

1- AIR TRANSPORT

- ARRIVE AT LEAST 60 (SIXTY) MINUTES before the scheduled departure time for domestic flights and 120 (ONE HUNDRED AND TWENTY) MINUTES before the scheduled departure time for international flights.

- OVERBOOKING is the selling of a service in an amount that exceeds the capacity of the aircraft. If you confirmed your booking, arrive before the scheduled time for boarding, and in case you are not able to find an available seat, it is your right to travel on the next flight headed to the same destination, operated by the same airline or by another one, within a maximum of 4 (four) hours.

- During this waiting time, the airline will have to pay for your expenses with food, transportation and communications. If you need to stay overnight somewhere different from where you live, the airline will have to bear your accommodation costs. The consumer can also request a refund of the amount paid for the ticket.

- In the event that your flight is interrupted for longer than 4 (four) hours, at a transit airport, irrespective of the reason, you can request to fly another airline; receive a refund of the amount paid, according to the type of the ticket you bought. During the waiting time, the airline responsible for the flight will pay for all your expenses with food, accommodations, transportation and communication.

- In case of TICKET LOSS OR DAMAGED TRAVEL TICKET, contact the airline that issued it to request a duplicate and inform what happened. If the travel ticket is damaged, the airline will have to replace it, provided it is within the period of validity.

- You must pay attention to the established weight limit for BAGGAGE, and in case of excess the airline can charge the corresponding rate.

- If you can't find your baggage at the baggage claim area, look for the airline counter and inform what happened. There you will have to fill out the appropriate form, and you can even receive compensation if your baggage is not found. Such fact can lead to compensation for moral and/or material loss.

- The consumer can choose to itemize the belongings he is carrying in his baggage, which will ensure him the right to full compensation of the goods that are, by some chance, lost.

2- ROAD PASSENGER TRANSPORT

- The BUS TICKET is your proof of travel, so it has to be issued in two counterparts – one stays with the passenger and the other with the operating company in charge. The ticket must have the following data: the price of the ticket, the number of the ticket and issued counterpart number; where you are leaving from and where you are going to; the date, time and seat number. If the company offers any kind of optional or differentiated service, including insurance, this information must be passed on to the passenger.

- In case of WITHDRAWAL/TRAVEL CANCELLATION, the operating company will have to refund the amount paid for the ticket or revalidate the ticket for another date or time, provided you notify the company within the minimum required time in advance.

- In case AN ACCIDENT OCCURS DURING THE JOURNEY, the operating companies are required to guarantee immediate and suitable assistance to their passengers. To prove the injury/loss suffered, for compensatory purposes, it is advisable to document the fact by means of a police report.

- Operating companies sell a complementary insurance (optional) along with the ticket, in order to cover personal injuries. This insurance does not exempt the operating companies from the responsibility for compensation for the injury/losses suffered, both physical injury and property and moral damages, in full. ➔

ATTENTION

Due to the tropical weather in Ceará, it's recommended that every precaution must be taken when it comes to exposure to ultraviolet rays.

- Avoid sun exposure between 11:00 AM and 3:00 PM;
- Wear hats and sunglasses;
- Wear clothes that are adequate to the hot weather (light clothes);
- Use products that offer high protection against ultraviolet rays (UVA and UVB), specially children;
- Reapply your sunscreen lotion (minimum factor of 30 FPS) constantly, in sufficient amount to your proper protection.



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➔ - On interstate and international routes, you can carry baggage in the luggage compartment and in the overhead luggage rack, free of charge. You must pay attention to the set weight limit for BAGGAGE, and in case of excess the company can charge the corresponding rate. The dimensions of your baggage cannot compromise either the safety nor the comfort of other passengers.

- If the baggage is lost or damaged, you must inform the company about it within a maximum of 30 (thirty) days. In this case, you are entitled to compensation for the lost belongings. It is necessary to show the baggage voucher.

- In case of OVERBOOKING, for tickets that were bought in advance, with a previously selected seat, and if that right was not guaranteed, you can demand another type of transportation. In case the problem isn't solved, you can demand compensation for moral damages from the company that sold you the ticket.

3- CAR RENTAL

- When renting a car, do not sign blank bills or invoices. If the rental company requires it, report the fact to Consumer Protection Agencies.

- If you rent the car in another country, you must observe the applicable legislation.

- Carefully examine the vehicle before getting it, making sure it corresponds to the one you hired, making the company aware of any kind of damage, malfunction or damage to the physical integrity of the car and, when possible, request that it be replaced by a similar one.

- In case the vehicle or its equipment is stolen, you should report the fact immediately to the company responsible for its rental.

- In case of mechanical problems, request that the vehicle is replaced by another one, in perfect operating condition.

- TAXI services are regulated by City Governments, which grant the operation of this service. Make sure you use authorized taxis.

- In Fortaleza it is mandatory to use a taximeter (a device used to calculate the fare), and the taxi driver must explain how the passenger is charged for the fare before providing the service.

- The City Government is responsible for Taxi supervision.

4- HOTELS, INNS AND SIMILAR ESTABLISHMENTS

The daily RATES must be placed in visible areas, at front desks or receptions. The rooms must have a list with the price of the products available, including the products in the minibar, personal care products, safes, etc.

When the negotiated conditions were not met and the RESERVATION WAS CANCELLED, you can take the following initiatives: demand the fulfillment of the conditions that were agreed; accept another product or service that is similar or superior to the one you bought; cancel the reservation, having the right to monetary restitution and compensation for occasional losses and damages; if it is not possible to be at the establishment you hired on the date of the reservation, cancel it in advance.

The establishment is responsible for LOSSES OR DAMAGES TO BAGGAGE, when it is proven that the goods were there, by means of witnesses or any kind of written proof.

- Money, jewelry, and other assets should be kept in the safe of the establishment, if there is one, and the documents must be properly filled out.

- If anything is stolen or the establishment is robbed by a third party, and the belongings are included in this event, it should be reported to the Tourist Police Station.

- The establishment is RESPONSIBLE for the material and/or moral damage suffered by the consumer inside its facilities, mainly those derived from the lack of maintenance or poor service provisions.

- The establishment is required to pay for medical expenses if it causes harm to the health of the guest, irrespective of it occurring on purpose or not. In more serious cases, which result in the death of the guest, the funeral expenses will also be paid by the establishment.

- Always leave your contact information and that of your family members (telephone, email, etc.) where you stay, so that they are properly informed in case of necessity.

5- PACKAGE TOURS

- Only travel agencies that have a duly regularized registration in the Ministry of Tourism are authorized to offer this service.

- Check with PROCONs (consumer protection agencies) and Associação Brasileira de Agências de Viagens (ABAV, Brazilian Association of Travel Agencies in English) if there are any complaints about the travel agency or if anyone has reported anything bad about it.

- In case you travel on tour busses, the agency you hired must have a special authorization by the – Agência Nacional de Transportes Terrestres ANTT (National Land Transportation Agency in English), which is the agency responsible for supervising it.

- Keep every ad by the travel agency, because it must comply with everything that was offered

- Look for information on whether sightseeing tour options or services for which you have to pay extra will be offered.

- Ask the travel agency to give you the following documents:

- hotel booking confirmation document;
- debit note or receipt invoice by the hotel;
- tickets with a pre-selected seat;
- personalized baggage tags;
- travel plan and a copy of the scheduling.

- If there is any doubt about a package tour you have already bought, get in touch with the transportation company and with the hotel where you are going to stay, to confirm the reservations.

- Remember to carefully examine the contract signed by you and the agency, including an examination of everything that was offered by the person who sold the package tour.

6- FALSE OR ABUSIVE ADVERTISING

- False advertising is one which, as a result of the way it was made, is able to mislead the consumer, that is, one that leads the consumer to hire a service or buy a product that, in reality, does not correspond to the one that was advertised. The advertising will be equally misleading when it omits information that is essential to the provision of the service or the purchase of the product.

- Abusive publicity is publicity that exploits distasteful content, that is, discriminatory content or content that incites violence, content that exploits consumers fear or superstition, able to induce consumers to act in a way that is harmful or dangerous to their health or safety.

- The concept of false or abusive advertising is in Article 37, §§1 and 2 of the Brazilian Consumer Defense Code (Law 8.078/90), and consumers must seek Consumer Protection and Defense agencies when they feel they are disadvantaged.

- In cases where you have problems with the travel agency, such as false advertisement, poor service, etc., try to solve the problem with the travel agency first. You may make one of the following demands:

- demand another package tour, which corresponds to the one advertised;
- annul or terminate the contract;

- file a written complaint, by means of the Return Receipt, requesting a reimbursement for your loss.

- In case you are not successful, immediately seek a Consumer Protection and Defense agency or take legal action.

7- HALF-PRICE FOR STUDENTS AND THE ELDERLY

- In all stages of ticket sales during the World Cup, Category 4 tickets, the most inexpensive category, reserved only to those who live in Brazil, will be sold at a 50% discount for students, the elderly (aged 60 or older), and beneficiaries of the federal income transfer program.

8- LACK OF SUITABLE, CLEAR, PRECISE AND OVERT INFORMATION

- Consumers are entitled to have full information on the product or service he/she is hiring/buying. This information must be presented in a way that clarifies any doubt.

- Information that is essential to the provision of the service or purchase of the product must be provided irrespective of what the consumer indicates, and it may even be a reason for the annulment of the service or purchase, when such information is provided in a partial or neglectful way.

- The right to clear and precise information is set in the Consumer Defense Code, and it is essential for each and every consumer relationship.

9- LANDLINE AND MOBILE TELEPHONE SERVICES

- Landline and mobile telephone services must be provided by the operators in a way that meets the regularity conditions, that is, they must be effective and continuous, allowing their consumers to make quality calls uninterruptedly, capable of meeting the expectations of the consumer market.

- In case the service is unsuitable or provided deficiently, the consumer has the right to request that the service be performed again, the contract be terminated and, also, request the portability of the number to other operators.

10- LINE WAITING TIME

- Consumers can't be submitted to a long waiting period in lines, so the obligation to organize the provision of the service falls on its provider, so that it guarantees suitable and humane treatment to its clients, within the operational capacity of the company.

11- ACCESSIBILITY

- Businesses, as well as shopping malls, private leisure areas, stadiums, gymnasiums and similar establishments must be duly prepared to receive people with special needs, without third party interventions, thus guaranteeing consumers' rights to come and go.

- Consumers, who for any reason feel disadvantaged can report it to Consumer Protection and Defense agencies, pointing out the place and the verified irregularity, so that appropriate action is taken.

12- BANKING

- In the case of loss or theft of magnetic credit cards, checks or the like, consumers must inform the bank responsible for them as quickly as possible, and they can also go to a Police Station in order to make a police report as a way to avoid future losses.

- Never give strangers your cards or personal passwords, even if they are people who work at the bank or are associated with it. Bank attendants only make it easier to use the ATMs; they can't ask consumers to tell them their respective passwords or access codes.