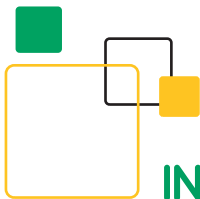


TIPS FOR FLYING IN BRAZIL



INTRODUCTION

Welcome to Brazil!

ABEAR is an association which represents the most important airlines operating in the country. Through its initiatives, ABEAR aims to encourage the development of the Brazilian aviation sector and in so doing to directly benefit passengers.

This guide offers useful tips for foreigners traveling in Brazil – from the moment you begin to plan the trip and buy the ticket through to internal travel and your arrival in the destination cities. The following pages are full of detailed and easy-to-access information, designed to make your stay in the country even more enjoyable.

Enjoy your flight!

FOUNDERS



MEMBERS



ABEAR would like to thank our technical consultant, Adalberto Febeliano and the airline staff who have collaborated on the creation of this guide.



EVERYTHING YOU NEED TO KNOW...

3 WHEN YOU BUY THE TICKET

8 PREPARING FOR THE TRIP

21 AFTER LANDING

28 DURING YOUR STAY IN BRAZIL



**WHEN YOU BUY
THE TICKET**



1

I PLAN TO VISIT SEVERAL CITIES IN BRAZIL. HOW CAN I SAVE ON TICKETS?

Brazil is a country with the dimensions of a continent. In order to visit different places during the same trip, some internal air travel will be necessary. **Depending on the number of flights anticipated, it may be possible to save money with the use of an airpass.** This is a multiple flight pass which is sold only to foreigners or non-Brazilian residents and which is linked to an international flight to Brazil (or to other South American countries in the case where the airpass covers other cities on the continent). Here's how it works: You pay a fixed amount for a fixed number of destinations; usually a minimum of four up to a maximum of nine. Depending on the specific airpass, you have a period of 30 to 90 days to use it. The flight dates are flexible, but the whole itinerary must be confirmed before departure. Note: Only travel agencies abroad can sell these passes and there are no discounts for children. For more information contact: BROL, GOL or TAM.

2

WHAT ARE THE TIPS FOR PAYING LESS FOR DOMESTIC FLIGHTS?

To purchase cheaper domestic flights, **the golden rule is to avoid the high season.** However if you have to fly during peak periods, buy your tickets several months in advance, choose less popular days – usually Tuesday, Wednesday, Saturday and in the middle of holiday periods – and try to fly late at night, early in the morning or between 10 am and 4 pm.

SCHOOL HOLIDAYS AND PUBLIC HOLIDAYS IN BRAZIL

- **School Holidays:** Summer holidays begin in the **second fortnight** of **December**, continue through **January** and finish in the first fortnight of **February**. Winter holidays are in **July**.
- **Extended Public Holidays:** The number of people traveling tends to increase the day before a holiday break as well as the first and last days of the break. Be aware of the principal holidays in Brazil:

New Year's Day January 1st. During the days leading up New Year's Day there is a lot of air travel, in particular to coastal areas.

Carnival The longest public holiday in Brazil, Carnival extends for five days, from Saturday to Wednesday but many travelers extend the break to ten days, from the previous Friday right up until the Sunday following Carnival. The actual date varies from year to year but it always begins on the Saturday 50 days before Easter Sunday.

Easter The holiday lasts for three days, from Good Friday to Easter Sunday. The date varies but falls somewhere between March 22nd and April 25th.

Tiradentes April 21st.

Labor Day May 1st.

Corpus Christi This public holiday is on a Thursday, sixty days after Easter Sunday.

Independence Day, Brazil September 7th.

**Our Lady of Aparecida/
Children's Day** October 12th. Also known as "semana do saco cheio" ("Fed-up Week") when many schools and universities have a week's break. It's a week full of school excursions and graduation travel.

Finados (Day of the Dead) November 2nd.

Proclamation of the Republic November 15th.

Christmas December 25th. Christmas is the most important holiday in the country and is accompanied by a very large number of travelers during the holiday and in the subsequent days.

3

WHAT TAXES AND FEES APPLY ON DOMESTIC FLIGHTS IN BRAZIL?

When the ticket is bought, you will pay the total of the ticket plus a departure tax which is applied for the terminal usage and for airport administration. This tax varies from airport to airport and can also differ based on whether the flight is international or domestic.

SPECIAL NEEDS

4

WHAT TO DO IN THE CASE OF A PASSENGER WITH A SPECIAL REQUIREMENT?

You should notify the airline at least 48 hours before the flight. This can be done at the moment of purchase or through the customer service department of the company (*refer to page 41*). This applies to pregnant women, nursing mothers, people traveling with babies, the elderly (60+ years old), people with reduced mobility or with a disability or anyone who has a condition which limits their autonomy as a passenger. For specific medical necessities (for example access to an oxygen cylinder - available in some companies), notification should be given 72 hours in advance. Some companies require that you complete a medical information form (MEDIF), available on the company's website. Others require a certificate from a medical practitioner. **Such passengers also benefit from preferential treatment at check-in and boarding as well as during security and customs and immigration procedures.** These passengers are the last to leave the aircraft and may use wheelchairs or other mobility aids to access the departure and arrival gates.

5

WHAT TO DO IN THE CASE OF A MEDICAL RESTRICTION?

If the passenger has a restrictive medical condition, consultation with a medical practitioner before planning air travel is recommended.

This is the case for people with serious cardiac deficiency or respiratory problems, those in a post-operative period or passengers who have recently suffered a heart attack or fracture. In the airplane, the pilot is responsible for the wellbeing of the passengers and can therefore deny boarding to anyone deemed to present a risk, for example in the case of contagious disease. **In order to avoid setbacks, the passenger should carry a medical certificate (ideally in English, Portuguese or Spanish) relative to the medical condition.** We recommend bringing two copies as in some cases the airline may need to retain a copy of the certificate.

6

WHAT ARE THE GUIDELINES FOR EXPECTANT MOTHERS?

Pregnant women can travel by air but they should first consult with both their doctor and the airline. If air travel is authorized, a pregnant woman will need to fill in and sign a Statement of Responsibility form at the time of check-in. The rules are not the same for each company but generally a medical certificate is not necessary during the first months; it is usually from between week 25 and week 28 that, depending on the company, a medical certificate will be required. This certificate must be issued within seven days of the flight and in the case of domestic travel, the company may insist that the certificate is in Portuguese and issued by a doctor in Brazil. After a certain advanced point in the pregnancy (the moment is different for different companies), the expectant mother must be accompanied by her consulting doctor. Embarkation is not permitted to women who are in the final month of pregnancy (the exact week varies according to the duration of the flight and the regulations of each company). After the birth, mother and child can only travel by air as of the 8th day or the second week. Check with the airline beforehand. Please note: guidelines are more strict in the case of multiple pregnancy (more than one baby) or where there are complications.

PREPARING FOR THE TRIP



DOCUMENTS

7 WHICH DOCUMENTS WILL BE REQUIRED FOR ENTRANCE INTO BRAZIL?

Tourists from all countries are welcome in Brazil; however Brazil applies the principle of reciprocity in its visa requirements. If a country places restrictions or entrance requirements on a Brazilian citizen, the same conditions will be applied to citizens of that country entering Brazil. Please refer to the following visa and document requirements for each nationality.*

8 I WISH TO TRAVEL NOT ONLY TO BRAZIL, BUT ALSO TO OTHER MERCOSUR COUNTRIES. DO THE SAME REQUIREMENTS APPLY?

No. **Although South America is made up of almost exclusively of Mercosur countries (members or associates) there is no unified visa requirement.** For example, U.S. citizens, Australians, Canadians and Japanese need visas to enter Brazil, but do not need visas for most other South American countries. It is therefore necessary to check the visa policy for each country.



CROSSING LAND BORDERS

Passengers who are crossing land borders, should ensure that their passports are stamped when they exit Brazil. For example, at the Iguazu Falls border, it can happen that visitors do not receive an exit stamp and then encounter problems when re-entering Brazil.

Source: [Mercosur](#)

*This information is subject to change; please check the most recent information from the Brazilian Ministry of External Affairs (Ministério das Relações Exteriores – [Itamaraty](#)) or with the Brazilian embassy or consulate in your country.

9

I AM A FOREIGNER WHO NORMALLY RESIDES IN A MERCOSUR COUNTRY (MEMBER OR ASSOCIATE MEMBER).

WHAT DOCUMENTS DO I NEED TO TRAVEL TO BRAZIL?

If Brazil requires no visa for your nationality (*check details below and on the next page*), you simply present the identity document issued to you by the foreign authority of your country of residence in Mercosur – no passport is required. Otherwise, you must use the passport of your nationality with the appropriate visa. For example, American, Australian, Canadian and Japanese residents in Argentina need a passport and visa to enter Brazil.

Source: Mercosur

DOCUMENTS

DO NOT REQUIRE A VISA

→ **Only need to present identity document – members and associates of**

Mercosur: Argentina, Bolivia, Chile, Ecuador, Paraguay, Peru and Uruguay (permitted to stay for up to 90 days) and Venezuela (permitted to stay for up to 60 days).

→ **Only need to present passport:**

Permitted to stay for up to 30 days: Singapore.

Permitted to stay for up to 90 days: Bahamas, Barbados, Bosnia, Costa Rica, Croatia, El Salvador, Guatemala, Guyana, Honduras, Hong Kong, Iceland, Ireland, Israel, Liechtenstein, Macau, Malaysia, Malta, Mexico, Monaco, Morocco, Namibia, New Zealand, Norway, Philippines, Poland, Portugal, Russia, San Marino, Serbia, South Africa, South Korea, Suriname, Switzerland, Thailand, Trinidad and Tobago, Tunisia, Turkey, Ukraine, United Kingdom, Vatican City.

Maximum stay 90 days per 180 day period: Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Holland, Hungary, Italy, Latvia, Lithuania, Luxemburg, Malta, Romania, Slovakia, Slovenia, Spain, Sweden.

REQUIRE A VISA

Afganistan, Albania, Algeria, Angola, Antigua and Barbuda, Armenia, Australia, Azerbaijan, Bahrain, Bangladesh, Belarus, Belize, Benin, Bhutan, Botswana, Brunei, Burkina Faso, Burundi, Cambodia, Cameroon, Canada, Cape Verde, Central African Republic, Chad, China, Comoros, Cook Islands, Congo, Cuba, Democratic Republic of Congo, Djibouti, Dominica, Dominican Republic, East Timor, Egypt, Equatorial Guinea, Eritrea, Ethiopia, Fiji, Gabon, Gambia, Georgia, Ghana, Grenada, Guinea, Guinea-Bissau, Haiti, India, Indonesia, Iran, Iraq, Ivory Coast, Jamaica, Japan, Jordan, Kazakhstan, Kenya, Kiribati, Kuwait, Kyrgyzstan, Laos, Lebanon, Lesotho, Liberia, Libya, Macedonia, Madagascar, Malawi, Maldives, Mali, Mariana Islands, Marshall Islands, Mauritania, Mauritius, Micronesia, Moldova, Mongolia, Montenegro, Mozambique, Myanmar, Nauru, Nepal, Nicaragua, Niger, Nigeria, North Korea, Oman, Pakistan, Palau, Palestinian Authority, Papua New Guinea, Qatar, Rwanda, Saint Kitts and Nevis, Saint Lucia, Saint Vincent and the Grenadines, Samoa, São Tomé and Príncipe, Saudi Arabia, Senegal, Sierra Leone, Seychelles, Somalia, South Sudan, Sri Lanka, Sudan, Swaziland, Syria, Tajikistan, Tanzania, Togo, Tonga, Turkmenistan, Tuvalu Islands, Uganda, United Arab Emirates, United States of America, Uzbekistan, Vanuatu, Vietnam, Yemen, Zambia, Zimbabwe.

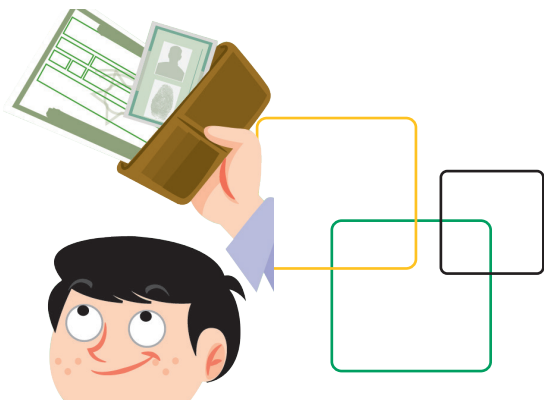
REQUIRE A “LAISSEZ-PASSER”

Countries with which Brazil does not have diplomatic relations: Kosovo, Sahrawi Arab Democratic Republic, Taiwan.

Source: Brazilian Ministry of External Affairs (Ministério das Relações Exteriores – Itamaraty)

**PASSPORT VALIDITY**

Note: For entry into Brazil your passport must be valid for at least six months from the date of entry into the country. If you have a visa in an expired passport or one expiring within six months, you should submit both the passport with the visa and a new passport with the required validity.



CHILDREN

10 WHAT CONDITIONS APPLY TO CHILDREN UNDER 18 WHO FLY UNACCOMPANIED TO BRAZIL?

Firstly, it is essential to adhere to the rules governing the minor's departure from the country of origin. **Generally, before traveling, you must present a notarized authorization to travel, signed by both parents or by the legal guardian, and have it legalized at a Brazilian consulate** (see page 14). This same authorization will be necessary for children under 12 flying unaccompanied on domestic flights in Brazil. Adolescents from 12 to 18 do not require authorization to fly unaccompanied on Brazilian domestic flights. You should check with your local Brazilian consulate whether or not you require a certified translation of the authorization document. Generally the Portuguese translation is not required for languages which are in common use on Brazilian airlines (Spanish and English). If you have any doubts, contact the airline.

11 WHAT CONDITIONS APPLY TO A MINOR WHO ARRIVES IN BRAZIL ACCOMPANIED BY ONLY ONE PARENT OR ACCOMPANIED BY A PERSON WHO IS NOT THE CHILD'S LEGAL GUARDIAN?

It is essential to adhere to the rules governing the minor's departure from the country of origin accompanied by only one parent or by another adult. **The general rule is that before leaving your country of origin, you must present to Immigration a notarized authorization to travel, signed by the absent parent or in the case where the minor is accompanied by an adult who is neither a parent nor legal guardian, the authorization must be signed by both parents or the child's legal guardian.** Note: The authorization should be legalized in a Brazilian consulate before traveling. The same document will also be necessary for children under 12 traveling on domestic flights in Brazil unaccompanied by a direct relative (*see page 14*). Adolescents from 12 to 18 do not require authorization to fly unaccompanied on Brazilian domestic flights. You should check with your local Brazilian consulate whether or not you require a certified translation of the authorization document. Generally the Portuguese translation is not required for languages which are in common use on Brazilian airlines (Spanish and English). If you have any doubts, contact the airline.



CHILDREN UNDER 12

As a general rule, airlines do not permit children under five to travel unaccompanied on international flights. The person responsible for the child should check the rules of the specific airline with whom the child will fly. Some overseas airlines will not accept a child under 12 without the presence of the child's parent or legal guardian.

CHILD TRAVEL CONSENT FORM



MINISTÉRIO DAS RELAÇÕES EXTERIORES

AUTORIZAÇÃO DE VIAGEM PARA O EXTERIOR DE MENOR BRASILEIRO
Resolução CNJ nº 131, de 26/05/2011.

FOR MINOR ACCOMPANIED BY HIS/HER/FATHER/MOTHER OR BY
LEGALLY ABLE THIRD PERSON

EXPIRY DATE: _____

If undefined, valid for 2 years

PHOTO
(Optional)

I (we) authorize the minor

_____ / _____
full name passport nr.

_____, ____ / ____ / ____ sex _____ born in _____
issuing authority date of issue city and country

date of birth ____ / ____ / ____ to travel to Brazil, to travel within Brazil and to travel abroad

from Brazil in company of ☐ father ☐ mother ☐ third person, adult and legally able

identified below:

_____ / _____ / _____
full name nationality marital status

address _____ city _____ country _____

ID card/Passport nr. _____ issued by _____

date of issue ____ / ____ / ____

1	<input type="checkbox"/> Father <input type="checkbox"/> Tutor <input type="checkbox"/> Guardian	2	<input type="checkbox"/> Mother <input type="checkbox"/> Tutor <input type="checkbox"/> Guardian
---	--	---	--

Name

Address

ID card/Passport nr.

Issuing authority

Place _____, date ____ / ____ / ____

Signature

SIGNATURE AUTHENTICATION

by authenticity or similarity

Name

Address

ID card/Passport nr.

Issuing authority

Place _____, date ____ / ____ / ____

Signature

SIGNATURE AUTHENTICATION

by authenticity or similarity



HEALTH

12

DO I NEED TO HAVE VACCINATIONS BEFORE ENTERING BRAZIL?

Brazil does not require foreigners arriving in the country to carry an International Certificate of Vaccination or Prophylaxis. However, preparing for an overseas trip offers an ideal opportunity to check the validity of your routine vaccinations – tetanus, diphtheria, measles, mumps, rubella (German measles), polio, haemophilus influenzae type B (Hib) and hepatitis B. The only exception is vaccination against yellow fever. **Since 1942, Brazil has not had any cases of yellow fever in the cities but there are some regions where selvatic yellow fever is endemic.** Vaccination against yellow fever is recommended for travelers over the age of 6 months who will be visiting forest areas or engaging in rural tourism or ecotourism in the regions listed below. The vaccination should be done at least 10 days before visiting a yellow fever area and is valid for 10 years. The US government recommends that its citizens also be vaccinated against hepatitis A, hepatitis B and typhoid fever.

Source: Brazilian Ministry of Health (Ministério da Saúde) and US Department of State

RURAL AND FOREST AREAS WHICH PRESENT A RISK OF YELLOW FEVER

YELLOW FEVER

All states of the northern region (Acre, Amazonas, Pará, Rondônia, Roraima, Tocantins), all states of the central western region (Distrito Federal, Goiás, Mato Grosso, Mato Grosso do Sul), Maranhão, Minas Gerais, the southeast of Piauí, the west of Bahia, the west of Paraná, the west of Santa Catarina, the northeast of Rio Grande de Sul and the northeast of São Paulo. **Note: Vaccination is not necessary if your itinerary does not include these areas**, for example if you are traveling only in Fortaleza, Recife, Rio de Janeiro, Salvador and São Paulo.

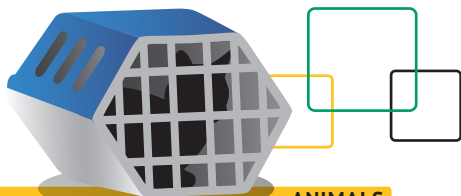
Source: Brazilian Ministry of Health (Ministério da Saúde)

13

WHAT IS THE SITUATION WITH MALARIA IN BRAZIL?

In Brazil the risk of malaria infection is limited to the Amazon region which includes the following states: Acre, Amapá, Amazonas, the west of Maranhão, the north of Mato Grosso, Pará, Rondônia, Roraima and Tocantins. There exists no effective vaccine against the disease. The vector (or carrier) mosquitoes are most active between sunset and sunrise. To avoid exposure it is recommended that travelers wear light-colored clothing with long sleeves and long pants and use mosquito repellent on exposed areas. You should also look out for symptoms like fever, aching body or headaches and should seek medical attention as soon as possible, ideally within 48 hours of the first symptom.

Source: Brazilian Ministry of Health ([Ministério da Saúde](#)) and [US Department of State](#)



ANIMALS

14

WHAT REQUIREMENTS ARE THERE WHEN ENTERING BRAZIL WITH HOUSEHOLD PETS?

Cats and dogs from other countries are accepted in Brazil but it is important to plan ahead if bringing them. **A veterinarian should be consulted in the home country beforehand.** The following are the requirements for the transport of domestic cats and dogs as laid out by the Brazilian authorities and the airlines. Other pets including domestic birds require an importation permit from the Brazilian Ministry of Agriculture ([Ministério da Agricultura](#)).

ON INTERNATIONAL FLIGHTS

To pick up the cat or dog in Brazil, the following documents are required:

→ **International Animal Health Certificate, in Brazil a CZI or “Certificado Zoossanitário Internacional”.** This document guarantees that the animal is healthy enough to travel. It is important to check the necessary procedure with the Brazilian consulate in your home country as procedures can differ from one country to another. This certificate is generally issued by a veterinary doctor of the Ministry of Agriculture of your country of residence or else issued by any veterinarian and then approved by the relevant government authority. It is essential to plan this well, since the certificate is valid for a very short period – only 10 days from date of issue to pick up in Brazil.

→ **Proof of vaccination.** Cats and dogs over the age of three months must have been vaccinated against Rabies between 30 days and one year of the date of departure. The vaccination receipt must contain the vaccine label and include the name of the laboratory who produced it, the type of vaccine and the batch number. Important: You should also check the regulations in the country of origin to ensure that the animal will be permitted re-entry upon its return.

ON DOMESTIC FLIGHTS

For flights in Brazil, airlines ask for proof of vaccination and a valid certificate of health issued by a veterinarian. It is important to check well in advance the specific regulations of each airline and also to be aware that transport of domestic animals is not possible on some models of aircraft. For more information on the animal transport guide (GTA), required for transporting animals other than dogs and cats, click [here](#).

REGULATIONS CONCERNING THE AIR TRANSPORT OF ANIMALS

Restrictions may vary considerably from one airline to another but in general:

- The booking must be made in advance and is subject to confirmation.
- The airline charges for the transport of the animal.
- The number of animals per flight is limited.
- The animal must be clean and have no unpleasant odour.
- The animal must be in a cage, supplied by the passenger and appropriate for the transport of the animal.
- Only small animals are permitted inside the cabin, inside a cage and upon payment of a fee. Larger animals must be sent with the baggage.
- There are some restrictions on the age of the animal and on certain breeds: many companies do not transport dogs with short snouts, as they are more susceptible to variations in temperature and ventilation.

Guide dogs which have been trained to travel on aircraft may accompany their owners without a cage. As with passengers with other special needs, those traveling with a guide dog should notify the airline at the time of ticket purchase, at least 48 hours before the flight. The dog must be wearing a collar and leash and have a current International Animal Health Certificate (CZI - Certificado Zoossanitário Internacional) and proof of vaccination. Some airlines may also require other documents like a tag and identification card of the animal and information on the animal's trainer. Check with your chosen airline their specific requirements.

Source: Airline companies associated with ABEAR and the Brazilian Ministry of External Affairs (Ministério das Relações Exteriores – [Itamaraty](#))



15

WHAT KIND OF CLOTHES SHOULD I PACK FOR A TRIP TO DIFFERENT BRAZILIAN CITIES?

Generally speaking you should pack light clothing for most trips to Brazil. However, given the size of the country, you should take care,

especially in winter. Remember also that in warmer climates, inside temperatures are usually kept very cool.

→ The **NORTHERN AND NORTHEASTERN** regions are **warm all year round** with daytime temperatures varying from 20°C to 30°C (68°F to 86°F). On the Northeast coast rain is concentrated between April and July. In the Amazon region humidity is very high and this increases the sensation of heat. The interior of the Northeast has low humidity.

→ In the **SOUTHEAST AND CENTRAL WESTERN** regions the climates vary. In coastal areas like Rio de Janeiro, **summer is humid and quite hot** with maximums over 30°C (86°F). **In winter the temperature is more moderate** with cool nights. In cities of the interior at higher altitude like São Paulo, Belo Horizonte and Brasília summer is humid and fairly warm with minimums of about 20°C (68°F) and maximums under 30°C (86°F). The winters there are cool and dry with minimum temperatures down to 10°C (50°F). While temperatures do not drop to extreme levels, you should still be prepared for the cold since most buildings have neither good heating nor insulation.

→ The **SOUTHERN REGION** has **hot summers and quite cold winters**. In the mountainous areas like Curitiba, minimum temperatures can fall below 0°C (32°F). Even in these cooler areas it is rare to find buildings with central heating or adequate insulation.

16

WHAT ITEMS CANNOT BE BROUGHT INTO BRAZIL?

Individuals cannot import into Brazil goods for commercial or industrial use. In addition to this, the following items are not permitted to enter the country:

- Cigarettes and alcohol produced in Brazil for sale exclusively outside the country.
- Firearms and ammunition.
- Toy guns, replicas and imitations of firearms, except for display in the collection of an authorized person under the terms set out by the Brazilian Army Command, "Comando do Exército Brasileiro".
- Wildlife species unless accompanied by a license and technical justification from the Department of the Environment.
- Aquatic species for ornamental or agricultural purposes at any stage of the life cycle, without the permission of the appropriate authority.
- Products with falsified, altered or imitated branding or a false indication of origin.
- Goods which are in breach of copyright.
- Products containing genetically modified organisms.
- Pesticides, their components and related products.
- Alcoholic beverages, tobacco, cigarettes and similar items if carried by a traveler who is under 18 years of age.
- Narcotics or drugs.

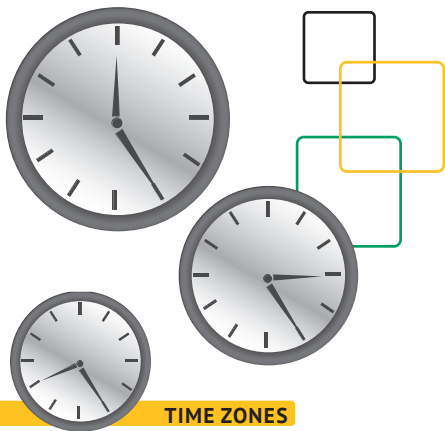
17

MAY I BRING PRODUCTS OF ANIMAL OR VEGETABLE ORIGIN IN MY BAGGAGE?

Passengers should not bring in unprocessed foodstuffs. Firm inspection procedures are in place. Foods such as fruit, fresh vegetables, dairy products, sausages and smoked items may not be brought without the prior authorization of the International Agricultural Monitoring System (Vigiagro) or with a sanitation certification. The same rule applies to plants and seeds.

Sources: Brazilian Federal Revenue Bureau (Receita Federal) and Ministry of Agriculture (Ministério da Agricultura)

AFTER LANDING

**TIME ZONES****18 HOW DO TIME ZONES AND DAYLIGHT SAVING TIME WORK IN BRAZIL?**

Brazil has four time zones, with the official time zone for the country (UTC/GMT -3 hours) known as “Brasília Time”. In the states which adopt daylight-saving time (summer time) it begins on the third Sunday in October and ends on the third Sunday in February. If the end date coincides with Carnival Sunday the changeover date is put forward to the following Sunday. Check your destination's time zone at [24 Time Zones](#).

BAGGAGE**19 WHAT SHOULD I DO IF MY BAGGAGE IS LOST?**

As much as the airlines take precautions against loss of baggage during transport, incidents can occur. This does not mean that the bag has been lost. Since all baggage is labeled and screened,

when a misplaced bag is located it is sent to the correct destination. **If your baggage does not appear on the carousel you should report the matter to an employee of the airline before leaving the arrivals hall.** Keep at hand the proof of dispatch for the luggage, which is usually attached to your boarding pass at the time of check-in. The airline staff member will be able to advise you as to what is needed to have the luggage returned – for example which addresses to provide, based on your itinerary. When the luggage is found, the airline will deliver it to the address provided. If, after thirty days, the luggage has still not been located, the airline will contact the passenger to arrange compensation.

20

MY BAGGAGE WAS DAMAGED. WHAT SHOULD I DO?

You need firstly to check if the damage is due to natural wear and tear of the bag. If there has been a problem during transport and it is not normal wear and tear or if the luggage appears lighter or shows signs of tampering, the passenger must speak with the airline before leaving the arrivals hall. The luggage will have to be weighed and inspected in the presence of an airline official – **claims made after the date of the trip are much harder to assess and may not be processed.**



WARNING

Never agree to transport items for other people – if you do so and the goods are prohibited or restricted, you are the one responsible. And remember, there are severe penalties for providing false information (like forged receipts); such action may result in the seizure of goods and criminal prosecution. Keep in mind that the selection of passengers and baggage for detailed inspection may happen for a number of reasons and should not be seen as a judgment of the character, the appearance or the integrity of the traveler.

CUSTOMS

21 WHICH GOODS MUST I DECLARE WHEN ENTERING BRAZIL?

The contents of the baggage of non-resident passengers is exempt from import duty. It comes under a temporary admission arrangement, which applies to cameras, laptops and the like, sporting equipment and other valuable items for personal or professional usage. However, to bring such items into Brazil, **it is necessary to declare to customs any item with a value greater than R\$ 3,000** and to sign a document stating that you will take the item with you when you leave the country (i.e.; it is not permitted to leave such items in the country). You must also declare cash, traveler's checks or checks for amounts in excess of R\$ 10,000 or the equivalent in foreign currency (there is no limit on the amount, nor any taxes payable) as well as gifts bought overseas whose total value is more than US\$ 500. For objects such as these, which are left in the country, any excess (over US\$ 500) will be taxed at a rate of 50%. On the return journey, a passenger may leave Brazil with goods purchased up to the value of US\$ 2,000.

Source: Federal Revenue Bureau ([Receita Federal](#))

LEAVING THE AIRPORT

22 WHAT ARE THE BEST TRANSPORT OPTIONS FROM BRAZILIAN AIRPORTS?

Generally the two most comfortable options when leaving the airport are taxi or executive coach. Although there are two cities – Porto Alegre and Recife – whose airports are reached by the subway, the subway systems are limited. There are also inexpensive, conventional city buses, however they are not recommended as they rarely have foreign language information and are unsuitable for carrying luggage.

→ **Executive Coaches:** these are an economical alternative to transfer by taxi when **the airport is far from the city center and particularly when traveling alone.** They usually have a baggage compartment, comfortable seats and air-conditioning. The coaches leave from the airport and travel directly to the city center, stopping at strategic points near major hotels.

→ **Taxis:** are the most convenient option. The journey is very reasonable in the case of airports which are close to the major hotel areas like Recife, Congonhas (São Paulo) and Santos Dumont (Rio de Janeiro). However it can become quite expensive when the airport is a long way away as is the case for Cumbica (São Paulo/Guarulhos), Galeão (Rio de Janeiro) and Confins (Belo Horizonte). Most commonly at airports in Brazil, the passenger can choose how the taxi fare will be calculated: **Metered ride**, where the fare is based on the time and distance to the destination – in this case all you need to do is go directly to the taxi passenger pick up area. **Pre-paid ride**, where the fare is pre-defined based on the destination address. This is generally a little more expensive than a metered ride but it is useful for someone who does not know the city as it ensures that there are no surprises. To take a taxi in this way, proceed to the taxi booth or stand in the arrival area and pre-pay the fare. Bear in mind that taxi rates vary from city to city and that fares usually have a surcharge at night, in the early morning, on Sundays, public holidays and in December and in some touristic cities also during the high season. Some taxis also charge per baggage placed in the trunk.



CAUTION: PIRATE TAXIS

At the terminal exit it is common for travelers to be approached by individuals who offer taxi services and lead the traveler to illegally-operating vehicles, parked outside of the designated taxi area. To avoid falling victim to people with bad intentions, who are specialists in exploiting tourists, make sure you only take taxis in the designated taxi pick up area, as is the case in big cities all around the world.

DISTANCE AND TRANSPORTATION FROM AIRPORT TO HOTEL

Check the distance between the airport and downtown (or hotel areas) and the best transfer options for each city.

→ **Belém, PA (BEL)**

Distance from downtown: 10 km (6 mi)

TRANSPORT: executive coach (VIP Transportes), taxi

→ **Belo Horizonte/Confins, MG (CNF)**

Distance from center of Belo Horizonte: 40 km (25 mi)

TRANSPORT: executive coach (Unir), taxi

→ **Brasília, DF (BSB)**

Distance from southern hotel sector: 14 km (9 mi)

TRANSPORT: executive coach (TCB), taxi

→ **Cuiabá, MT (CGB)**

Distance from downtown: 8 km (5 mi)

TRANSPORT: taxi

→ **Curitiba, PR (CWB)**

Distance from Batel: 19 km (12 mi)

TRANSPORT: executive coach (Auto Aviação São José dos Pinhais), taxi

→ **Florianópolis, SC (FLN)**

Distance from downtown: 11 km (7 mi)

TRANSPORT: executive coach (Insular), taxi

→ **Fortaleza, CE (FOR)**

Distance from Praia do Futuro: 13 km (8 mi)

TRANSPORT: taxi

→ **Goiânia, GO (GYN)**

Distance from downtown: 8,5 km (5 mi)

TRANSPORT: taxi

→ **Manaus, AM (MAO)**

Distance from downtown: 13 km (8 mi)

TRANSPORT: executive coach

(Line 813), taxi

**A NOTE ON TRAFFIC!**

Take into consideration that traffic can be extremely heavy in some cities, especially at rush hour. Plan to leave for the airport well in advance so as not to run the risk of missing your flight.

→ **Natal, RN (NAT)***

Distance from downtown: 18 km (11 mi)

TRANSPORT: city bus (Trampolim da Vitória), taxi

** The inauguration of a new airport in São Gonçalo do Amarante, 40 km (25 mi) from Natal, is planned for 2014.*

→ **Porto Alegre, RS (POA)**

Distance from downtown: 8 km (5 mi)

TRANSPORT: Air railway (aeromóvel) connects to "Aeroporto" subway station, taxi

→ **Recife, PE (REC)**

Distance from Boa Viagem: 4 km (2.5 mi)

TRANSPORT: taxi

→ **Rio de Janeiro/Galeão, RJ (GIG)**

Distance from Copacabana: 25 km (15.5 mi)

TRANSPORT: executive coach (Real), taxi

→ **Rio de Janeiro/Santos Dumont (SDU)**

Distance from Copacabana: 9 km (5.5 mi)

TRANSPORT: executive coach (Real "Premium"), taxi

→ **Salvador, BA (SSA)**

Distance from Rio Vermelho: 25 km (15.5 mi)

TRANSPORT: executive coach (Transalvador), taxi

→ **São Paulo/Guarulhos, SP (GRU)**

Distance from Avenida Paulista (São Paulo): 32 km (20 mi)

TRANSPORT: executive coach (EMTU "Airport Bus Service"), taxi

→ **São Paulo/Congonhas, SP (CGH)**

Distance from Avenida Paulista: 9 km (5.5 mi)

TRANSPORT: taxi

→ **São Paulo (Campinas)/Viracopos, SP (VCP)**

Distance from Avenida Paulista (São Paulo): 93 km (58 mi)

TRANSPORT: some airlines offer complimentary transfer by executive coach to strategic points in São Paulo



**DURING YOUR STAY
IN BRAZIL**



GENERAL SERVICES

23

HOW DO I MAKE TELEPHONE CALLS IN BRAZIL?

Public phones, which are increasingly rare, operate with telephone cards (sold in newsagents, bakeries and at various other stores) and by collect calls. Here's how you make phone calls in Brazil.

PHONE CALLS

PHONE CALLS

- **Local calls:** Telephone number (usually 8 digits), without the city code or operator code
- **Collect calls:** 9090 + telephone number
- **Long distance calls (DDD):** 0 + operator code (*see below*) + DDD code (2 digits, for example 11 for São Paulo, 21 for Rio de Janeiro) + telephone number
- **Long distance collect calls (DDD):** 9 + 0 + operator code (*see below*) + DDD code (2 digits, for example 11 for São Paulo, 21 for Rio de Janeiro) + telephone number
- **International calls (DDI):** 00 + operator code (*see below*) + country code + city code + telephone number

EXAMPLES OF TELEPHONE OPERATOR CODES

Vivo: 15 Embratel: 21 Oi: 31

DDD CODES FOR BRAZILIAN CAPITAL CITIES

Aracaju: 79	Curitiba: 41	Manaus: 92	Rio de Janeiro: 21
Belém: 91	Florianópolis: 48	Natal: 84	Salvador: 71
Belo Horizonte: 31	Fortaleza: 85	Palmas: 63	São Luís: 98
Boa Vista: 95	Goiânia: 62	Porto Alegre: 51	São Paulo: 11
Brasília: 61	João Pessoa: 83	Porto Velho: 69	Teresina: 86
Campo Grande: 67	Macapá: 96	Recife: 81	Vitória: 27
Cuiabá: 65	Maceió: 82	Rio Branco: 68	

24 HOW TO USE CELL PHONES IN BRAZIL?

In order to avoid the high cost of international roaming, a good alternative is to buy a **prepaid SIM card** in Brazil. They are sold by authorized mobile network providers as well as in newsagents, bakeries and certain other stores. Foreigners do not have to provide a CPF number (the equivalent of a social security number) and the telephone number is available within a few hours. You can recharge the card with more credit at authorized mobile network provider stores as well as at newsstands and at the checkout of bakeries and supermarkets. You just need to give the mobile number to the cashier. To make local calls, just ring the number. To make long distance calls with the cell phone dial 0 + operator code + city code + telephone number. The mobile network operators with national coverage are Claro (21), Oi (31), TIM (41) and Vivo (15).

25 ACCESSING THE INTERNET IN BRAZIL

It is common for hotels, bars, cafés, restaurants, gyms and the like to give clients a password to access their internet through **wi-fi**. In areas where the infrastructure is less developed, there are internet cafés (locally named “**LAN house**”). You can also use the **3G** network on a prepaid plan with your cell phone. The 4G network is currently being implemented in Brazil and will gradually become available for clients on prepaid plans. Make sure you check the plans and coverage when buying a SIM card.

26 WHICH MOBILE DEVICE APPS CAN HELP ME GET AROUND DURING MY STAY IN BRAZIL?

Apps for calling taxis are widely used in the big cities of Brazil. It is the quickest way to get a cab. Some of the apps are **99taxi**, **Easy**

Taxi, **Taxibeat** and **ResolveAi** (in Rio de Janeiro). If you are going to drive, **Waze** can be very useful to indicate the best routes and to avoid traffic congestion. If you will be taking public transport, **Moovit** shows you the best route by bus, train, subway and boat.

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HOW CAN I CHANGE MONEY?

In Brazil, businesses and stores do not accept foreign currency.

At the major airports you will find currency exchange offices and banks which change money. In the cities there are few options: currency exchange offices are concentrated in malls and in the touristic or finance districts and operate during office hours. Some hotels also change currency. It is also possible to exchange money at certain banks like Citibank and Safra, with better rates given to bank account holders. As an alternative to exchanging money you can withdraw local currency from an ATM. Keep in mind that for the most part ATMs are not in operation after 10 pm for security reasons. The use of credit and debit cards is extremely widespread in Brazil – you can pay by card even in small shops and stalls on the beach in popular areas and so there should be no need to exchange large amounts of cash during your stay. The one exception is for paying taxi fares, as taxis rarely have a card terminal.



SAVING MONEY ON CALLS

If you plan on making international calls or even calling long distance for extended periods, **VoIP** programs like Skype can present an interesting alternative. You can also use prepaid telephone cards for international calls. If you do so, you might consider buying a card before leaving home, as the rates charged in Brazil are usually higher.

SECURITY

28 I LOST MY TRAVEL DOCUMENTS IN BRAZIL. WHAT SHOULD I DO?

Immediately contact your country's closest consulate or the consular service of the embassy. They will help with the required procedures. In the case of loss or theft of credit or debit cards or traveler's checks it is the responsibility of the traveler to contact their financial institution. If the consulate requests a police report (known in Brazil as a "BO") you should go to the nearest police station as soon as possible to report the incident. This report will also be necessary for reimbursements from travel insurance and for Brazilian Immigration to exchange your entry stamp. **The police can be contacted in any city in Brazil by ringing 190.** Do not anticipate service in any language other than Portuguese, apart from when talking with the Tourist Police.

29 I INTEND TO STAY LONGER THAN MY VISA PERMITS. HOW CAN I PROLONG MY STAY?

Tourists can request a visa extension of an additional 90 days from the Federal Police. To extend the stay you must go in person to the offices of the Federal Police who will analyze your immigration status and decide if an extension will be granted and for how long. After this extension period, the visitor must leave the country and wait for at least 180 days before being permitted to reenter the country as a tourist. At a Brazilian consulate, a foreigner may also apply for a more appropriate visa: temporary visas for students, for business, for journalists or for religious missions, permanent visas in the case of family union with a Brazilian (marriage or de facto

relationship regardless of gender), foreign parents with a Brazilian child or for investors.

Source: Federal Police (Polícia Federal) and Brazilian Ministry of External Affairs (Ministério das Relações Exteriores - Itamaraty)

GUIDELINES FOR OBTAINING A TOURIST VISA EXTENSION

The tourist should go to the offices of the Federal Police with the following documents:

- Extension of Limit of Stay Form, duly filled in.
- Travel document (passport, or identity document for Mercosur members).
- Proof of the visitor's ability to provide for themselves during their proposed stay in the country and proof of their intention to return to their country of origin – for example credit cards, a house, a return ticket.

Source: Federal Police (Polícia Federal) and Brazilian Ministry of External Affairs (Ministério das Relações Exteriores - Itamaraty)

VISA EXTENSION

DOMESTIC FLIGHTS IN BRAZIL

BAGGAGE

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WHAT BAGGAGE REGULATIONS APPLY ON BRAZILIAN DOMESTIC FLIGHTS?

As in other countries, passengers on domestic flights can take two types of baggage: carry-on baggage, which is small and used for personal, valuable items and checked baggage, which is placed in the aircraft's baggage compartment. Baggage allowances vary depending on the airline, the aircraft and the destination but in general they are as follows:

CARRY-ON BAGGAGE*

The sum of the length, breadth and depth of the bag may not exceed 115 cm (45 inches) and the maximum allowable weight is 5 kg (11 lb).

It is advisable to take as carry-on baggage objects which are fragile, of financial or sentimental value or useful during the trip – for example electronic equipment (laptop, tablet, cell phone, camera), medicines, money, documents, keys and reading material. Even on flights between hot destinations it is wise to carry a sweater, since the temperature on some flights can be quite cool. As a precaution, it is also worth taking a change of clothes suitable for the climate in the destination city, in case your checked bag goes missing.

The following items are not permitted in your carry-on baggage:

- Weapons or replicas of weapons.
- Pointy or sharp objects (scissors, pocket knife, cork screw, razor).
- Other objects which can be used to injure (hammer, pliers, bats, etc.).
- Explosives, toxic or inflammable substances (aerosols, lighter fluid, etc.).

Permitted in carry-on baggage:

- Razors, scissors if less than 6 cm (2.3 inches) in length with rounded ends, metal nail file, if less than 6 cm (2.3 inches) in length with no pointy tip or cutting edge.
- Pencils and pens less than 15 cm (5.9 inches) in length.
- 1 cigarette lighter – gas or fluid.
- A maximum of 5 bottles of alcohol so long as they are sealed, each contains no more than 1 liter (33.8 oz) and the alcohol content is less than 70%.
- A maximum of 4 spray bottles of no more than 500 ml (16.9 oz) or 500 g (1.1 lb) for medical or personal hygiene usage.

* some restrictions may apply

CHECKED BAGGAGE

In Brazil, all flights have a checked baggage allowance. On domestic flights each passenger is permitted 23 kg (50.7 lb) of checked baggage, regardless of the number of items. If the baggage exceeds this limit, a fee is charged for the excess weight. It is not advisable to transport valuable items or electronics in your checked baggage.

It is forbidden to carry in your checked baggage:

- Weapons and replicas of weapons.
- Explosive, toxic or inflammable substances.

SPECIAL BAGGAGE ITEMS

Each airline has its own policies concerning the transportation of special baggage items. They all permit the carrying of certain sporting equipment and musical instruments, however it is important to check with your chosen airline beforehand since some items may incur excess baggage fees if they exceed the allowance. **Since some aircraft have a limit on the number of special items they can carry, it is important to notify the airline at least 48 hours before departure.**

Generally, the basic rules are:

- **Bicycles** – should be packed in suitable packaging, like a box or bicycle bag. The tires must be deflated, the pedals removed and wrapped, the handle bars attached parallel to the frame and the front wheel removed and attached to the frame.
- **Balls** – should be deflated.
- **Wheelchairs** – if it has a battery, the battery should be removed at the time of check-in and kept in an appropriate container.
- **Surfboards, bodyboards, skateboards, skis, fishing rods** and the like should be transported in suitable containers or in their original packaging. So as to avoid damage, companies usually impose a limit on the number of items.

→ **Musical instruments** – as a general rule, there is no problem for smaller instruments if they are packed appropriately. However it is important to find out from the airline the maximum dimensions and weight permitted in the cabin. It is also worth checking with each company their policy on the carrying of valuable instruments like harps, violins and cellos.



CHARGE YOUR BATTERIES

Remember to charge the batteries of your electronic equipment before you travel. Not all aircraft provide onboard power sockets for passengers.

BAGGAGE

TO AVOID BAGGAGE PROBLEMS

- Pack medicines you take frequently and personal documents in your carry-on baggage.
- Only check baggage if necessary; wherever possible take only carry-on baggage (within the permitted limits) – it is faster, easier and safer.
- Do not cram your suitcase to the point of forcing the zipper.
- Never travel with a damaged suitcase; it may be rejected at check-in or may break during transport.
- Remove detachable accessories from your baggage before checking it; such items may become loose and come off in the aircraft baggage hold.
- Lock your bag's zipper with a padlock or plastic cable tie.
- Attach to your bags a label with your name, address and phone number and identify your baggage with stickers or a colored ribbon; this helps to identify your baggage on the carousel and prevents another passenger from taking it by mistake.
- Attach another tag containing your contact details inside the bag in an easily visible place; this provides added security in case the tag on the outside is lost.
- Plastic wrapping of suitcases, as offered at most airports, can be useful for protecting your baggage.
- Carry at least one change of clothing in your carry-on baggage.



ALCOHOL ON BOARD

Attention: In important events like the FIFA World Cup, it is common to celebrate with alcohol. Just be careful; as is the case all over the world, an intoxicated passenger may be denied boarding.

CHILDREN

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WHAT RULES APPLY WHEN CHILDREN FLY UNACCOMPANIED ON DOMESTIC FLIGHTS IN BRAZIL?

Airlines each have their own criteria for the admission of unaccompanied children on domestic flights. Please contact the airline in advance to avoid setbacks. In general, the rules are the following:

- **0 – 5 years old**, unaccompanied travel is not permitted.
- **5 – 12 years old**, unaccompanied travel is permitted on some airlines with the engagement of the airline's child supervision services. You must have the travel authorization permitting the child to leave the country of origin (*see page 12*). If you do not have the authorization, you must contact the consulate of the country of origin.
- **12 – 18 years old** are permitted to fly unaccompanied on presentation of a valid passport or identity document for Mercosur members.

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WHAT RULES APPLY WHEN MINORS TRAVEL ACCOMPANIED BY ONLY ONE PARENT OR BY AN ADULT WHO IS NOT THE LEGAL GUARDIAN?

Foreign children with a valid passport (or identity document for Mercosur members) may freely board a domestic flight if accompanied by an adult, whether they are a relative or not. **If there is no family relationship up to 3rd degree, as evidenced by their documents, you will have to provide the same travel authorization**

permitting the child to leave the country of origin (see page 13). If you do not have the authorization, you must contact the consulate of the country of origin.

DELAYS

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WHAT ARE MY RIGHTS IF MY FLIGHT IS DELAYED?

Depending on the waiting time, passengers of flights leaving from Brazil have the right to some compensation:

- **From one hour:** communication (internet, phonecalls, etc.).
- **From two hours:** food (voucher, snack, drinks, etc.).
- **From four hours:** accommodation or lodging (as appropriate) and transport from the airport to the place of accommodation. If the passenger is in the place where they live, the airline may offer only transport to and from the passenger's place of residence.
- **If the delay exceeds four hours** or if the flight is cancelled or boarding is stopped, the airline must compensate the passenger with a rescheduled flight or a full refund of the ticket.



TRANSPORT OF VITAL ORGANS

Air transport logistics are essential to the prompt delivery of donated organs in time for transplant operations all over Brazil. At the end of 2013 the airlines which are associated with ABEAR formed an agreement with the National Transplant Center (CNT) of the Ministry of Health to improve organ transport procedures by covering the operational costs and transporting donated organs free of charge. Aircraft carrying organs for transplant are given priority during take-off and landing. If such a flight is completely full, airline staff will inform the passengers who will then have the opportunity to give up their seats on the flight and permit those transporting the organs to board in their place. In this way, passengers have the opportunity of contributing to the efficiency of this important mission.

WHEN YOU LEAVE BRAZIL

34 WHAT THINGS MAY NOT LEAVE THE COUNTRY?

Brazil is very strict on the control of what may leave the country, particularly when it comes to flora, fauna and national heritage items. **It is forbidden to leave Brazil with wild animals or with animal hides or skins in their raw state or with artworks or handcrafts which contain feathers or butterfly wings, for example.** The authorization of the Ministry of Culture is required when taking out of the country works of art and traditional crafts, old books and collections of old documents, collections of magazines which were published more than 10 years ago, as well as musical scores (originals and old copies). It is prohibited to leave Brazil with vehicles or automotive parts or goods for resale or commercial use.

DEPARTING WITH MONEY AND GOODS

Travelers who leave Brazil with more than R\$ 10,000 in cash (or the equivalent in another currency) are required to submit an Electronic Declaration of Traveler's Goods (e-DBV) by internet and report to customs for questioning at the place where they will leave the country. Travelers may leave with goods purchased in Brazil up to the value of US\$ 2,000 on presentation of receipts. Over US\$ 2,000, goods not considered as part of normal baggage items (used clothing, publications, personal effects, etc) may only leave the country by means of customs exportation. This process is not simple and so it is highly recommended that you find out about the procedures and deadlines well in advance.

Source: Federal Revenue Bureau (Receita Federal)

AGENCIES AND GOVERNMENTAL AND REGULATORY AUTHORITIES

ANAC – National Agency of Civil Aviation:

www.anac.gov.br (en/pt)

Federal agency which regulates and oversees the activities of civil aviation and aeronautical and airport infrastructure.

ANVISA - National Agency for Sanitary Surveillance

www.anvisa.gov.br/viajante (pt)

Federal agency which regulates sectors related to products and services which affect the health of the population. It is responsible for health surveillance at airports, ports and borders.

DFP - Department of Federal Police

www.dpf.gov.br (pt)

In the area of civil aviation, it is in charge of international traffic control. It is responsible for the issuing and renewing of entry visas for foreigners to Brazil.

Infraero – Brazilian Airport Infrastructure Company

www.infraero.gov.br (en/es/pt)

State-owned company which provides airport and air navigation infrastructure and services. It is responsible for the implementation, administration, operation and industrial and commercial

exploitation of airport infrastructure and air navigation support. Infraero is also involved in airport construction.

RF - Federal Revenue Bureau

www.receita.fazenda.gov.br (en/es/pt)

Federal agency responsible for customs at airports. It is responsible for preventing and combating tax evasion, smuggling, piracy, commercial fraud, drug trafficking and endangered animals and other illegal acts relating to international trade.

SAC - PR - Civil Aviation Secretary of the Presidency of the Republic

www.aviacaocivil.gov.br (pt)

Secretary with ministerial status who formulates, coordinates and oversees policies for the development of civil aviation and airport infrastructure and civil aeronautics infrastructure.

MORE USEFUL INFORMATION

Information on Brazilian embassies and consulates around the world:

www.portalconsular.mre.gov.br (pt)

World clock and map of world time zones:

24timezones.com

Tracking flights in real-time:

www.flightradar24.com;

planefinder.net

ABEAR AND MEMBERS

ABEAR

www.abear.com.br (en/es/pt)

AIRLINES→ **AVIANCA**

www.avianca.com.br (en/es/pt)
Telephone numbers in Brazil: 4004 4040, 0800 286 6543, 0300 789 8160 and 0800 286 5445 (for the hearing impaired)

→ **AZUL**

www.voeazul.com.br (en/pt)
Telephone numbers in Brazil: 4003 1118, 0800 887 1118 and 0800 881 0500 (for the hearing impaired)

→ **GOL**

www.voegol.com.br (en/es/pt)
Telephone numbers in Brazil: 0800 704 0465 and 0800 709 0466 (for the hearing impaired)

→ **TAM**

www.tam.com.br (de/en/es/fr/it/pt)
Telephone numbers in Brazil: 4002 5700 (capital cities), 0300 570 5700 (nationwide) and 0800 555 500 (for the hearing impaired)

→ **TAP**

www.flytap.com (cn/cz/dk/en/es/fi/fr/gr/hr/hu/nl/no/pl/pt/ro/ru/sv/tr/uk)
Telephone numbers in Brazil: 0800 727 2347 and 0800 7007 707 (for the hearing impaired)



The advice presented in this guide is based on rules and regulations established by various regulatory bodies and airlines and is subject to change. If in doubt, always check with the airline or the appropriate authorities before you travel.



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