

World Youth Day Brazil 2013

23 – 28 July 2013

Frequently Asked Questions

General Information/Services

Before the trip

- **Will foreign visitors travelling to Brazil during the World Youth Day 2013 need a visa?**

Yes. For those nationalities that do require a visa to travel to Brazil, visas will still be required for travel during the World Youth Day. The difference is that visas for foreign pilgrims will be issued free of charge and on a priority basis at Brazilian Consulates and Embassies. For a list of nationalities that require a visa to enter Brazil, see the General Framework of Visa Issuance Regime (<http://www.portalconsular.mre.gov.br/estrangeiros/quadro-geral-de-regime-de-vistos>).

In order to request a Special and Temporary Visa (TE), foreign nationals must submit: their Visa Form Delivery Receipt (RER) along with a colored 3x4 cm photo portrait taken against a white background; a valid traveling document; specific documentation as described below, depending on the category of the participating foreign national and purpose of the trip.

- A Temporary Special Courtesy Visa will be awarded to members of the Catholic Church in general (organizers, participants, etc.), local authorities and WYD volunteers, who need to tick the box "WYD Rio 2013 – accredited organizers and volunteers" as the main purpose of the trip. This visa will be awarded upon submission of a Letter of Invitation from the Rio de Janeiro Archdiocese or the Local Organizing Committee, and will be valid until 5 November 2013.
- A Temporary Special Tourist Visa will be issued for pilgrims who must tick the box "WYD Rio 2013 - pilgrim" as the main purpose of the trip. The visa will be awarded after submission of proof of enrolment in the event issued by the WYD Local Organizing Committee and will have a maximum validity of 90 days. Holders of this visa will be allowed to enter Brazil until the last day of the event, 28 July 2013.
- Temporary Special Visa II is for journalists and film crews who will cover the event. They should tick the box "WYD Rio 2013 - press" as the main purpose of the trip. The visa will be awarded after submission of proof of accreditation for the event issued by the WYD Local Organizing Committee and will have a maximum validity of 90 days. Holders of this visa will be allowed to enter Brazil until the last day of the event, 28 July 2013.

Visas to attend WYD may be requested by third parties as long as the interested party resides in the consular jurisdiction where the visa is requested.

Valid business and tourism visa holders do not need to request a Special and Temporary Visa to attend the event in the capacity of a "pilgrim" or "press" as long as he/she complies with the maximum period of stay allowed for each year. In the case of journalists, procedures related to the possible custom clearance of equipment should be followed.

Pilgrims from MERCOSUR countries (Argentina, Paraguay, Uruguay and Venezuela) and Associated States (Bolivia, Chile, Colombia, Ecuador and Peru) do not need a passport,

as their entry into Brazil is allowed with a simple valid identification card. (<http://www.brasil.gov.br/sobre/turismo/documentacao/mercosul-com-rg>)

For a list of nationalities that require a visa to enter Brazil, see the General Framework of Visa Issuance Regime (<http://www.portalconsular.mre.gov.br/estrangeiros/quadro-geral-de-regime-de-vistos>).

(Source: Ministry of External Relations)

- **Where can I get a visa for Brazil?**

Visas are issued at Brazilian Consulates or the Consular Section of a Brazilian Embassy. The full list of Brazilian Consulates and Embassies is available at: <http://www.itamaraty.gov.br/o-ministerio/o-brasil-no-exterior>

Foreign visitors that require a visa must apply for a visa at a Brazilian Consulate or Embassy abroad prior to their trip. Visas will not be issued upon arrival in Brazil.

(Source: Ministry of External Relations of Brazil)

- **What documents are required for a visa application?**

At a Brazilian Consulate or Consular Section of a Brazilian Embassy, foreign visitors must present a print out of the online confirmation page as proof that the visa application form was filled out via the Internet (<https://scedv.serpro.gov.br/frscedv/index.jsp>), their passport and or present a document that proves the connection of the foreign national to the World Youth Day.

(Source: Ministry of External Relations)

- **Will visitors need to meet any vaccination/specific health-related requirements to enter Brazil?**

Brazil does not require an International Certificate of Vaccination or Prophylaxis for entry. It is recommended, however, that travelers are immunized against yellow fever. In addition, although there are no cases of measles or rubella in Brazil, these diseases are present in other countries, and it is therefore recommended that tourists be immunized against them.

(Source: Ministry of Health of Brazil)

▪ **Can travelers enter Brazil carrying medications?**

Medications brought by travelers to Brazil may be subject to health inspection. Therefore, travelers are advised to bring their relevant prescription(s), to have sufficient supplies of medications to last the duration of their trip, and to travel with medications in their hand luggage. It is also recommended that medications are kept in their original packaging for better identification purposes.

(Source: Internal Revenue Service of Brazil)

▪ **Is travel insurance compulsory?**

No. When buying a ticket, foreign visitors are not obligated to purchase travel insurance; these services are additional and optional.

(Source: Passenger's Guide)

http://www.infraero.gov.br/images/stories/quia/guidopassageiro_infraero.pdf

▪ **What currencies are accepted in Brazil?**

The legal currency of Brazil is the real (R\$). The currency was first issued in 1994. In 2010, the real bills were re-issued with a new design and security features. The new version (The Second Family of the Real) will gradually replace the earlier one (The First Family of the Real). Until this happens, both versions will remain valid.

The bills and coins of the First Family of the Real are still accepted currency and need not be changed.

There are bills for: R\$ 1, R\$ 2, R\$ 5, R\$ 10, R\$ 20, R\$ 50, R\$ 100.

There are coins for: 1 cent, 5 cents, 10 cents, 25 cents, 50 cents and 1 Real.

To see images of the bills of the First Family of the Real visit:

<http://www.bcb.gov.br/?REALSEGUR>

To see images of the coins of the First Family of the Real visit:

<http://www.bcb.gov.br/?MOEDAFAM1>

The bills of the Second Family of the Real are for: R\$ 10, R\$ 20, R\$ 50, R\$ 100. There are coins for: 1 cent, 5 cents, 10 cents, 25 cents, 50 cents and 1 Real.

To see images of the bills of the Second Family of the Real visit:

<http://www.novasnotas.bcb.gov.br/>

To see images of the coins of the Second Family of the Real visit:

<http://www.bcb.gov.br/?MOEDAFAM2>

(Source: Central Bank of Brazil)

- **Where can I buy Brazilian reais before travelling?**

Reais can be obtained at banks and exchange houses abroad. The foreign exchange rate is published daily in newspapers and on specialized websites.

(Source: Central Bank of Brazil)

- **Do different rules apply with respect to the boarding of foreign passengers?**

Authorities will check non-Brazilian passengers for one of the following official documents: passport; foreigner's identity card - CIE (RNE) - in accordance with international agreements signed by Brazil; and other travel documents provided for in international agreements signed by Brazil. In the case of foreign visitors travelling domestically in Brazil, documentation confirming application for a CIE issued by Brazil's Federal Police Department may also be accepted --temporarily in substitution of the original document - for a maximum period of 180 days.

(Source: Infraero)

in Brazil

- **What types of goods are prohibited from entering and exiting Brazil?**

The following goods are subject to special restrictions by the authorities: live animals, animal and vegetable products, weapons and ammunition, equipment, and other products that can affect public health, safety and the environment.

Travelers cannot bring the following items into Brazil, among others, as they are forbidden:

- Cigarettes and drinks manufactured in Brazil exclusively intended for sale abroad;
- Cigarettes of brands that are not sold in the country of origin;
- Toys, replicas and imitations of firearms;
- Animal species of wildlife without a license and technical report issued by the Ministry of Environment of Brazil;
- Products containing genetically modified organisms;
- Pesticides, their components and related products;
- Goods that go against community standards and morals, or are detrimental to health or public order;
- Narcotics or drugs;
- Foreign goods with falsified or adulterated key features that prevent or hinder their identification.

Attention: The goods listed above will be seized by customs authorities if brought to Brazil. Travelers may also, as appropriate, be subject to arrest by Brazilian authorities and prosecution under civil and criminal law should the above restrictions be violated.

For more information, please visit:
<http://www.receita.fazenda.gov.br/Aduana/Viajantes/PerguntasRespostas/Default.htm>

(Source: *Internal Revenue Service of Brazil*)

▪ **What animal/agricultural products cannot enter Brazil without prior authorization from Brazil's Ministry of Agriculture, Livestock and Supply (MAPA)?**

The following animal/agricultural products are subject to restrictions by the authorities:

- Fresh fruits and vegetables;
- Insects, snails, bacteria and fungi;
- Flowers, plants or parts thereof;
- Bulbs, seeds, seedlings and cuttings;
- Cigars;
- Tobacco for hookah containing honey in its composition;

- Pets, such as dogs and cats, without an International Animal Health Certificate as they can transmit rabies and other diseases;
- Domestic and wild birds, as they can be hosts of the influenza virus (bird flu);
- Exotic species, fish, ornamental birds and bees as they may transmit diseases that do not exist in Brazil;
- Meat of any animal species, fresh or processed (e.g. sausages, hams, smoked, salted, canned), as they can contain infectious agents;
- Milk and dairy products such as cheese, butter, milk fudge, yogurts, as they require special storage conditions and can also contain infectious agents;
- Bee products (e.g. honey, wax, propolis, etc.), as they can contain infectious agents;
- Eggs and egg by-products, as they require special storage conditions and may contain infectious agents;
- Fish and fish by-products, as they require special storage conditions and may contain infectious agents;
- Semen and embryos for animal propagation, increasing the risk of disease transmission;
- Veterinary biological products (serum, vaccines and drugs) must be registered with Brazil's Ministry of Agriculture, Livestock and Supply (MAPA);
- Animal feed (food, biscuits for dogs and cats, chew toys) must be registered with MAPA;
- Soils;
- Raw untreated wood;
- Pesticides;
- Fertilizers;
- Biological material for scientific research, among others, such as specimens of animals, plants or their parts and kits for laboratory diagnosis;
- Food served on board international ships or aircraft entering Brazilian territory; and
- Animal and vegetable products bought at duty free shops abroad.

(Source: Infraero/Passenger's Guide)

▪ **Which products are allowed?**

- Oils;
- Certain plant products (manufactured, vacuum packaged, canned, pickled and with other preservatives);

- Chocolate;
- Beverages in general (teas, juices and soft drinks);
- Ready-to-use and packaged Yerba Mate;
- Packaged powder for ice creams and desserts;
- Packed starches;
- Margarine and cocoa paste;
- Instant coffee;
- Roasted and ground coffee;
- Refined and packed glucose and sugar; and
- Cigarettes, unless they have been manufactured in Brazil for sale abroad or cannot be sold in their country of origin.

(Source: Infraero/Passenger's Guide)

Transport of vegetable and animal products

- **How are wooden packaging and supports controlled so as not to introduce pests?**

Phytosanitary measures are taken to reduce the risk of introducing and spreading pests to plant life. For wooden packaging and supports, Brazil follows the guidelines set out in the International Standard for Phytosanitary Measure - ISPM no. 15 - of the International Plant Protection Convention - IPPC - of the United Nations Food and Agriculture Organization (FAO).

According to the Brazilian phytosanitary standards, raw wood in packaging and supports must be treated in the country of shipment. This requirement applies to cages, boxes, cases, anchors, pallets, drums, spools and reels, for example. Official treatment can be confirmed by the existence, on the wood itself, of the international stamp approved by FAO or, as appropriate, by a plant health certificate or certificate of treatment issued or endorsed by the National Plant Protection Organization of the country of origin.

Packaging and supports made of materials other than wood (plastic, cardboard, fibers, etc.) are exempt from these requirements, as well as those consisting of industrialized

or processed wood such as plywood and particleboard whose manufacturing process involves heating, gluing and pressure.

Non-certified packaging will be retained by the Brazilian phytosanitary authorities at the port or airport and will only be allowed to enter the country after disinfection, a procedure that can be completed in no less than four days. Otherwise, non-certified packaging will be shipped back to its country of origin or destroyed. In all cases, all costs involved will be borne by the party responsible for the cargo.

(Source: Ministry of Agriculture, Livestock and Supply of Brazil)

▪ **What should a foreign visitor entering Brazil temporarily do with accompanying luggage?**

Foreign nationals that enter the country with baggage via land have to undergo the same procedures as those entering via sea or air. In addition, foreign nationals entering by land require a DBA (Baggage Declaration Form) to be presented for goods with a total value below US\$ 3,000.00.

Foreign nationals entering the country via sea or air with consumer goods with a total value of US\$ 3,000.00 or more must head to the "Goods to Declare" counter (or present themselves to the customs authority) and present their Baggage Declaration Form (DBA) listing products such as radio and TV recording and broadcast equipment.

Foreign visitors who, due to the nature of the goods they are bringing into the country, have to answer "yes" to any of the seven questions on the DBA form must fill out that statement, sign it, and proceed to the "Goods to Declare" area in customs. Foreign nationals who are able to answer "no" to all questions on the DBA form do not need to fill it out and present it.

Any documentation provided by Brazil's customs officials should be kept with the traveler until it is submitted to customs officials upon the visitor's return to their country of origin. More information is available in the Guide for Travelers (in English) prepared by the Internal Revenue Service of Brazil: <http://www.receita.fazenda.gov.br/publico/Aduana/bagagem/Viajantes/GuideforTravelersBaggageandCurrencyCarry-on.pdf>

(Source: Internal Revenue Service of Brazil)

▪ **Why is it important to fill out the Accompanied Baggage Declaration (DBA) form correctly?**

Special customs treatment for temporary admission -- meaning that no taxes will be charged -- will be granted to travelers residing abroad who enter the country carrying goods for personal use and consumption and submit a properly filled out DBA form.

The temporary admission policy applies to the following goods, among others:

- Portable devices for recording or reproducing sound and image, accompanied by a suitable quantity of the devices' corresponding physical means for recording, (i.e. batteries and accessories);
- Manual tools and objects, including laptops, to be used for professional or recreational activities;
- Articles of clothing and their accessories and personal ornaments;
- Hygiene and beauty products;
- Binoculars and cameras, accompanied by compatible quantities of batteries and accessories;
- Portable musical instruments;
- Cell phones;
- Child strollers and auxiliary equipment used by travelers with special needs;
- Equipment for sporting activities to be used by the traveler; and
- Portable dialysis devices and similar medical equipment items.

The temporary admission policy (no taxes charged) may also apply to goods to be used for the following purposes, among others:

- Fairs, exhibitions, congresses and other scientific or technical events;
- Scientific research or expeditions, provided that they are related to projects authorized beforehand by the National Science and Technology Council;
- Shows, exhibitions and other artistic or cultural events;
- Sports competitions and exhibitions;
- Trade or industrial fairs and exhibitions; and

Trade promotion, including not-for-sale samples and samples used by sales representatives.

Attention:

- An Accompanied Baggage Declaration (DBA) form used to apply for the temporary admission policy must be submitted by travelers to a customs official at the IRS unit with jurisdiction over the site where they will board their return trip.
- Travelers who are not required to submit the DBA, but wish to obtain documentation confirming that the goods they are bringing to Brazil were officially authorized to enter the country, should go to the "Goods to Declare" area and submit a properly filled out and signed DBA form to the customs authorities.
- Travelers intending to leave the country again who are carrying any goods as baggage in the current trip are advised to fill out a DBA and go to the "Goods to Declare" area, even though they are under no obligation to do so, for the purpose of nationalizing the goods and preventing problems related to the tax exemption limit for other trips. The documentation confirming the legal entry of the goods ensures that travelers will not be charged taxes.
- Non-resident travelers entering Brazil by land, river or lake must specify all the goods they are carrying on the DBA form.

Attention:

- **In their role as customs authorities, officials may question travelers at any moment, as well as inspect declared or non-declared baggage. If in doubt, the traveler should declare his/her goods or request information from the customs office.**
- **Not filling out the DBA in cases when it is required (in other words, choosing "NOTHING TO DECLARE") is considered false customs declaration and incurs a fine of 50 percent of the value of goods that exceed the amount exempt from tax.**
- **Goods that are shown to have commercial purpose and are not declared by the traveler before customs check will be subject to a fine or may even be seized and confiscated.**
- **Brazilian citizens can only import goods for their own use.**
- **Hiding goods through any means may lead to the confiscation of such by the Brazilian Treasury, as well as other penalties provided for by Brazilian law.**
- **Penalties for non-declared goods that carry importation restrictions or are prohibited may be severe, and duties will have to be paid for goods subject to tax.**

- Brazilian legislation calls for penalties for false declaration and/or the submission of fraudulent documents. Those penalties vary from fines, calculated based on the value of goods, to their seizure and confiscation, as well as qualifying as a crime.
- After customs clearance, it is no longer possible to present goods with the aim of obtaining a document that proves it has entered the country as baggage.
- Some medications are subject to special control by the [National Health Surveillance Agency \(ANVISA\)](#) and will only be allowed to enter the country after a favorable decision by the health authority. Always have a medical prescription on hand, which should have the patient's name and address, dosage or method of use of the medication, as well as the duration of the treatment.

More information can be found in the Guide for Travelers (in English) prepared by Brazil's Internal Revenue Service. <http://www.receita.fazenda.gov.br/publico/Aduana/bagagem/Viajantes/GuideforTravelersBaggageandCurrencyCarry-on.pdf>

(Source: Internal Revenue Service of Brazil)

▪ **What rules apply for buying goods at duty free shops in Brazil?**

Currently, there is no duty-free shop in operation for those entering the country via land. Recently, a bill was passed authorizing the establishment of duty-free shops on Brazilian borders, but the regulation still needs to be approved. Some countries that border Brazil, such as Uruguay, have duty-free shops. However, purchases made in these establishments are considered accompanied baggage when entering Brazil.

Foreign visitors, as identified by appropriate documentation and their boarding card or international transit card, may buy goods at duty free shops in Brazil located at the initial airport of arrival before their accompanying baggage is examined at customs.

Notwithstanding tax exemption applied to accompanying baggage, travelers can buy tax-exempt goods at a duty free shop in Brazil upon their arrival to the country up to a total value of US\$500, or an equivalent amount in another currency.

Goods bought by travelers in duty free shops are subject to the following quantity limits:

- 24 bottles of alcoholic beverages, provided that the maximum limit of 12 bottles by type of alcoholic beverage is observed;
 - 20 packs of cigarettes;
 - 25 units of cigars or cigarillos;
 - 250 grams of pipe tobacco;
 - Ten (10) units of toiletries, including cosmetics; and
 - Three (3) watches, machines, devices, equipment items, toys, games or electric or electronic instruments.
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- Those under 18 years of age, even when accompanied by an overage person, are not allowed to purchase alcoholic beverage and tobacco products.
 - Goods purchased in duty-free shops in Brazil when travelers leave for other countries (or from duty-free catalogues and on buses, airports or ships) undergo the same procedures as those purchased abroad, being considered part of the traveler's baggage. In sum, these goods do not qualify for the tax exemption granted to the ones purchased in duty-free shops in Brazil, when the traveler arrives in the country.

More information can be found at:

<http://www.receita.fazenda.gov.br/aduana/viajantes/viajantechegbrasilsaber.htm>

(Source: Internal Revenue Service of Brazil)

Ground Transportation

- **How do private vehicles enter Brazil via land borders?**

Recently approved RFB Normative Instruction 1.361 of May 21, 2013 simplifies the entry of private vehicles in Brazil (among other measures). According to Article 90, section III of that Normative Instruction, all foreign ground vehicles of private use registered in another country

that are driven by a non-resident and enter the country through a customs-controlled border point are considered to be automatically submitted to the "temporary admission regime," thus waiving all formalities required for customs control. This automatic temporary admission is also valid for vehicles registered in a Member Country of the MERCOSUR owned by foreign individuals or legal entities resident/headquartered in such country, as long as such vehicle is being used for tourism trips and as per the conditions set forth in Common Market Group (GMC) Resolution 35 of June 20, 2002 (Article 90, section II).

▪ **How much in cash or travelers' checks are travelers allowed to bring into Brazil and/or leave the country with?**

No limit is imposed on the amount of cash or travelers' checks foreign visitors can bring to or from Brazil. However, for cash or travelers' checks exceeding R\$10,000, or the equivalent amount in other currencies, an Electronic Currency Carry-on Declaration form (e-CCD) issued by the Internal Revenue Service of Brazil must be filled out. The e-CCD form is available for download here: <http://www.receita.fazenda.gov.br/dpv/>.

(Source: *Central Bank of Brazil*)

Who oversees and regulates the provision of ground passenger transportation around Brazil?

The National Transportation Agency (ANTT) is responsible for monitoring the quality of service in bus travel from one state to another (interstate travel) or from Brazil to neighboring countries (international travel). In addition to passenger transportation, ANTT also controls and inspects road concessions, railway concessions and cargo transportation. To answer questions from travelers and make it easier to find relevant information, the ANTT created a "hotsite" especially for World Youth Day. It can be accessed at: <http://jmi.antt.gov.br/>

Source: (Rights and Duties Primer of the ANTT)

Who should one turn to for questions or concerns regarding bus travel?

ANTT has support and supervision offices in all major bus terminals in the country. Look for the office when you need to ask, complain or give suggestions about the cleanliness and safety of the vehicle, departure and arrival times, ticketing, tickets, lost luggage, or to report any situation in which you feel you have been wronged.

Source: (Rights and Duties Primer of the ANTT)

If my luggage is lost on a bus trip, what is the procedure?

If there is loss or damage to luggage in the bus trunk, you are entitled to compensation from the bus company.

Source: (Rights and Duties Primer of the ANTT)

.What products are not allowed on the bus?

You cannot board the bus with materials considered hazardous, such as explosives, toxic products, flammable substances, chemical products, etc.

Source: (Rights and Duties Primer of the ANTT)

If you are required to stay overnight somewhere, either because the journey was interrupted or delayed as a result of the bus company's own doing or because the bus company sold more than one ticket for the same seat, what are my rights?

You have the right to receive room and board at the expense of the bus company.

Source: (Rights and Duties Primer of the ANTT)

How should the bus company proceed in case of accidents?

In case of accidents, the bus company must provide all forms of assistance in an efficient and appropriate manner.

Source (Rights and Duties Primer of the ANTT)

When traveling by bus, do you have the right to insurance?

Yes. Your travel is insured by DPVAT (Personal Injury Caused by Terrestrial Motor Vehicles) and Liability Insurance.

Source: (Rights and Duties Primer of the ANTT)

To contact ANTT:

- Ombudsman: call **+55 166**
- E-mail: **ouvidoria@antt.gov.br**
- Website: **www.antt.gov.br**
- Regional offices (the address of other regional offices may be accessed at the ANTT website)
- **Rio de Janeiro (RJ) Regional Unit**

Av. Marechal Câmara, 160 - 11º andar Ed. Le Bourget
CEP 20020-080 - Rio de Janeiro - RJ
Tel. +55 (21) 3504-4700
Fax +55 (21) 3504-4709

Air Transport

Will the Galeão airport in Rio de Janeiro, host city of World Youth Day, have any designated areas for pilgrims who enter Brazil through that airport?

Infraero will set up a **fun zone** at Terminal 1, Sector C. The 7,500 square-foot area offers facilities (food, bathrooms, seats, air conditioning, self-service kiosks, Wi-Fi, entertainment, etc.) intended for use by pilgrims both on arrival and on departure. The **fun zone** will be available around-the-clock between 13-30 July.

A screen showing flight arrivals and departures will be installed.

. In addition, Infraero will provide a **shuttle** between Terminals 1 and 2 for passengers. WYD and Riotur counters will also be installed in the **fun zone** to offer information to pilgrims.

The **fun zone** will be located in an area dedicated especially for major events - such as Rio +20, Rock in Rio and the World Military Games - and there is no connection to other areas in the airport routinely used for regular air passengers. When boarding at the Galeão, pilgrims can also use the **fun zone** to **check-in** at airline kiosks.

Tips for arrivals by plane:

The Infraero website (www.infraero.gov.br, link [Flights Online](#)) allows you to check arrival and departure times of flights at a number of airports. You can also download the free Flights Online mobile app by Infraero. Pilgrims can use the app to track flights and have access to the Passenger Guide in Portuguese, English and Spanish versions.

Click [here](http://www.rio2013.com/pt/downloads/detalhes/9/aeroporto-internacional-antonio-jobim) (<http://www.rio2013.com/pt/downloads/detalhes/9/aeroporto-internacional-antonio-jobim>) to see the map of the Rio de Janeiro/Galeão - Antonio Carlos Jobim International Airport.

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

You must present for *check-in* at the time stipulated by the airline. In most cases, passengers are required to arrive one hour before domestic flights and two hours before international flights. Consult your airline in advance.

Source: PASSENGER GUIDE (Conaero/SAC, Infraero and Anac).

What is *check-in*?

The *check-in* is the procedure through which the airline identifies the passenger, checks his/her baggage and issues the boarding pass. *Check-in* can be done at the airline counter, through the Internet, in self-service areas and on smartphone or tablet apps. Providing service to passengers and organizing queues are the responsibility of the airlines. After *check-in*, you must go to the boarding gate designated by the airline at the stipulated time.

Source: PASSENGER GUIDE (Conaero/SAC, Infraero and Anac).

I did my *check-in* online, what do I do about my luggage?

If you have no luggage or only hand luggage, you should print the boarding pass and proceed directly to the boarding gate indicated by the airline at the stipulated time. If you have baggage to be checked, you must go to the *check-in* counter of the airline with sufficient time to identify yourself, check your bags and arrive at the boarding gate at the time informed by the airline. Some companies have counters exclusive for checking the baggage of customers who have already checked in.

Source: PASSENGER GUIDE (Conaero/SAC, Infraero and Anac).

How can I find out about the time of my flight?

There are displays installed in several places at the airports with flight information. It is essential that the passenger always be attentive to his/her flight information, since it is subject to change. You can also follow the arrival and departure schedules through the Infraero website (www.infraero.gov.br), and also through the Flights Online mobile app by Infraero.

Source: PASSENGER GUIDE (Conaero/SAC, Infraero and Anac).

Before traveling by plane

Luggage

What is the size of hand luggage allowed?

On domestic flights, hand luggage may not be larger than 115 cm (as a sum of height + length + width), and the maximum weight is 5 kg. If you exceed this specification, the airline may require that the luggage be checked.

Source: PASSENGER GUIDE (Conaero/SAC, Infraero and Anac).

What is the weight of luggage I can check without additional cost?

It depends on the size of the aircraft and class in which the passenger is traveling (first class or economy class, for example). On average, each passenger can check up to 23 kg. The airline is authorized to charge for excess baggage during *check-in*. The amount can reach up to 0.5 percent of the full fare per kilo of excess luggage. The airline may also deny transportation of excess baggage or take it on another flight. Sporting goods in general (surfboards, bicycles, etc.), musical instruments and other types of special luggage must be included in the weight limit, in the same way an ordinary piece of luggage would. For more information, check with your airline.

Source: PASSENGER GUIDE (Conaero/SAC, Infraero and Anac).

What if my documents have been stolen, for example?

In case of theft or loss of documents, police reports issued less than 60 days before the flight date are acceptable.

Source: PASSENGER GUIDE (Conaero/SAC, Infraero and Anac).

Why is it necessary to go through the X-ray equipment?

Per international safety standards, before entering the departure lounge, all passengers and hand luggage must pass X-ray inspection. It is forbidden to carry sharp or piercing objects, such as pocket knives, nail clippers, etc. If you forget to dispatch these objects, the items will be discarded at the time of inspection.

Source: PASSENGER GUIDE (Conaero/SAC, Infraero and Anac).

What are the rights of passengers who require special assistance?

Passengers who require special assistance are entitled to: priority service at *check-in* and on boarding; adapted telephones in the public areas of airports; and information available in Brazilian Sign Language (Libras) for the hearing-impaired. Passengers with visual disabilities also have the right to access information in Braille (in at least two languages when in an

international airport). In cases where the airline requires a companion for a person with disabilities, the airline must justify the fact in writing and offer a discount of at least 80 percent of the amount charged for the ticket bought by the person with disabilities. It is worth noting that the passenger must travel alongside his/her companion.

Source PASSENGER GUIDE (Conaero/SAC, Infraero and Anac).

▪ **What are the rights of passengers in the case of delayed or canceled flights?**

In case of delayed or canceled flights and denied boarding (due to operational safety, change of aircraft, overbooking, etc.), passengers with boarding passes are entitled to material assistance, which involves communication, food and accommodation.

These measures are intended to minimize discomfort for passengers while they wait for their flight. The level of assistance offered by the airline is based on a formula that takes into consideration the wait time from the moment a flight is delayed or canceled or boarding is denied:

- Starting at one hour: communication (Internet, phone calls, etc.).
- Starting at two hours: food (voucher, snack, beverages, etc.).
- Starting at four hours: accommodation or lodging (if applicable) and transportation from the airport to the place of accommodation.

If the delay exceeds four hours (or the airline knows beforehand that it will take this long) or the flight is canceled, the airline must offer, in addition to material assistance, rebooking or refund to passengers. Such assistance must also be offered to passengers who are already on board the aircraft if necessary. The airline may discontinue the provision of material assistance once immediate boarding is announced.

Source PASSENGER GUIDE (Conaero/SAC, Infraero and Anac).

.What products subject to sanitary inspection by ANVISA can I bring in my luggage?

Products cleared for transportation include medicines, foods, disinfectants, cosmetics, hygiene products and medical products intended for personal and individual consumption (as long as their frequency and amount do not constitute commercial or resale use). All products must be in their original containers to enable identification. Controlled drugs must be accompanied by a medical prescription. You are not allowed

to bring any medical products from abroad as luggage for purposes of providing services to third parties.

Source: PASSENGER GUIDE (Conaero/SAC, Infraero and Anac).

▪ **How should canes, crutches, walkers and other similar devices be carried?**

Canes, crutches, walkers and similar devices referred to as "technical aids" can be carried onto the aircraft. However, when the size of the technical aid is too big for the aircraft or security requirements restrict them from being brought into the cabin, these aids will have to be stowed and transported in the luggage compartment and will be treated as priority luggage.

Source: PASSENGER GUIDE (Conaero/SAC, Infraero and Anac).

▪ **What should a passenger do if there are problems with the return of his or her luggage?**

When you buy an airline ticket, you enter into a contract with the airline. Therefore, if a passenger feels that he or she was harmed or that his or her rights were not respected, they should get in touch with the airline first to claim their rights as a consumer. After filing a complaint with the airline and receiving a registration number, passengers can also file a complaint against the airline with Brazil's National Civil Aviation Agency (ANAC), which is in charge of regulating and inspecting all civil aviation activities in Brazil.

Complaints can be filed by calling toll free 0800 725 4445, or online at <http://www2.anac.gov.br/portal/cgi/cgilua.exe/sys/start.htm?sid=348>, or at the ANAC customer service offices located in the Brasilia airport. ANAC will assess the complaint and if it finds that civil aviation rules were not complied with, it can apply administrative penalties to the airline in question.

Source PASSENGER GUIDE (Conaero/SAC, Infraero and Anac).

Currency/purchases

▪ **Is a limit imposed on foreign exchange transactions in cash, prepaid cards or travelers' checks?**

No limit is imposed on foreign exchange transactions in Brazil. However, for transactions exceeding R\$ 10,000, the amount in reais must be submitted or received by bank transfer or check.

(Source: Central Bank of Brazil)

▪ **Where can foreign currency be exchanged in Brazil?**

Foreign currency can only be exchanged at institutions authorized by the Central Bank of Brazil (BCB) such as banks, other financial institutions, and shops operating as their representatives. Banks, or exchange bureaus, are commonly found in airports or shopping malls. An up-to-date list of foreign currency exchanges is available at <http://www.bcb.gov.br/?INSTCRED>.

(Source: Central Bank of Brazil)

▪ **What documents are travelers required to submit in order to buy reais?**

For purchases of up to US\$3,000 (or the equivalent amount in other currencies), travelers need only submit the identification document they used to enter Brazil, such as a passport or identity card, as in the case of visitors from MERCOSUR. For amounts above US\$3,000, travelers must declare the purpose of the reais purchase.

(Source: Central Bank of Brazil)

▪ **Can international cards be used to make payments?**

Yes. Credit cards, debit cards and/or prepaid cards from established global brands are accepted at most Brazilian commercial establishments.

(Source: Central Bank of Brazil)

▪ **Can international cards be used to make withdrawals at ATMs?**

Yes. Foreign travelers can withdraw reais at ATMs with credit cards, debit cards and/or prepaid cards from established global brands.

(Source: Central Bank of Brazil)

▪ **Is it possible to sell any left-over reais?**

Yes. It is recommended that foreign travelers keep the receipt issued at the time of purchase as proof of purchase may be requested by the authorized institution when selling back left-over reais.

(Source: Central Bank of Brazil)

Communications

- **Do mobile devices such as smartphones work in Brazil?**

Yes, all smartphones (i.e. those with Internet access capabilities) work in Brazil and operate on 2G, 3G or 4G and at a 2.5 GHz radio frequency.

(Source: Ministry of Communications of Brazil)

- **How can a foreign visitor buy a local mobile phone line?**

The private mobile phone carriers Oi, Vivo, Claro, Tim, CTBC and Sercomtel provide mobile phone services in Brazil (each with an area assigned to them).

Mobile phones and SIM cards can be bought at these carriers' stores which are commonly located in high-traffic venues, such as airports and shopping malls.

Pilgrims can also buy a compatible SIM card from a Brazilian national carrier and insert it in their mobile phone. SIM cards can be bought at newsstands, lottery shops, shopping malls, and many other outlets.

(Source: Ministry of Communications of Brazil)

- **Is it necessary to show any documents to buy a mobile phone line?**

For prepaid services, it is necessary to provide documents to the carrier – such as a passport. Refillable mobile phone credits can be bought at various outlets such as supermarkets, lottery shops, points of sale managed by carriers, and newsstands.

(Source: Ministry of Communications of Brazil)

- **Will it be possible to use 4G technology on mobile devices?**

4G technology can only be used on devices that are compatible with it such as smartphones or tablets allowing Internet access at 2.5 GHz.

(Source: Ministry of Communications of Brazil)

- **Will 4G mobile devices also work on 2G and 3G networks?**

Yes. 4G mobile devices work on 2G and 3G networks. Users who hire a 4G service provider in Brazil will be able to use the 3G network in areas where the new technology is not available yet.

(Source: Ministry of Communications of Brazil)

- **Which numbers can a foreign visitor call in case of emergency (police, fire department, etc.)?**

In case of emergency, the main numbers a foreign visitor can call are the following:

- Urgent mobile health care service (SAMU): 192
- Fire Department: 193
- Military Police: 190
- Civil Police: 197
- Civil Defense: 199

(Source: Ministry of Communications of Brazil)

- **How can foreign visitors call from one state or city to another?**

For national calls within the same city, foreign visitors need only dial the number they wish to reach.

For calls between different cities:

0 + carrier code + city code + phone number

(Source: Ministry of Communications of Brazil)

- **How can foreign visitors make collect calls?**

For collect calls from Brazil:

90 + carrier code + city code + phone number

For service lines (900, 0800, 0900, 0300, 800), it is not necessary to dial the carrier code. The price of the calls will vary according to the carrier.

(Source: Ministry of Communications of Brazil)

Health

- **Can foreign visitors use Brazilian public hospitals if necessary?**

Yes.

Public health care services in Brazil are free of charge and can be used by foreign visitors in urgent cases and emergencies. Care is available through two services: Mobile Emergency Service (SAMU) and First-Aid Units (UPA).

The SAMU service includes ambulances available 24 hours a day by calling 192 toll free. The ambulances are able to pick up patients anywhere: homes, workplaces and public roads and include teams of doctors, nurses, nursing assistants and paramedics trained in first-aid for trauma, clinical, pediatric, surgical, gynecological, obstetric and mental health cases. These qualified teams assess and refer the patients to the nearest appropriate health facility.

The 24-hour UPAs provide first-aid care to patients affected by acute clinical problems, trauma patients and those requiring surgery by stabilizing them and performing initial diagnostic investigations, and assessing the need to refer patients to hospitals for more in-depth care. In addition, 12 referral hospitals are available to foreign visitors.

(Source: Ministry of Health of Brazil)

In case of accidental poisoning, what can the traveler I do?

In Brazil, the most common chemicals that lead to poisoning by accidental exposure are medicines, sanitary disinfectants, drugs, industrial chemicals and agricultural pesticides. As such, the following must be kept in a safe place out of reach of children: medicines, liquid soaps, shampoos, conditioners, perfumes, powders and repellents. In case of exposure to these products, or if you feel sickness, allergy or discomfort after using a repellent, ask for guidance from the "disque-intoxicação" (intoxication assistance) at 0800 6446 774 . The number is toll-free.

In what situations can pilgrims call the Mobile Emergency Service (SAMU)?

Pilgrims can call the SAMU in situations such as:

- Occurrences of cardio-respiratory problems;
- Cases of poisoning or burns;
- Hypertension;
- Accidents resulting in injuries/victims;
- Cases of drowning;
- Cases of electric shock;
- Accidents involving hazardous goods;

What are the main health precautions pilgrims must take?

Since Brazil is a tropical country, it is recommended that pilgrims maintain a steady intake of fluids to prevent dehydration. To protect yourself from the sun, cover up with

appropriate clothing, wear a hat or a cap and sunglasses. Avoid direct exposure to the sun between 10 AM and 4 PM. Use repellents when necessary.

Avoid consuming foods whose preparation and packaging conditions are not hygienic; avoid raw or undercooked food, especially seafood. Packaged foods must be labeled and include identification of the producer and expiration date. The packaging must also be intact.

If you have diarrhea and vomiting due to the intake of food and drinks, it is important to take extra care with dehydration. In that case, you are recommended to take oral rehydration salt (provided for free by the Brazilian National Healthcare System) or other types of solutions. Sports drinks do not properly compensate losses and should not be used for treatment of diarrheal disease.

For more information on nutritional care, see the recommendations by the [World Health Organization](#).

Health care in the host city of the World Youth Day:

The entire health network of Rio de Janeiro is ready to serve pilgrims according to their need. Referrals will be determined by the Rio regulation central. The address of each health unit in the state is available at Rio's Department of Health website (www.saude.rj.gov.br). One important unit to remember is Hospital Estadual Pedro II (+55 (21) 3395-1202 - R. do Prado, 325 - Santa Cruz, Rio de Janeiro), which is equipped to respond to accidents with venomous animal bites.

(Source: Ministry of Health). More information can be found at [www.saude.gov.br / traveler](http://www.saude.gov.br/traveler).

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

A common problem when traveling is diarrhea caused by ingestion of contaminated food or water. Always be aware of 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 areas. Therefore, avoid close contact with live or slaughtered birds. If you suffer a bite by domestic or wild animals, immediately wash the wound with water and soap and seek medical attention. For influenza, there are new viruses circulating each year. Therefore, vaccination is annual. Eating well, adopting hygienic habits and avoiding stress are effective ways to stay healthy.

(Source: Infraero, Traveler Guide)

More information may be obtained at www.saude.gov.br/traveler.

What should I do if I become ill after returning from Brazil?

After returning from your trip to Brazil, if you are feverish or present other symptoms such as diarrhea, skin problems or breathing issues, immediately seek health care and inform the attending staff of the regions you visited.

(Source: Infraero, Traveler Guide)

General Care

- To ensure a safe and healthy stay in Brazil, learn about the destinations within the country in advance, since you can find large variations in climate and food and cultural habits between different places;
- When deciding your itinerary, plan activities of interest and take preventive health measures;
- Know the place you are traveling to. Find out if there is risk of disease and need for vaccinations or other preventive measures;
- Avoid traveling while ill;
- Visit your doctor preferably between 4 and 8 weeks before the trip to inform him/her of your itinerary. Ask for guidance on what measures to take in order to protect against diseases and injuries;
- You may have difficulty finding the medications you usually use during the trip, or not find the medications at all. Ask your doctor to advise you on which medications and in what quantity you should take during the trip, and pack it in your hand luggage;
- Securely pack the medicines according to the manufacturer's standards and make sure it is accompanied by its original box and leaflet;
- Eat before traveling. Eat what you are used to eating but avoid fatty foods, since they can cause discomfort during the journey;
- Carry your identification documents with you, preferably in English and Portuguese, with personal contact information, blood type and information on any allergies, diabetes or other conditions that may require special attention;
- Follow the rules required by the airlines for the transportation of objects and liquids;
- If you feel changes in your health condition during the trip, tell the crew;

- All pregnant women should consult their physician before traveling, since they will be subject to various risks and travel can affect their safety and comfort;
- Before traveling, consult your airline on specific rules for pregnant women.

Vaccines

- Brazil does not require an International Certificate of Vaccination or Prophylaxis for entry into the country;
- Make sure that your routine immunizations are up to date according to the recommendations of your country of origin. It is an effective and safe measure for the prevention of various diseases;
- Although there are no cases of measles and rubella in Brazil, these diseases are present in other countries. Therefore, it is recommended to be vaccinated against them;
- The preparation for your trip is a good opportunity to check the vaccination status of infants, children, adolescents, adults and the elderly.

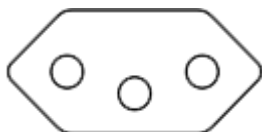
Other

- **What is the electricity voltage used in the host city of the WYD?**

110V

- **What are the standard electrical sockets used in Brazil? Are they compatible with the standards adopted in other countries?**

This is an image of the standard socket used in Brazil:



Important: plug adapters do not change the voltage; they only enable connection to a device.

- **What are the goods travelers cannot take out of Brazil?**

Travelers cannot take the following goods out of Brazil:

- Raw hides and skins of amphibians and reptiles;
- Wild animals, moths and butterflies, and other insects and their products without the official authorization of the Ministry of Environment of Brazil.

Prior authorization from the Ministry of Culture is also required to take the following goods out of the country:

- Any works of art and crafts produced in Brazil up to the end of the monarchic period, those brought from Portugal and incorporated into the national life during the colonial and imperial periods and those produced abroad in the same periods representing Brazilian personalities related to Brazil's history or to landscapes and customs of the country;
- Complete or partial libraries and documentary collections of Brazilian works or about Brazil published between the sixteenth and nineteenth centuries;
- Collections of periodicals with more than ten years of publication, as well as any old original musical scores or old copies thereof; and
- Rough diamonds.

These goods will be seized by the customs authorities. Travelers transporting these goods can also, as appropriate, be arrested by Brazilian authorities and prosecuted under civil and criminal law.

(Source: Internal Revenue Service of Brazil, Guide for Traveler)

For More Information:

<http://www.turismo.gov.br/turismo/home.html>



The Ministry of Tourism is in charge of promoting the organization of companies, projects, equipment and professionals through registration, as regulated by Law 11.771/2008 and Decree 7.381/2010. It monitors compliance with legal standards established for providers of tourist services and manages the activities of official agencies operating in the tourist sector in all states of Brazil and in the Federal District.



Sensacional!

<http://www.visitbrasil.com>

Embratur is a special quasi-governmental agency of the Ministry of Tourism in charge of implementing the National Tourism Policy with regard to the promotion, marketing and support to the sale of Brazilian tourist products and services in the international market. It contributes to Brazil's social and economic development by expanding international tourist flows to domestic destinations.



<http://www.transportes.gov.br/>

The Ministry of Transportation - Customer Service Center keeps a toll free number (0800 61 0300) to receive suggestions or complaints related to services provided by companies authorized to provide interstate and international passenger road transportation services.



<http://www.portaldoconsumidor.gov.br/procon.asp>

Procon is a consumer protection agency focused on ensuring harmonious relations between consumers and businesses. Procon's duties include that of inspecting and controlling the

production, industrialization, distribution and advertising of goods or services and the consumer market for the purpose of preserving the life, health, safety, information, the environment, and well-being of consumers.



<http://www.anac.gov.br/>

The National Civil Aviation Agency (ANAC) regulates and inspects civil aviation activities throughout Brazil. It keeps a form available online for customers to provide suggestions and file complaints related to services provided by airlines, airport administrations, or public and/or official agencies.



<http://www.antt.gov.br/>

The National Agency for Land Transportation (ANTT) is the agency in charge of inspecting and regulating the provision of land transportation services.



<http://portal.anvisa.gov.br/wps/portal/anvisa/home>

The National Health Surveillance Agency (ANVISA) promotes actions to protect the health of the population sanitary control of the production and marketing of products and services subject to sanitary surveillance, including the environments, processes, materials and technologies related to them. It inspects and receives complaints related to food products, cosmetics, tobacco, medicines, health products, disinfectants, blood and blood products, health services, toxicology.