

## GENERAL GUIDELINES

To avoid problems when flying, it's important to buy tickets in advance, compare prices across different websites and platforms, and read the terms for cancellations, rescheduling, and other policies carefully.

It's also essential to pay close attention to travel details, such as connection times and baggage weight limits, and to consider using tags or tracking devices to help protect your belongings.

Make sure to file any complaints formally, including as many details as possible—like protocol numbers, dates, times, and the name of the person you spoke to.

## ROAD TRANSPORTATION

Bus companies that operate intercity and international routes are subject to the regulations of ANTT (National Land Transportation Agency). Since this is a paid service, it constitutes a consumer relationship and is therefore covered by consumer protection laws.

The service must be provided efficiently, comfortably, and punctually, with the passenger seated in the seat specified on the ticket. Bus companies are required to inform passengers of departure times, duration of the trip, destinations served, ticket prices, and other relevant information.

## BAGGAGE

You are allowed to carry up to 30 kg in the external baggage compartment (located beneath the seats) and up to 5 kg in the overhead compartment, provided the dimensions are within safe limits. The company must provide a receipt for any baggage placed in the external compartment and is liable for compensation in the event of loss or damage.

**Customs authority:** Before traveling, make sure you're informed about items that are prohibited from being transported, whether for sanitary reasons (such as animals, plants, cigarettes, or pesticides) or because they are considered illegal, like drugs or controlled substances. **Never agree to carry baggage for strangers.**

## REFUND

Passengers are entitled to a partial refund if the trip is completed partially or entirely in a bus of lower quality than what was originally contracted. In the event of an

accident, assistance must be provided immediately.

In such cases, the company must provide food and accommodation:

- If more than one ticket was sold for the same seat,
- If the trip is interrupted or delayed by more than three hours due to a mechanical failure or any other issue that is the company's responsibility.

If there is a delay in departure or during a scheduled stop along the route for more than one hour or in case of overbooking—you may choose to:

- Continue the trip with another company offering equivalent service to the same destination, at no extra cost,
- Receive an immediate refund for the ticket,
- Continue the journey with the same company.

**USEFUL INFORMATION:** Migrants and refugees are not required to present proof of vaccination upon entering Brazil. Once in the country and in possession of a CPF (Individual Taxpayer Registry), you may receive all vaccines available through the SUS (Unified Health System) free of charge, in accordance with established protocols.

### USEFUL CONTACTS:

**ANTT:** [www.gov.br/antt/pt-br/assuntos/passageiros/viajantes/direitos-e-deveres](http://www.gov.br/antt/pt-br/assuntos/passageiros/viajantes/direitos-e-deveres)


**ANAC:** <https://www.gov.br/anac/pt-br/assuntos/passageiros>

**CUSTOMS AUTHORITY:** <https://www.gov.br/receitafederal/pt-br/assuntos/aduana-e-comercio-exterior/viagens-internacionais>

**SUS (vaccination):** <https://www.gov.br/saude/pt-br/vacinacao>

## PROCON-SP – SERVICE CHANNELS

 **Site:** [www.procon.sp.gov.br](http://www.procon.sp.gov.br)

 **Call 151 (in the City of São Paulo)**  
Monday to Friday, 9am to 3pm

 **Face-to-face service in the City**  
**São Paulo appointment required:**  
[procon.agenda.sp.gov.br/eagenda.web/procon](http://procon.agenda.sp.gov.br/eagenda.web/procon)

 **Other municipalities:** Consult your city hall or the Procon-SP website

 **Ombudsman:** [fala.sp.gov.br](mailto:fala.sp.gov.br)

 **@proconsp**

 **@proconspoficial**  **@TVProconSP**

# BASIC CONSUMER RIGHTS FOR REFUGEES AND IMMIGRANTS

## AIR AND ROAD TRANSPORTATION

Realization:

**PROCONSP**

Secretaria da **Justiça e Cidadania**  **SÃO PAULO**  
GOVERNO DO ESTADO  
SÃO PAULO SÃO TODOS

Support and collaboration:

 **UNHCR**  
ACNUR  
Agência da ONU para Refugiados

 **Caritas**  
Arquidiocese de São Paulo

 **FAMBRAS**  
FEDERAÇÃO DAS ASSOCIAÇÕES MANGARATENS DO BRASIL  
الجمعية العامة للمهاجرين في البرازيل

 **MISSÃO PAZ**

All individuals who enter the country voluntarily or as refugees, regardless of nationality, **have the same consumer rights guaranteed to Brazilian citizens**, as established by Law No. 8,078 of 1990, known as the Consumer Defense Code (CDC).

Procon-SP is a public agency created to protect and uphold these rights, providing free services to consumers.

Refugees and immigrants with provisional documentation have the right to obtain a CPF (Individual Registration) issued by the Federal Revenue Service. With this document, they can access basic free services, such as medical care through the public health system (SUS), as well as services available in the consumer market.

## AIR AND ROAD TRANSPORTATION

*If an airline or an international bus company has a registered office in Brazil, you can file a complaint about service quality, improper charges, failure to meet the offer, or violations of rules set by government agencies: ANAC (National Civil Aviation Agency) and ANTT (National Land Transportation Agency).*

### AIR TRANSPORTATION

ANAC is responsible for regulating and overseeing the rules for the sale of air services. Since there are many types of services available, some rules may be established by the companies themselves, as long as they are clearly and properly communicated to the consumer before purchase.

### CANCELLATION OR FLIGHT RESCHEDULING

The rules for cancellation, refunds, or rescheduling are different from one airline to another and must be clearly communicated to consumers. To avoid surprises, check this information on the airline's website.

### RIGHT OF WITHDRAWAL

The **Consumer Protection Code** establishes the so-called right of withdrawal. When purchasing a ticket via website, messaging app, or phone, consumers have the right to cancel the purchase within 7 days of the contract.

### RESCHEDULING - WHEN FARE DIFFERENCES APPLY

To cancel or reschedule:

- notify the company as soon as possible about your cancellation or need to reschedule.
- if you have any questions or difficulties getting a refund, contact ANAC or Procon.

The passenger may be required to pay or may be entitled to receive the difference:

- between the fare charged at the airport where the new boarding will take place; or
- between the ticket price and any other services already paid for (even if in installments) and the amount offered at the time of rescheduling.

### FLIGHT DELAYS, CANCELLATIONS AND SERVICE INTERRUPTIONS

Airlines are required to immediately inform passengers if a flight will be delayed, including the estimated departure time or whether the flight will be canceled.

In such cases, when a connecting flight is missed due to the airline's fault, thus the company must offer:

- Alternative rebooking options,

- A full refund and the option to complete the trip using another mode of transportation.



**ATTENTION:** The choice is always up to the passenger.

Rebooking is free of charge and must be offered as follows:

- On the airline's own flight or another carrier's, to the same destination at the earliest available time; or
- On a later flight operated by the same airline, on a date and time of the passenger's choosing.

If the passenger decides to wait for the next flight, the airline must provide free material assistance to meet basic needs. This assistance depends on the length of the wait:

- After 1 hour: access to communication services (e.g., phone or internet),
- After 2 hours: food (meal or meal voucher),
- After 4 hours: lodging in case of overnight delay, plus transportation to and from the hotel. If the passenger is in their city of residence, the company may only be required to provide transportation home and back to the airport.

Refunds must be issued within 7 days, using the same payment method used at the time of purchase, and are:

- Full, if the passenger is mid-journey (at a stopover or connection point) and chooses to return to the airport of origin,
- Proportional to the unused segment, if the passenger chooses to remain at the layover or connecting airport.

### IMPORTANT

If the passenger agrees, the refund may also be issued as credits toward the purchase of a new airline ticket. These credits may even be used by someone else. The expiration date of the credits must be clearly provided by the airline.

### DENIED BOARDING OR OVERBOOKING

There are cases in which the airline prevents a passenger from boarding, even when all travel requirements have been met. Although prohibited, this practice is quite common, as airlines often sell more tickets than there are seats available on the plane (overbooking).

The airline must provide a written statement explaining the reason for the delay, cancellation, service interruption, or denied boarding (overbooking).