated by the airline on your ticket. For any doubts, please contact the airline in advance, since presenting yourself late may impede you boarding the aircraft.

You can check-in directly at the airline counter, located at the airport, or you can check-in through the Internet, telephone or totems located at some airports. However, if you are going to check some baggage, it is necessary to go to the airline counter to register it.

After checking in, you will receive a boarding pass.



IMPORTANT TIPS

- Airline tickets inform both origin and destination time. However, be aware of the time differences of your destinations and of current daylight saving time rules in force in some Brazilian states.
- Pay attention to the check-in time scheduled by the airline.



3.2 Boarding area

Attention to the time you must access the boarding area. It is informed on your boarding pass.

To access the boarding area, passengers go through a metal detector for security reasons. When using items containing metal parts (belts, shoes, etc.), you may have to take them off before passing through the detector.

Remember to remove coins, cell phones, keys and other metal objects from your pockets. These objects must pass by X-ray machines the same way carry-on baggage does.



IMPORTANT TIPS

- For international flights, depending on the destination country, there may be other security inspections.
- You may not be allowed to use baggage carts (trolleys) inside the boarding area.

3.3 Boarding Gate

After entering the boarding area, passengers must follow to the designated gate, according to the time indicated on the boarding cards.

The boarding gate indicated on your ticket may change, so check

the number of your flight and pay attention to

information provided by monitors and speakers.

If in doubt, consult the airline representative.



IMPORTANT TIP

- If you don't arrive at the airport on time (a situation commonly called "no show" situation), the airline may refuse your boarding. This fact may generate you additional costs, which are described in your air transportation contract.

3.4 Stopover or connection flights

For your convenience, please check if the flight has stopovers or connections at the moment of purchasing your ticket.

Stopover flights

In stopover flights, the aircraft lands in one or more cities before arriving at its final destination, with the objective of refueling or boarding or deplaning passengers. Passengers do not need to change planes, remaining in the aircraft to reach their final destination.

Connection flights

In connection flights, passengers arrive at locations which are not their final destination, disembark and board other aircraft to then proceed to their final destination.

If a passenger buys a domestic flight ticket for a flight with departure procedures occurring at an international departure area, how long in advance should the passenger arrive at the airport?



The airline must inform the passenger about how long in advance he/she must arrive at the airport at the time of ticket purchase, either the boarding occurring at domestic or at international departure areas. The passenger must also be informed about check-in and boarding times.

4 Boarding Documents

4.1 Traveling documents required for foreign passengers in Brazil

Foreign passengers in Brazil must present one of the following documents, considering their expiration dates:

- Passport;
- RNE, compliant with international agreements signed by Brazil;
- Diplomatic or consular identity;
- Another legal traveling document, as a result of international agreements signed by Brazil.

For trips within Brazil, the CIE protocol order issued by the Brazilian Federal Police Department may be accepted in lieu of the original document, for a maximum period of 180 days from the date of its issue.

5 Flight delay and cancellation and refused boarding

5.1 Assistance by airlines

In cases of flight delays, flight cancellations or refused boarding (boarding not performed due to operational safety reasons, aircraft change, overbooking, etc), passengers who attend the boarding are entitled to receive assistance by airlines involving catering, communications and accommodation.

These measures aim to minimize passengers discomfort while waiting for a flight, fulfilling their immediate needs.

Assistance is gradually offered by the airline, according to the waiting time, counted

from the moment of the delay, cancellation or refused boarding, as shown below:

one hour: communications (Internet, phone calls, etc.).

two hours: catering (voucher, snacks, water, etc.).

four hours: accommodation or lodging (if applicable) and transportation to and from local accommodation facilities.

If you are in your domicile, the airline may only offer transportation to your residence and from there to the airport again.

If a flight delay exceeds 4 hours (or if the airline is already aware that the flight will be delayed for



more than 4 hours) or in cases of cancellation or refused boarding, the airline must also offer the passenger options of rerouting or refund.

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IMPORTANT TIPS

- Assistance shall also be offered to passengers already inside the aircraft (aircraft on the ground), if applicable.
- The airline may suspend the assistance in order to immediately initiate boarding procedures.

5.2 Rerouting and refund

5.2.1 More than 4 hours of flight delay

Passenger rights in case of more than 4 hours of delay

If you are at the airport of origin	If you are at stopover or connection airports
Receiving a full refund, including airport tax. In this case, the airline may suspend assistance.	Receiving a full refund and returning to the airport of origin without any cost. The airline must offer assistance.
Rebooking the flight to any date of your convenience, without any cost. In this case, the airline may suspend assistance.	Staying at the location where the interruption occurred and receiving a refund of the unused portion. In this case, airline may suspend assistance.
Boarding on the next flight, offered by the same airline, to the same destination, if there are seats available. The airline must offer assistance.	Boarding on the next flight, offered by the same airline or by another one, to the same destination, if there are seats available. The airline must offer assistance.
	Concluding your travel by other means of transportation (bus, van, taxi, etc.). The airline must offer assistance.
	Rebooking the flight at no cost for date and time of your convenience. In this case, airline may suspend assistance.



IMPORTANT TIPS



- You can ask the airline for written information about the flight delay.
- As soon as the airline notices the flight will be delayed beyond its scheduled time, it shall inform the passenger about the reasons for the delay, as well as predict the new time of departure (keeping it updated, if applicable).
- Rights for assistance, rerouting and refund are valid even in cases the delay has been caused by bad weather conditions.



5.2.2 Flight cancellation

Passenger rights in case of flight cancellation

If you are at the airport of origin	If you are at stopover or connection airports
Receiving a full refund, including airport tax. In this case, the airline may suspend assistance.	Receiving a full refund and returning to the airport of origin without any cost. The airline must offer assistance
Rebooking the flight to any date of your convenience, without any cost. In this case, the airline may suspend assistance.	Staying at the location where the interruption occurred and receiving a refund of the unused portion. In this case, airline may suspend assistance.
Boarding on the next flight, offered by the same airline or by another one, to the same destination, if there are seats available. The airline must offer assistance.	Rebooking the flight at no cost for date and time of your convenience. In this case, airline may suspend assistance.
	Boarding on the next flight, offered by the same airline or another one, to the same destination, if there are seats available. The airline must offer assistance.
	Concluding your travel by other means of transportation (bus, van, taxi, etc.). The airline must offer assistance.



IMPORTANT TIPS



- You can ask the airline for written information about the flight cancellation.
- Rights for assistance, rerouting and refund are valid even in cases cancellation has been caused by bad weather conditions.

5.2.3 Refused boarding

Refused boarding (boarding refused caused by operational safety reasons, change of aircraft, overbooking, etc.) occurs when the passenger is not allowed to board, in spite of meeting all requirements for boarding.

Once the airline finds that there is a possibility of refused boarding, it must look for volunteers who would agree to board another flight, by offering compensation (money, extra tickets, miles, daily rates for hotels, etc.). If you accept this compensation, the airline may require you to sign a receipt stating that the proposal was accepted.

If you do not accept the compensation offered by the airline and if you are refused boarding, the airline will have to offer you the following rearrangement and refund options (besides assistance).

Passenger rights in case of refused boarding

If you are at the airport of origin	If you are at stopover or connection airports
Receiving a full refund, including airport tax. In this case, the airline may suspend assistance.	Receiving a full refund and returning to the origin airport without any cost. The airline must offer assistance
Rebooking the flight to any date of your convenience, without cost. In this case, the airline may suspend assistance.	Staying at the location where the interruption occurred and receiving a refund of the unused portion. In this case, airline may suspend assistance.
Boarding on the next flight, offered by the same airline or another one, to the same destination, if there are seats available. The airline must offer assistance.	Rebooking the flight at no cost for date and time of your convenience. In this case, airline may suspend assistance.
Concluding your travel by other means of transportation (bus, van, taxi, etc.). The airline must offer assistance.	Boarding on the next flight, offered by the same airline or another one, to the same destination, if there are seats available. The airline must offer assistance.
	Concluding your travel by other means of transportation (bus, van, taxi, etc.). The airline must offer assistance.



IMPORTANT TIPS



- You can ask the airline for written information about the refused boarding.
- Rights for assistance, rearrangement and refund are valid even in cases refused boarding has been caused by bad weather conditions.

5.3 Other information about refund in case of more than 4 hours of flight delay, cancellation or refused boarding

If the flight is delayed for more than 4 (four) hours, canceled, or even if there is refused boarding, the airline must refund the passenger in accordance with the payment method used to purchase the ticket.

Refunding amounts already paid and received by the airline (cash, check or bank account debit) should be done immediately, in cash or by bank account credit. If the ticket was financed on credit card and has unpaid installments, the refund must obey the credit card company rules. Arrangements for refund must be immediate.

If the passenger agrees, the airline may offer credit in mileage programs instead of a refund.

6 Accessibility

6.1 Special assistance

The following passengers may request special assistance:

- Unaccompanied children
- Pregnant women
- Elderly above 60 years
- Lactating
- People with an infant
- People with reduced mobility
- People with disabilities

6.2 Boarding and disembarkation of passengers needing special assistance

Passengers who require special assistance will have the right for priority boarding. These passengers shall attend the check-in counter at least 1 hour and 30 minutes before the flight for domestic trips, holding an identification document. For international flights, these passengers should be at the check-in counter 2 hours before the flight.

Disembarkation will be done after other passengers have disembarked, except in connection flights where the exchange aircraft time justifies priority.

In order to receive proper assistance, passengers must provide notice to the airline about their condition at the moment they make their reservation or, at least,

48 hours before the flight.



At airports without boarding bridges or when aircraft park at remote locations, vehicles with lifts or other devices shall be provided in order to permit safe boarding and disembarkation of persons with physical disabilities or reduced mobility.

Passengers may use wheelchairs or other assistive devices (canes, crutches, walkers etc.) to reach the aircraft door, provided that the equipment passes through the airport security inspection.



IMPORTANT TIP

- Passengers who need to use extra oxygen and/or stretchers, as well as disabled passengers, must contact the airline at least 72 hours before the flight.

6.3 Rights of passengers needing special assistance

- Priority services;
- Adapted telephones to be available at airport common areas and information available in the Brazilian Sign Language, for passengers with hearing impairments;
- Information in Braille (in at least two languages at international airports), for visually impaired passengers;
- If the airline requires a companion or assistant for a person with a special disability, the company must justify the requirement in a written

document and offer at least an 80% discount for the disabled person air ticket. Also, the company must guarantee that the passenger companion or assistant will travel beside him/her.

6.4 Pregnant Women

If you are pregnant, it is important to contact your doctor and the airline before buying the ticket, as some airlines have restrictions regarding pregnant women.

6.5 Diseased passengers

It is necessary to provide the airline advance notice about special assistance needed for diseased passengers at least 48 hours before the flight. Airlines usually provide priority services for these passengers.

6.6 Transportation of assistive devices (canes, crutches, walkers and others)

Assistive devices may be transported in the passenger cabin, except when their dimensions or the aircraft's (or even security aspects) impede their transportation in the cabin. In these cases, the equipment must be transported in the baggage compartment.

When assistive devices have to be checked, they will be considered priority baggage.

6.7 Wheelchair transportation



When space permits, the wheelchair must be carried free in the cabin. Otherwise, it will be considered priority baggage.

The wheelchair user must be accommodated in a special seat, equipped with removable arms, near the aisle, between the first and the third row of seats in the aircraft, according to the chosen travel class.



IMPORTANT TIP

- People with special needs who intend to use assistive devices (wheelchairs, stretchers and/or equipment to provide supplemental oxygen) during the travel must contact the airline 72 hours before the flight.

6.8 Guide dog transportation

The guide dog must be transported free of charge on the ground of the aircraft cabin, next to his/her owner and under his/her control, in the first row of the aircraft. The animal must be equipped with harness; there is no need of using a muzzle.

Domestic travel

It is mandatory to submit an updated vaccination card, with evidence of multiple vaccine, rabies and anthelmintic treatment, issued by a duly accredited veterinarian.

International travel

It is required to submit the international health certificate, issued by the International agricultural Post from the Ministry of Agriculture, Livestock and Supply, in accordance with the requirements of the destination country.



7 Complaints about airlines services

7.1 Where can I claim for my rights?

If you feel harmed or feel your rights have been disrespected, first contact the airline to claim for your rights as a consumer. After all, when you purchase an air ticket, you establish an air transportation contract with the airline.

You can also file a complaint against the airline, made available by the Brazilian National Civil Aviation Agency (ANAC). In this case, ANAC will examine the report and punish the airline if violation of aviation legislation is confirmed.

However, ANAC is not a party in the relationship established between the passenger and the airline. Therefore, compensations are not achieved through the Agency.

If you want to seek for compensations related to moral and/or material damages, contact the Brazilian Consumers Protection and Defense Authorities or the Judiciary Authorities.

To claim for these benefits, it is important to keep proof of the boarding pass and of the spending involved (food, transportation, accommodation and communication) or documents regarding the professional activities you would accomplish at the destination of your flight, for the purposes of investigation and recovery of any losses.

7.2 Contacting the Brazilian National Civil Aviation Agency – ANAC

The National Civil Aviation Agency (ANAC), a regulatory agency under the Brazilian Civil Aviation Secretary of the Presidency of the Federative Republic of Brazil, is responsible for regulating and supervising civil aviation activities, as well as air transportation and airports infrastructure in the country.

To express opinions or register a complaint about services provided by airlines and

other entities (public or private) regulated and supervised by ANAC, use one of the service channels below:

Internet: www.anac.gov.br/faleanac

Call Center: 0800 725 4445

(available 24 hours a day, every day of the week)



Main sources where you can find most of the information contained in this guide:

ANAC Resolution No. 141 of March 9, 2010.

<http://www.anac.gov.br/biblioteca/resolucao/2010/RA2010-0141.pdf>

ANAC Resolution No. 130 of December 8, 2009.

<http://www.anac.gov.br/biblioteca/resolucao/RA2009-0130.pdf>

ANAC Resolution No. 09 of June 5, 2007.

<http://www.anac.gov.br/biblioteca/resolucao/resolucao09.pdf>

Order No. 676/GC-5 of November 13, 2000.

<http://www.anac.gov.br/biblioteca/portarias/port676GC5.pdf>

Law No. 11.182 of September 27, 2005.

<http://www.anac.gov.br/biblioteca/leis/lei11182.pdf>

Decree No. 5.731 of March 20, 2006.

http://www.planalto.gov.br/ccivil_03/_Ato2004-2006/2006/Decreto/D5731.htm

Decree No. 5.910 of September 27, 2006 (Montreal Convention).

http://www.planalto.gov.br/ccivil_03/_Ato2004-2006/2006/Decreto/D5910.htm

CT - 011 of September 20, 2000 (International air service rules).

<http://www.anac.gov.br/biblioteca/nosai/nosaict-011.pdf>

CT - 012 of March 23, 2001 (International air service rules).

<http://www.anac.gov.br/biblioteca/nosai/nosaict-012.pdf>

CONTACTING ANAC

Internet: www.anac.gov.br/faleanac

Call Center: 0800 725 4445

(available 24 hours a day, every day of the week)





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.

