



PASSENGER GUIDE









INTRODUCTION

The Passenger Guide is a publication by the Brazilian Airport Infrastructure Company – INFRAERO, for end-users at airports: passengers. It provides clear and concise information on the services offered by INFRAERO, the rules of the National Civil Aviation Agency – ANAC, and the roles and functions of those involved in the complex activities of Brazilian airports.



First released in December 2009, the Passenger Guide is distributed in Brazilian airports and has been well received by the public, with its useful and pertinent information presented in a versatile and user-friendly format. In this latest edition, the Guide provides updated information on the rules for the sector, details on passenger and user rights, as well as information of interest to travelers.





By presenting INFRAERO services and those of the other entities in the aviation sector, this Guide also functions as an INFRAERO primer of services for citizens, as required by Decree no. 6.932 of August 11, 2009.





CONTENTS

BEFORE TRAVELING

Access to Departure Lounges	9
Hand Luggage – Domestic Flights	10
Hand Luggage – International Flights	12
Online Check-in (with and without luggage)	14
Documents for Check-in	15
Airport Parking.....	18
Excess Luggage	18
Luggage Allowance (domestic and international flights)	19
Smoking at the Airport.....	20
Check-in and Boarding Time	21
DST and Time Zones.....	22
Infrastructure and Tariffs	22

Valuables in Luggage	23
Change of Aircraft	23
Overbooking.....	25
Airport Restaurants and Shops.....	27
Airport Departure Lounge.....	27
Passenger Safety	28
Requesting Special Services	28
Gate Changes	29
Traveling with Pets	30
Traveling with Agricultural Products.....	31
Traveling with Minors.....	32
Flight Delays.....	34
Canceled Flight	35
Material Assistance in Event of Delays, Cancellations, or Pretermissions	36

DURING THE FLIGHT

Airport Closed due to Bad Weather	38
Go Arounds	38
Waiting to Land or Take off	39

Booking Seats	39
Safe Regions to Fly	40
Turbulence	40
Use of Electronic Devices on Board	41
Flying in the Rain.....	42
Day and Night Flying	42

ON ARRIVAL



Luggage Carts	43
Missing or Damaged Luggage	43
Luggage Delivery	45
Airport Facilities	45
INFRAERO Ombudsman	46
Air Mile Programs	47
Quality of Service.....	48
Flight Information System.....	49
Taxis at the Airport	50
Transport from Aircraft to Terminal.....	50
Public Transportation.....	51

REQUESTING ASSISTANCE


TAM.....	52
Gol/Varig	52
Webjet.....	52
Azul.....	52
Avianca.....	53
Trip	53
Passaredo.....	53
Pantanal.....	53
Ministry of Defense	54
ANAC – National Civil Aviation Agency	54
INFRAERO	54
DECEA – Department of Air Space Control/ Aeronautics Command.....	54
Federal Police	55
Federal Revenue Service	55
ANVISA – National Agency of Sanitary Surveillance	55
VIGIAGRO – Ministry of Agriculture	55
Special Civil Courts	56




ACCESS TO DEPARTURE LOUNGES

Access to the departure lounges is restricted to passengers carrying valid airline boarding passes.

X-ray inspection is required for every piece of hand luggage. It is forbidden to carry sharp or pointed objects (knives, nail scissors, etc). These items may only be transported in checked luggage. Otherwise, passengers may have to discard them at the airport.



All passengers, except for those with pacemakers (carrying proper documents to confirm the condition) must pass through metal detectors. Passengers should remove from their pockets coins, cell phones, keys, and other metallic objects, which must pass through the X-ray.



Passengers may also have to remove belts and/or shoes containing metal parts to pass through the detector.



BEFORE TRAVELING



9

Luggage carts are not allowed in the departure lounge. They must be left before the X-ray inspection.

The X-ray area is under Federal Police jurisdiction. X-ray operation is performed by INFRAERO personnel, under the coordination of the Federal Police.

Passengers needing to leave the departure lounge should ask airport employees for orientation on how to return, but remember to be at the boarding gate at the time determined by the airline company.

HAND LUGGAGE – DOMESTIC FLIGHTS

Hand luggage limits are defined by safety standards to comply with airplane maximum takeoff weight and follow preventive actions for on-board safety. Passengers who respect hand luggage criteria speed up check-in and boarding and avoid additional costs.

Domestic Flights

Hand luggage must be no larger than 45.3 inches (115 cm), measuring height + length + width, and weighing no more than 11 pounds (5 kg).

In the event of excess weight or size, the airline may require that the luggage be checked. In such cases, it must be within the weight allowance of 50.7 pounds (23 kg) per passenger. The airline is authorized to charge for excess luggage, and the value may reach 0.5% of full fare per kilogram (2.2 pounds) exceeded. The company may also refuse to transport such excess luggage or choose to ship it on another flight. The following items are prohibited in hand luggage: pointed and/or sharp cutting objects (knives, nail scissors, etc). These items may only be transported in checked luggage. Otherwise, passengers may have to discard them at the airport. For further information on prohibited items, please consult the airline.



HAND LUGGAGE – INTERNATIONAL FLIGHTS

Hand luggage limits are defined by safety standards to comply with airplane maximum takeoff weight and follow preventive actions for on-board safety. Passengers who respect hand luggage criteria speed up check-in and boarding and avoid additional costs.


International Flights

Certain items allowed on domestic flights are not permitted on international flights due to current legislation in the destination country. Consult the airline company in advance.


The following items are prohibited in hand luggage: pointed and/or sharp cutting objects (knives, nail scissors, etc). These items may only be transported in checked luggage. Otherwise, passengers may have to discard them at the airport. Liquids transported on international flights should abide by the following rules:



• Carry-on liquids, gels, and pastes must be stored in a transparent plastic bag no larger than 7.9 inches x 7.9 inches (20 cm x 20 cm), which should be presented at the X-ray inspection separate from the luggage. Each container should not exceed 3.3 ounces (100 ml). Bottles with capacities over 3.3 ounces (100 ml) cannot be transported, even when only partially filled.



• Perfumes, beverages and other liquids purchased at the duty-free shops must be packed in sealed bags and accompanied by the receipt showing the day of the flight. This measure does not guarantee acceptance of the sealed package by other countries. In case of connecting flights, consult the airline about the possibility of foreign authorities retaining the package.



• Medications will only be accepted with accompanying prescriptions and must be presented at the time of the X-ray inspection.



BEFORE TRAVELING

13

• Infant foods or special liquids (soups, syrups, serums, etc.) are accepted only in the amount to be used during the flight, including stopovers. They must be presented at the X-ray inspection.

Passengers who respect hand luggage criteria speed up check-in and boarding and avoid additional costs.

ONLINE CHECK-IN (WITH AND WITHOUT LUGGAGE)

With luggage: report to the airline check-in counter, allowing enough time to check bags and be on time at the gate informed by the airline. Keep at hand a photo identification to present to airline employees at boarding time. It is important to observe schedules to keep flights on time. For this reason, if a passenger is not at the gate at the determined time, the airline

may refuse to board the passenger to prevent takeoff delays.

Without luggage: print boarding pass and go directly to the boarding gate indicated by the airline, arriving at the time informed by the company (usually between 30 and 40 minutes before the flight). Keep at hand a photo identification to present to airline employees at boarding time.

DOCUMENTS FOR CHECK-IN

Before going to the airport, check documentation. All documents should contain photos to identify the passengers.

Domestic Flights

Foreigners need to provide: foreign passport,

BEFORE TRAVELING

15

Brazilian Resident ID card (RNE), diplomatic or consular ID, or a legal travel document in accord with Brazilian international agreements.

- If minors are traveling alone or accompanied by only one parent, check requirements with the local Youth and Juvenile Court.

- In the event such identification is stolen or lost, a Police Report of the loss issued within 60 days will be accepted.

International Flights

Passengers need to provide the following documents: a valid passport or legal travel document accepted by the destination country (consult the Federal Police about agreements on documentation for certain countries). In addition, some countries also require visas.

- If minors are traveling alone or accompanied by only one parent, check requirements with the local Youth and Juvenile Court.

AIRPORT PARKING

Airport parking lots are managed by private companies that compete in public bidding to provide the service. Parking fees are established by each company according to the market. All parking lots have mandatory insurance to protect vehicles. Because they provide a service in a public area, airport parking lots work under a differentiated tax regime and are not required to provide receipts.

EXCESS LUGGAGE

For domestic flights, airlines are authorized to charge excess luggage whenever the allowance per passenger – 50.7 pounds (23 kg) on domestic flights – is exceeded. The value may reach 0.5% of the full fare per excess kilogram. The company may also refuse to transport the excess luggage or choose to ship it on another flight, observing security standards concerning aircraft maximum takeoff weight.



Consult the airline about luggage allowances on international flights, which vary according to the destination. Also consult the airline about prices charged for excess luggage on international flights.



LUGGAGE ALLOWANCE (DOMESTIC AND INTERNATIONAL FLIGHTS)

Luggage allowance is defined by safety standards to comply with maximum takeoff weight of an airplane. Passengers who respect hand luggage criteria speed up check-in and boarding and avoid additional costs.

Domestic Flights




Each passenger, adult or child, is entitled to check up to 50.7 pounds (23 kg) of luggage in one or more volumes, including special luggage (surfboards, musical instruments, etc.). Pets traveling in the aircraft hold are not included in the 50.7 pound (23 kg) allowance.




International Flights

Luggage allowances vary according to the destination. Consult the airline in advance.

SMOKING AT THE AIRPORT




Smoking is expressly prohibited in enclosed areas. Check state and municipal anti-smoking laws, which may also prohibit smoking in other public areas.






CHECK-IN AND BOARDING TIME

Plan to arrive at check-in at least 1 hour in advance for domestic flights and 2 hours in advance for international flights. After check-in, be at the gate at the time specified on the boarding pass. It is important to observe schedules to keep flights on time.



If a passenger does not show up at the scheduled time, the company may refuse to allow boarding to prevent takeoff delay.



Please note that INFRAERO provides counters for check-in. Airlines are responsible for check-in service and organizing lines.



BEFORE TRAVELING



21



DST AND TIME ZONES



Airline websites and tickets inform the local time, both at the origin and destination. Therefore, it is not necessary to calculate time zones and/or daylight saving time. Consult the airline company for further information.



INFRASTRUCTURE AND TARIFFS



Runways, aprons, departure lounges, elevators, escalators, air-conditioning, sound systems, and cleaning are some of the areas covered by airport management. For passenger comfort, airports are equipped with departure lounge seating, regularly cleaned restrooms (including baby changing rooms), and facilities accessible to people with special needs (wheelchair users, people with limited mobility). Tariffs are charged by the airlines and passed on to INFRAERO for airport infrastructure maintenance.





Part of the value goes to the Air Force Control for providing air navigation aid services.

VALUABLES IN LUGGAGE



Passengers should avoid carrying valuables (such as jewelry or electronic devices) in checked luggage. If necessary, the value of the goods being transported may be declared at check-in. Ask the company for the appropriate form, and they will take responsibility for the goods declared, charging a fee at the moment of confirmation of the goods. Check values with the airline.



CHANGE OF AIRCRAFT

In certain cases, passengers may not be able to board their aircraft due to:



BEFORE TRAVELING





• **Unscheduled maintenance:** when an aircraft arrives at an airport, it is inspected by the maintenance staff. If any unscheduled maintenance is required, passengers should be provided with an alternate on-site aircraft, if available. If no alternate aircraft is available, passengers must be relocated onto other flights.

• **The aircraft being at another airport:** aircraft may spend the night at a less active airport or may be delayed due to stopovers.

If the other airport is closed in the morning due to bad weather, the aircraft may not be allowed to takeoff. This creates a cascade effect, as passengers at other airports who are also waiting for that plane, will have to be relocated onto other flights.

Should any of these situations occur, the company must inform passengers and provide assistance, as

well as re-accommodation or reimbursement. See the items on “Overbooking”, “Late Flights”, and “Canceled Flights” in this Guide.

OVERBOOKING

This occurs when a company sells more seats than available on the airplane, considering that some passengers may not appear for the flight (no shows). However, if all passengers appear for the flight, extra passengers must be relocated onto other flights.

According to current Brazilian Civil Aviation Legislation, airlines must first offer compensation to their passengers (extra tickets, air miles, hotel accommodations, among other measures) so that they will accept transferring to another flight. Should a passenger not accept such compensations, the airline must offer immediate and priority

re-accommodation on the next available flight – whether on the same airline or another.

Passengers may even choose another transport option. It is also possible to request a complete refund. In this case, the value must be returned immediately, in accord with the time and method of payment.

Should re-accommodation result in delays, the airline must provide material assistance to passengers. Consult the “Material Assistance in Event of Delays, Cancellations, or Pretermissions” in this Guide.



AIRPORT RESTAURANTS AND SHOPS

Service establishments – food, entertainment, and shops – at the airports receive concessions to operate through public bidding. Prices are set by each commercial establishment.



AIRPORT DEPARTURE LOUNGE



For passenger comfort, airports are equipped with departure lounge seating, regularly cleaned restrooms (including baby changing rooms), and facilities accessible to people with special needs (wheelchair users, people with limited mobility).

Luggage carts are not allowed in the departure lounge. They must be left before X-ray inspection.



BEFORE TRAVELING




27




PASSENGER SAFETY

Within restricted areas such as the apron, the departure and arrival lounges, and inside the aircraft, passengers should report any safety issues to the airline. In other public areas, passengers should inform the local INFRAERO administration and file an occurrence report with the Civil Police Department.





While at the airport, passengers should always be mindful of their belongings. If necessary, look for the Lost and Found service at the airport. Vendors and beggars are not allowed on airport premises.




REQUESTING SPECIAL SERVICES

Passengers with special needs include unaccompanied children, physically disabled or reduced mobility people, pregnant women,




breastfeeding mothers, people with babies or young children, and elderly people over 60 years of age.

These passengers should notify the airline about their needs when purchasing the ticket, even if done by Internet, or at least 48 hours prior to departure.



Passengers requiring special attention are also entitled to preferential service at check-in and when boarding. However, these people are the last ones to disembark, except in cases where the time available for connecting flights or other reason would justify priority.



GATE CHANGES

Boarding gates are subject to change due to accommodation of aircraft on the apron, improving passenger comfort, or maintaining flight schedules. Passengers should listen for boarding call advisories.



BEFORE TRAVELING



29

TRAVELING WITH PETS

Transport of domestic animals may be permitted inside the aircraft or in its hold, according to the rules of each company. This service is not included in the ticket price, and the request and price consultation must be made in advance with the airline.


Should animal transport be permitted by the airline, regulations require presentation of the animal's health certificate, which is provided by the State Department of Agriculture, the Animal Protection Department, or a veterinarian.

Depending on the size and/or race of the animal, a muzzle may be required to access the airport terminal. Exceptions are made for guide dogs with appropriate documentation.




TRAVELING WITH AGRICULTURAL PRODUCTS

The Ministry of Agriculture is responsible for monitoring international agricultural goods via VIGIAGRO. Should passengers be interested in transporting agricultural products, especially on international flights to Brazil, they should first consult with VIGIAGRO officials at the international airports.



The principal agricultural products that may not enter Brazil without prior authorization and/or sanitary certification are fresh fruits and vegetables, insects, snails, bacteria and fungi, flowers, plants (including parts or cuttings), bulbs, seeds, pets (such as dogs and cats), domestic and wild birds, exotic species, ornamental fish and birds, bees, meat from any animal species whether in natura or industrialized, milk and milk products, apiary products, eggs and egg derivatives, fish and fish products, semen, embryos, biological products, veterinary products (serums, vaccines), soil, untreated wood, agro-toxins, and biological material for scientific research, among others.



BEFORE TRAVELING




31




TRAVELING WITH MINORS

Check the regulations, primarily if the minor is traveling alone or with only one parent.

Minors may not travel outside the juridical region in which they reside unaccompanied by their parents or legal guardians without express legal authorization. This authorization is given when accompanied by one of the parents.



Additionally, minors may travel without their parents if all legal requirements are observed. Consult the airline in advance to verify the provisions of the Child and Adolescent Statute, as well as the prerequisites of the local Youth and Juvenile Court.



Domestic Flights

Check the documents necessary for embarkation in the “Documents for Check-in – Domestic Flights” in this guide.

If minors are traveling alone or accompanied by only one

parent, check the requirements of the local Youth and Juvenile Court.

Luggage allowance: on domestic flights, minors have the same luggage allowance as adults. Consult the item “Luggage Allowance” in this Guide.

International Flights

Check the documents necessary for embarkation in the item “Documents for Check-in – International Flights” in this Guide. Please note that original documents and visas are required for certain countries.

If minors are traveling alone or accompanied by only one parent, check the requirements of the local Youth and Juvenile Court.

Luggage allowance: on international flights, the luggage allowance for minors varies with the destination. Consult the airline in advance.

FLIGHT DELAYS

According to current Brazilian Civil Aviation Legislation, if a flight is delayed, those passengers have priority in re-accommodation over those who have not yet purchased tickets. After 4 hours of delay, they may demand complete reimbursement, which must be effected immediately, in accord with the terms and methods of payment. They also have the option of rescheduling to another day and time, according to passenger convenience.

The airline must provide material assistance in the event of a delayed flight. Consult the “Material Assistance in Event of Delays, Cancellations, or Pretermisions” in this Guide.

In the event of delays at airports in other countries, even if the airline is Brazilian, consult local legislation concerning assistance, re-accommodation, and reimbursement. Arrival and departure information is available online at:

www.infraero.gov.br/voos/index.aspx

CANCELED FLIGHT

According to current Brazilian Civil Aviation Legislation, if a flight is canceled, the airline must provide immediate re-accommodation on the next available flight, whether of the same company or another. Those passengers have priority in re-accommodation over those who have not yet purchased tickets and may choose a different form of transport. They also have the option of full ticket refunds, in accord with the terms and methods of payment.

The airline must provide material assistance in the event of a delayed flight. Consult the “Material Assistance in Event of Delays, Cancellations, or Pretermisions” in this Guide.

In the event of cancellations at airports in other countries, even if the airline is Brazilian, consult local legislation concerning assistance, re-accommodation, and reimbursement. Arrival and departure information

is available online at:

www.infraero.gov.br/voos/index.aspx

MATERIAL ASSISTANCE IN EVENT OF DELAYS, CANCELLATIONS, OR PRETERMISSIONS

Brazilian Civil Aviation Legislation states that airlines must provide material assistance to passengers in the event of delays, cancellations, and pretermissions of departure:

1 hour: communication facilities, such as telephone calls, Internet access, etc.

2 hours: food

4+ hours: accommodation in a suitable location and, when necessary, hotel accommodations



Such assistance is also required, whenever possible, for passengers already onboard grounded aircraft without access to the terminal.

Airlines must provide information on the contracted service and any alterations, as well as informative pamphlets on rights ensured by the regulations.



BEFORE TRAVELING

37





AIRPORT CLOSED DUE TO BAD WEATHER

An airport “closes” when weather conditions at that location are not suitable for the safe operation of aircraft. In such cases, landings and/or takeoffs are suspended or canceled until the airport reopens. Consequently, aircraft in landing procedures may be routed to other airports or remain in holding patterns.

GO AROUNDS


A “go around” is a safe procedure and does not offer any risk to the aircraft or passengers. A pilot decides to go around when he identifies unfavorable landing conditions and considers it necessary to make a new approach. In some cases, the tires may actually touch the runway, which also does not compromise safety, because there is enough space for the plane to gain altitude again.






WAITING TO LAND OR TAKE OFF

Flight operations are focused on air safety, therefore it is sometimes necessary to delay a takeoff or landing for a few minutes in order to ensure minimum separation between aircraft.



Priority for takeoff is given to the aircraft of the airline that first presented its flight plan, and landing priority is given to whichever aircraft arrives first at the destination. Exceptions to this are aircraft in emergency situations, aircraft transporting patients in critical condition, aircraft in military operations, and presidential aircraft.



BOOKING SEATS

Seat bookings may be made online when purchasing tickets, during the on-line check-in, or when checking in at the airport. Should it be necessary, the airline may rearrange passengers in other seats or adopt open seating on board, without prior notice.



DURING THE FLIGHT

39




SAFE REGIONS TO FLY



Brazilian airspace is covered by means of surveillance (radar), navigation aids, and telecommunications. As such, all regions of Brazil are safe for flying because they have appropriate conditions to provide safety and fluidity at the levels operated by commercial flights.



TURBULENCE

Turbulence is an atmospheric phenomenon that causes the airplane to shake and vary in altitude slightly. It is more common when crossing cloud layers. Turbulence can be caused by thermal or convection currents, differences in topography, variations in wind speed along a frontal zone, or changes in temperature and atmospheric pressure. Aircraft can avoid areas of turbulence using weather radar, which indicates heavy clouds.





Aircraft are designed to withstand lightning and thunder. When lightning strikes an airplane, it passes through the fuselage without compromising flight safety.

During the flight, remain seated with seat belts fastened, especially when notice is given on the plane (warning lights over the seats and/or communication by the crew). Passengers in the lavatory or in the aisle should return to their seats immediately. During turbulence, in-flight services are also suspended.




USE OF ELECTRONIC DEVICES ON BOARD

Electronic devices may be utilized, except during landing and takeoff, provided that they do not emit electromagnetic waves, which may cause interference with aircraft systems and affect flight safety. This applies to cell phones with “flight” or “plane” settings, laptop computers, music and video players (MP3, MP4, etc. players), digital photo and video cameras, etc.



DURING THE FLIGHT


41




Permission to use electronic devices on board is determined by each airline.

Some companies offer specific services. Consult the airline for more information.

FLYING IN THE RAIN



Even in heavy rain, aircraft can still fly safely, as they have been designed to operate under such conditions. However, passengers may experience some discomfort because of turbulence.



DAY AND NIGHT FLYING


Because of the technological resources available to aircraft and air navigation aids, there is no difference between night flights and day flights in terms of safe air operations.




LUGGAGE CARTS

Free luggage carts are provided by INFRAERO for use in passenger terminal public areas. To avoid accidents, children should not be carried in luggage carts.

MISSING OR DAMAGED LUGGAGE



When collecting luggage, verify the contents. In the event of damage or theft, speak with an airline employee while still in the arrival lounge and fill out the Luggage Irregularity Registration Form – RIB. Passengers may also forward their complaints to the airline, in writing, within seven days of luggage collection. Passengers must submit proof of luggage check-in, which is evidence of the transport contract.



Luggage may be considered “missing” for up to 30 days. After this time, the company must reimburse the passenger

for loss. Should the luggage be found, it should be sent to the address provided by the passenger (either origin or destination).

Valuable items such as jewelry, cash, cameras, and other electronic devices should be carried preferably in hand luggage. Passengers also have the option of declaring the value of goods transported in their luggage when checking in. Ask the company for the appropriate form, and they will take responsibility for the goods declared, charging a fee at the moment of confirmation of the goods. Check values with the airline.


In addition to what is stated in the Civil Aviation Legislation, passengers can also claim their rights with consumer defense agencies or in court. There are Special Civil Courts in some of the principal INFRAERO airports. These laws apply to all flights originating in Brazil. For flights from abroad, even if operated by Brazilian companies, the laws of the country of origin apply. These may be different. Consult the airline for further information.




LUGGAGE DELIVERY

The airline must return luggage to the passenger in perfect condition. The airport administrator (INFRAERO) should keep the conveyor belt and equipment in operation.

AIRPORT FACILITIES



At most airports managed by INFRAERO, passengers will find the following services: Lost and Found, Information Desk, and Ombudsman, as well as support of public institutions such as ANAC, Federal Police, Federal Revenue Service, ANVISA, VIGIAGRO (Ministry of Agriculture), Youth and Juvenile Court, Civil Police, and Military Police, among others.





INFRAERO OMBUDSMAN

The INFRAERO Ombudsman serves company clients to improve the quality of services.

Suggestions and complaints from INFRAERO users, passengers, or employees are followed by the INFRAERO Presidential Board and responded to by the Ombudsman. In this way, opportunities for improvement and the offer of new services for clients of the 67 airports administered by INFRAERO are identified.

Subjects related to airline services or companies that operate at the airports should be sent to the National Civil Aviation Agency (ANAC) via the site www.anac.gov.br or directly to the respective companies.

INFRAERO clients may go to the information counters at the principal airports to register their complaints/suggestions. The company Ombudsman may also be contacted via the following communication channels:

Internet: www.infraero.gov.br *link* Ouvidoria

Telephone: 0800 727 1234

Fax: (61) 3312 3013

Mail: Caixa Postal 8626 – CEP: 70312-970 – Brasília-DF

AIR MILE PROGRAMS

The air mile programs offered by some airlines are part of their commercial strategies and have no regulatory agency. To learn more about the rules of each program, carefully read the program contract. Consult the respective airline about any doubts or complaints.


ON ARRIVAL

47




QUALITY OF SERVICE

The ANAC site has a Passenger Space (www.anac.gov.br/passageiro) where one can evaluate the quality of service provided by the national and international airlines that operate in Brazil, as well as the airports themselves.



Simply register and evaluate services, grading from 0 to 10. Passengers can modify their ratings later by simply visiting the site again. The objective of the “Passenger Space” is to be a reference and assist other passengers in purchasing decisions.




In addition, every two years INFRAERO conducts a customer satisfaction survey for INFRAERO airport users. Starting in 2011, the consolidated results for this survey will be available at: www.infraero.gov.br




FLIGHT INFORMATION SYSTEM

Screens with flight information are provided by the airport manager (INFRAERO). The system receives information supplied by the airlines.



In the departure lounges, the screens provide departure information: flight number, airline, final destination and stopovers, boarding gate, and flight time and status (open check-in, pre-boarding, immediate boarding, final call and flight closed).



In the arrival areas, screens report on arrivals: flight number, airline, origin and stopovers, terminal and arrival gate, and flight status (scheduled, confirmed, and aircraft landed).

Arrival and departure times are also available on line at:

www.infraero.gov.br/voos/index.aspx



ON ARRIVAL



49



TAXIS AT THE AIRPORT

The amount charged by taxi drivers at airports is defined by the unions of the category or by the legal department in the region, usually the municipal public administration. Accredited taxis at airports follow quality criteria to provide passengers safety and comfort.



TRANSPORT FROM AIRCRAFT TO TERMINAL



Transport of passengers between airplane and airport terminal is requested by the airline after the flight arrives, so that the airport administrator (INFRAERO) sends the necessary number of buses.



PUBLIC TRANSPORTATION

Public transport is regulated and provided by the public authority in the region, city, or state.



ON ARRIVAL

51





TAM

0800 570 5700

Hearing impaired: 0800 555 500

Internet: www.tam.com.br

GOL/VARIG

0800 704 0465

Hearing impaired: 0800 709 0466

Internet: www.voegol.com.br



WEBJET



0800 723 1234

Hearing impaired: 0800 723 1122

Internet: www.webjet.com.br

AZUL

0800 884 4040

Hearing impaired: Internet chat

Internet: www.voeazul.com.br



AVIANCA

0800 286 6543

Hearing impaired: 0800 286 5445

Internet: www.avianca.com.br

TRIP

0800 722 8747

Hearing impaired: 0800 722 8488

Internet: www.voetrip.com.br



PASSAREDO

0800 770 3757

Hearing impaired: 0800 771 6836

Internet: www.voepassaredo.com.br



PANTANAL

0800 770 3970

Hearing impaired: sac@voepantanal.com.br

Internet: www.voepantanal.com.br



REQUESTING ASSISTANCE

53

MINISTRY OF DEFENSE

Institution responsible for the Armed Forces and the establishment of National Security and Defense policies
Contact: “Fale Conosco” at www.defesa.gov.br

ANAC – NATIONAL CIVIL AVIATION AGENCY

Regulatory agency responsible for enforcing civil aviation legislation on airlines and airport managers
Contact: www.anac.gov.br/faleanac and 0800 725 4445

INFRAERO

Responsible for managing the infrastructure of the 67 main Brazilian airports
Internet: www.infraero.gov.br *link* Ouvidoria
Ombudsman: 0800 727 1234
Fax: (61) 3312 3013
Mail: Caixa Postal 8626 – CEP 70312-970 – Brasília-DF

DECEA – DEPARTMENT OF AIR SPACE CONTROL/ AERONAUTICS COMMAND

Decea is the department of the Aeronautics Command responsible for Brazilian Air Traffic Control.
Contact: www.decea.gov.br and (21) 2101 6234



FEDERAL POLICE

Institution responsible for immigration/emigration control and safety in airport restricted areas


Contact: www.dpf.gov.br and 0800 978 2336

FEDERAL REVENUE SERVICE

Responsible for taxes and customs at airports

Contact: www.receita.fazenda.gov.br and 146 (Receitafone) or 0800 702 1111 (Ombudsman)

ANVISA – NATIONAL AGENCY OF SANITARY SURVEILLANCE



Information about vaccination, prophylaxis, health around the world and sanitary requirements

Contact: www.anvisa.gov.br/viajante



VIGIAGRO – MINISTRY OF AGRICULTURE

Responsible for controlling international agricultural goods

Contact: www.agricultura.gov.br and 0800 704 1995



REQUESTING ASSISTANCE

55



SPECIAL CIVIL COURTS



Aeroporto Internacional de Guarulhos/Guarulhos
International Airport, SP: (11) 2445 4728

Aeroporto de Congonhas/Congonhas Airport, SP:
(11) 5090 9801/9802/9803

Aeroporto Internacional do Galeão/Galeão International
Airport, RJ: (21) 3367 6236

Aeroporto Santos Dumont/Santos Dumont Airport, RJ:
(21) 2240 0904

Aeroporto Internacional de Brasília/Brasília International
Airport, DF: (61) 3365 2343/1720





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Creation:

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NOTES








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