

# *Passenger Guide*



*Porto Alegre  
Airport*

# Passenger Guide



## *Airport amenities*

### **What services are available at the airport?**

Porto Alegre Airport offers a variety of services to passengers and users. They include stores, restaurants, information desks, currency exchange, parking, airline stores, free wi-fi, among others.



## *Airline tickets*

### **What is included in my airline ticket?**

Each airline provides different services. Before finishing the purchase of your ticket, check the options available.

### **What is airport tax?**

The airport tax is a fee charged by the airport's administration to maintain the airport infrastructure, including gates, aprons, elevators, escalators, restrooms, machinery, among others. It is included in the ticket price paid by the customers and transferred from airlines to the airport's administration.

### **Can I buy my ticket at the airport?**

Some airlines have counters at the airport and sell same-day tickets. Please check the details and the opening hours with each airline.

### **Can I cancel my ticket or change the date?**

To change or cancel your ticket, please contact your airline and check the conditions.

### **What is a stopover flight?**

In a stopover flight, the aircraft lands in one or more cities before the final destination to refuel, pick up new passengers or allow some to disembark. During the stop, passengers continuing to the final destination must remain in the aircraft.

## What is connecting flight?

In a connecting flight, passengers disembark at the airport that is not their final destination and board a second aircraft to continue to the final destination. If you are coming from a domestic flight and will go to another domestic flight, check the data for the next flight and go to the gate. If you are coming from a domestic flight and you are going to board an international flight, go through the immigration area. If you are coming from an international flight and you will board a domestic flight, go through immigration, take your luggage, go through the customs, look for the area to dispatch your luggage and enter the boarding area.



## Documents

### Which documents should I take with me?

When preparing for a trip, check what personal documents you will need and also what documents other people travelling with you will need, especially if they are underage. All passengers must have a valid government-issued photo identification (ID, driver's license or passport). Children under 12 years of age may present a valid photo identification or a birth certificate (original or certified copy). If you are flying with an underage passenger (children under 12 and adolescents from 12 to 17 years of age), please check the relevant legislation and any additional documents that may be required.

Contact your airline too. Student cards are not accepted as identification.

In addition to an identification document, passengers must have a valid boarding pass. Only passengers with a boarding pass are allowed in the boarding area.

### What about international flights?

For international flights, in addition to a valid photo identification (passport), check the requirements of the destination country – e.g. minimum validity period, entry or transit visa, vaccination certificate, among others – to avoid problems.

Some South American countries allow Brazilian passengers to enter with a valid, well-preserved Brazilian Identification Card (RG), without the need of a passport. Please contact your airline for more information.

### I am a foreigner travelling to Brazil. What do I need?

Passengers of other nationalities must present: a passport; a Foreigner Registration Card (CIE/RNE); a Diplomatic or Consular Identity Card; or other travel document provided for in international agreements signed by Brazil. Do not forget to check your document's expiry date.

## **Travelling with money**

For more information on carrying money (cash or travelers' check), both when entering or leaving a country, please check if you need to fill out the Traveler's Electronic Declaration of Goods Form (e-DBV) on the Brazilian Federal Revenue Service website: [www.edbv.receita.fazenda.gov.br](http://www.edbv.receita.fazenda.gov.br).

For more information, see some tips from the:

[www.anac.gov.br/publicacoes/dicas\\_anac\\_documentos\\_para\\_embarque\\_web.pdf](http://www.anac.gov.br/publicacoes/dicas_anac_documentos_para_embarque_web.pdf)

## *Delays and cancellations*

What should I do if my flight is delayed?

In case of delay, contact your airline for assistance. For delays longer than one hour, passengers must be provided with access to some means of communication, e.g. internet or telephone. For delays longer than two hours, airlines must provide passengers with meals. In case the delay exceeds four hours, passengers must be provided with accommodation, including overnight, as well as with transportation between the airport and the accommodation.

**What should I do if my flight is cancelled?**

In case your flight is cancelled, the airline must provide you with material assistance, accommodation or a refund.

**What happens if the airport is closed due to bad weather?**

Weather conditions may affect airport operations and prevent landings and take offs. As a result, your flight may be diverted to another airport or your take off may be delayed until the weather conditions improve and operations resume.

**What is overbooking?**

Overbooking happens when the number of passengers who should board the aircraft exceeds the number of seats available.

## *Accessibility*

### **PASSENGERS WITH SPECIAL NEEDS**

#### **Passengers with special needs and their rights**

Passengers with special needs are those who have some type of disability; who are 60 years-old or older; pregnant women; breastfeeding women; passengers travelling with infants; passengers with reduced mobility; passengers travelling with service animals; or any other person who, for any specific condition, has limited autonomy. Such passengers are entitled to special assistance.

### **When do passengers with special needs receive special assistance?**

Passengers receive special assistance from the airline during the following activities: check in and baggage drop; moving from the check-in counter to the aircraft, through customs and security checkpoints; boarding and disembarking; finding and taking their seats inside the aircraft; stowing carry-on luggage; moving from the aircraft to the baggage claim area; claiming baggage and going through customs; moving through the arrivals area to the public area; going to restrooms; flight transfers or connections and individual emergency safety briefing, if requested.

### **Are passengers with special needs entitled to an attendant?**

In case the passenger needs an attendant, the request must be made up to 72 hours before the flight, and the airline must provide an attendant, at no additional charge, or allow the passenger to bring an attendant of the passenger's choosing.

### **How should I request assistance?**

Passengers who need assistance must inform the airline, when purchasing the ticket, about the type of special assistance they need (e.g. technical help, attendant and/or supplemental oxygen). The airline must respond to the request in up to 48 hours. Upon arrival, the flight crew will help the passenger disembark, and the passenger must be accompanied by appropriately trained airline employees or third parties hired by the airline.

### **I am pregnant. Can I travel?**

Expecting mothers who wish to travel must contact their airline. Additionally, it is important to see your doctor and check if it is safe for you to travel.



### **What is hand baggage?**

Hand baggage is the one that the passengers take with them inside the aircraft.

### **What is hold baggage?**

Hold baggage is the one that is transported in the hold of the aircraft.

### **What is unaccompanied baggage?**

Unaccompanied baggage is shipped as cargo.

### **What is baggage allowance?**

Baggage allowance is the weight and number of items passengers are allowed to take.

### **Can I bring any baggage onboard with me?**

Carry-on baggage is allowed according to some specifications. Please contact your airline and check their carry-on policies.

### **What items are prohibited in carry-on bags in domestic flights?**

Sharp or protruding objects, fire weapons and other projectile-firing devices, self-protection devices, household hardware, and explosive, flammable, chemical and toxic substances are not allowed in the cabin. Should you have any questions, please contact your airline.

### **What items are prohibited in carry-on bags in international flights?**

In addition to sharp or protruding objects, fire weapons and other projectile-firing devices, self-protection devices, household hardware, and explosive, flammable, chemical and toxic substances; liquids in containers larger than 100 milliliters (3.4 ounces) are not allowed in the cabin, even if the containers are only part full. Containers with gels and pastes must be placed inside clear bags that are one liter or less (quart-size) and that do not exceed 20 x 20 cm (7.8 x 7.8 in). Should you have any questions, please contact your airline.

## **What items are prohibited in checked bags?**

Explosive, flammable or toxic substances are not allowed in checked bags. Should you have any questions, please contact your airline.

## **How do I check large objects, such as sports equipment and musical instruments?**

Passengers travelling with larger objects must contact their airline in advance and check the conditions. Any baggage item that does not meet the airline's rules may be refused or shipped as cargo.

## **Can I board the aircraft with products I bought at the duty-free stores?**

Passengers are allowed to board the aircraft with products purchased at the duty-free stores in the boarding area. Passengers may pack the items in their carry-on baggage provided that they are placed in a bag sealed by the vendor and are accompanied by an invoice.

## **Baggage claim and lost baggage**

### **What is baggage claim?**

Baggage claim is the process of collecting your baggage from the carousel at the Arrivals area of the airport. Upon arrival at your destination, your airline will place your baggage on the carousels.

### **What should I do in case my baggage is lost?**

If your baggage is lost, please contact your airline immediately. The counters are located in the baggage reclaim area on arrival level.



### **Can I travel with my pet?**

Passengers can travel with animals, but they must contact their airline and check the conditions. Depending on its size, the animal may travel in the cabin. Large animals may be accepted as hold baggage. In addition to each airline's rules, it is important to contact the Brazilian Ministry of Agriculture, Livestock and Food Supply and check the requirements. Different conditions may apply to domestic and international flights.

## **Can I travel with my service animal?**

Service animals are accepted free of charge and fly with their owners in the cabin. However, passengers must check health-related requirements before the trip, both for domestic and international flights.

## **What documents do I need to travel with my pet?**

To travel with dogs and cats in domestic flights, passengers must contact a veterinarian registered with a Regional Board of Veterinary Medicine and request a health certificate for their animal. For other species, passengers must obtain an Animal Transportation Certificate (Guia de Trânsito Animal - GTA) issued by a veterinarian accredited by the Ministry of Agriculture, Livestock and Food Supply or by another health surveillance authority.



## *International flights*

### **How early should I get to the airport?**

Please check the minimum required check-in times with your airline.

### **When am I allowed in the boarding area?**

Passengers are allowed in the boarding area after baggage check in and printing their boarding pass. Pay careful attention to the information on your boarding pass. It includes your boarding cut-off time, departure time and seat. Check your gate on the airport monitors.

### **Can I travel with medication?**

Passengers travelling on international flights must carry the medical prescription together with their medicines. Medications may be inspected upon arrival at another country.

In compliance with aviation safety rules, passengers may pack in their hand baggage essential medications only, together with a medical prescription containing the passenger's name. Non-prescription medications, such as eye drops and saline solutions, are allowed. Insulin, special liquid medications or glucose gels must always be accompanied by a medical prescription.



## **Do I need to be vaccinated before my trip?**

It is important to keep your immunization record up to date. Please check if the country you are travelling to requires any specific vaccine.

## **Can I bring vegetables or animal products with me?**

Some restrictions may apply to bringing food from other countries. For more information on accepted and prohibited items, please visit the:

[www.agricultura.gov.br/assuntos/vigilancia-agropecuaria/passageiro-e-bagagem](http://www.agricultura.gov.br/assuntos/vigilancia-agropecuaria/passageiro-e-bagagem).

## **What is customs?**

It is the control of the flow of goods in and out of the country by the Federal Custom Service. All passengers travelling abroad are subject to customs check both when leaving and entering the country.

## **How much can I spend in duty-free products?**

Your duty-free purchases are limited to USD 1000.00 or an equivalent amount in another currency.



## ***Before the flight***

### **The first step is checking in**

Check-in is the process whereby you confirm you will be on your flight. It is also the moment when your boarding pass will be printed, containing the flight information (time and seat). You can check in at the airline's counters, website, mobile apps or self-service check-in kiosks at the airport. Do not forget: the check-in (before printing your boarding pass) is the last opportunity you will have to correct your name if it is misspelled.

### **Boarding time**

The boarding time is on your boarding pass. Be careful. The boarding time is always earlier than the departure time. After checking in, passengers must proceed to the boarding area, have their boarding pass scanned, go through the security screening process and proceed to gate.

## **At the boarding area**

Passengers must check their flight time and gate number on the various flight information screens around the terminal, including in the boarding area. Both the time and the gate may change at any moment. After being called to board the aircraft, passengers must present their boarding pass and identification document.



## ***Security screening***

### **Why do I need to be screened?**

The airport security screening process is mandatory and follows international standards. All passengers, except for those who have implants, must walk through the metal detectors before entering the boarding area.

### **What should I do before the screening?**

Before walking through the metal detectors, all passengers must take off all metal objects, such as belts, coins, watches, keys, mobile phones, buckles etc.

### **What should I do if the metal detectors go off even after I removed all of those items?**

If the alarm goes off, the passenger will be screened with a manual metal detector. Passengers who refuse to be screened will not be allowed in the boarding area.

### **Will my hand baggage be screened too?**

Carry-on bags must be screened too, and any prohibited item detected will be discarded.

### **Can I bring food onboard?**

In domestic flights, there is no restriction related to bringing food onboard, but it is important to ask your airline about the consumption of food in the cabin. For international flights, please contact your airline about the restrictions related to bringing food to your destination country and consider the liquids restrictions of your hand baggage.



## **Flying safely**

To ensure the safety of passengers and cabin crew members, some rules and guidelines must be observed:

- Smoking onboard is strictly prohibited, including in the lavatories, and tampering with or attempting to disable the lavatory smoke detectors is prohibited too. Passengers who violate this rule and expose the aircraft to danger will be charged with the crime set forth in Article 261 of the Brazilian Criminal Code, punishable by two to five years in prison.
- Electronic devices may be used onboard strictly according to the rules and conditions set by the airline. Some electronic devices may be used onboard, except during take-off and landing procedures. At those moments, passengers are not allowed to use any device that emits electromagnetic waves (e.g. mobile phones, laptops, MP3/MP4 players, tablets, digital cameras, among others). Airlines may or may not allow passengers to use them. Please, contact your airline for more information.

## **Safety procedures**

The pilot may perform some safety procedures if necessary:

Go-around: a procedure performed by pilots when landing conditions are not favorable and another approach is attempted.

Landing and take-off delays: for safety reasons, sometimes it is necessary to delay a take-off or landing for a few minutes to maintain a safe distance between the aircraft.

Storms and turbulences: passengers must remain seated, with their seatbelts fastened, especially when the seatbelt sign is on, and pay careful attention to the instructions provided by the cabin crew. If you are in the lavatory or aisle, you must return to your seat immediately. Inflight services are interrupted during turbulences.

Airport closure: an airport may close if weather or operating conditions are not safe. If it happens, landings and take-offs are suspended or cancelled. In those cases, all flights that would land at or take off from that airport may be transferred to other airports or remain on hold.

Inflight medical emergencies: in case of a medical emergency during the flight, please inform the cabin crew. They will take all appropriate measures, including requesting medical assistance at the destination. Depending on the case, the aircraft may make an unscheduled landing.

## *Passengers' rights*

**There has been a problem and I believe my rights have been violated. What should I do?**

When you purchase a ticket, you enter into a contract with the airline and, therefore, some obligations arise.

If you feel harmed or if your rights are violated, you should first contact the airline to claim your rights as a customer. If your attempts to solve the problem directly with the airline fail to succeed, you can access the federal government's conflict-resolution platform: [www.consumidor.gov.br](http://www.consumidor.gov.br).

## *Airport terminology*

- **Airdrome:** area of land or water used for landings, take-offs and operating aircraft.
- **Customs:** official government department that controls the flow of goods coming into and leaving a country and that collects the duties levied of such goods. In Brazilian airports, the Federal Revenue Service is in charge of such activities.
- **Aquaplaning or hydroplaning:** a phenomenon that occurs when the wheels of the aircraft do not touch the runway appropriately, leading to a loss of traction that prevents the brakes from working properly. It usually occurs when a layer of water builds between the tires and the runway surface.
- **Go-around:** a procedure performed by pilots when landing conditions are not favorable and another approach is attempted.
- **Threshold:** markings that indicate the beginning of the area designated for landing.
- **Codeshare:** an agreement between airlines to transport the passengers. Passengers purchase the tickets from one airline and fly with another airline.
- **Connection:** occurs when passengers disembark in a city that is not their final destination and board a second aircraft to continue their trip.
- **Stop:** occurs when an aircraft lands in one or more cities before the final destination to refuel, pick up or disembark passengers, but those continuing to the final destination do not have to change airplanes.
- **IATA airport code:** a three-letter code defined by the International Air Transport Association designating airports around the world.
- **ICAO airport code:** a four-letter code defined by the International Civil Aviation Organization designating airports around the world. The first letter represents the continent, the second denotes the country and the remaining two identify the airport.

- **Instrument Landing System (ILS):** a system that provides accurate guidance to an aircraft that is in the final approach to land on a runway.
- **No-show:** term used by airlines when passengers fail to show up for the flight.
- **Overbooking:** occurs when the number of tickets sold exceeds the number of seats in the aircraft.
- **Push-back:** the procedure in which an aircraft is pushed backwards from the gate to the taxiway so that the engines can be started.
- **Taxiway:** a path along which an aircraft can move (taxi) towards a hangar, terminal or runway.

