

## Terms and Conditions of Use of the BTG Pactual Terminal

---

### 1. Purpose and acceptance of these Terms

These Terms and Conditions of Use of the BTG Pactual Terminal ("**Terms**") are intended to establish the detailed rules and guidelines for the use of the BTG Pactual Private Terminal ("**Terminal**"), operated by AERO EMPREENDIMENTOS S.A., CNPJ n. 46.368.090/0001-79, headquartered at Rodovia Hélio Smidt, s/n, Setor BTG Pactual Terminal, in Guarulhos/SP, CEP 07.190-100 ("**AESA**").

The Terminal is a private terminal that serves passengers of commercial flights departing, arriving or connecting at Guarulhos International Airport, in São Paulo/SP, aiming to provide an exclusive, efficient and reserved experience for user passengers.

These Terms aim to ensure clarity in the Terminal's operations and in the provision of services, in addition to defining the responsibilities of AESA, as the operator of the Terminal, and of the Users.

We ask that you read these Terms carefully before using the Terminal. By purchasing a ticket and making a reservation for use of the Terminal, you agree that you have read these Terms and that you accept and agree to be bound by them for all purposes.

---

### 2. Eligibility

**2.1. Authorized Users.** The Terminal is intended exclusively for passengers who have the respective entry ticket and who have made a reservation for access and use of the Terminal, in accordance with the rules of these Terms ("**Users**").

**2.2. Travel Requirements.** The Terminal is accessible only to Users who have valid air tickets for domestic, international and/or connecting flights, departing, arriving or connecting at Guarulhos International Airport. Users must have purchased their airline tickets from BTG Pactual Terminal partner airlines indicated on the Website.

**2.3. Minimum documentation required.** All Users need a valid photo ID and, in the case of international flights, valid passports, to access the Terminal. Users are solely responsible for meeting the requirements of airlines and airport and customs authorities regarding the required documentation.

**2.4. Special needs.** The User must indicate, at the time of the Reservation, if he/she needs any special assistance for people with reduced mobility and/or people with special needs, so that the Terminal team can identify the best way to serve the User.

---

### **3. User Registration**

**3.1.** To make Reservations for access to and use of the Terminal, the User must access the <http://terminal.btgpactual.com/> website ("**Website**") and make a personal registration with the creation of a user login and password. The data collected for registration are mentioned in the Privacy and Cookies Policy of BTG Pactual Terminal ("**Privacy Policy**").

**3.2.** The User declares that the personal information provided at the time of registration on the Website is correct, complete and true and undertakes to keep all his/her data up to date. If you would like more information about how AESA treats your personal data, please access the Privacy Policy at <https://drive.google.com/file/d/1DvinABJBYq2ObVJkw0x3NEjNBek80fjS/view>.

**3.3.** From the moment of registration, the User will be the holder of a personal account that can only be accessed by the User, or by third parties specifically designated by him to manage his trips, through his login and password ("**Credentials**").

**3.3.1.** If AESA detects any account made from false personal information, the User's registration may be canceled, without prior notice. If AESA identifies duplicate accounts, AESA may permanently disable duplicate registrations, regardless of the sending of any prior communication to the User.

**3.4.** The User who makes the Reservation and completes the forms requested by AESA is responsible for the information provided by him or her about third parties filled in at the time of the Reservation.

**3.5.** The Credentials are individual, and the User is solely responsible for all activities associated with his/her account on the Website and for maintaining confidentiality with respect to his/her Credentials.

**3.5.1.** If the User identifies or suspects any unauthorized use of their Credentials on the Website, they must immediately contact AESA through our contact channels informed in these Terms.

**3.6.** The data provided for registration will enable AESA to contact the User to send communications related to their account, the Reservations and the Terminal services. As a result, the User must keep their data up to date. AESA will not be responsible for any situation arising from the impossibility of access to the User due to the outdated data.

---

## **4. Tickets & Reservations**

**4.1.** To access and use the Terminal, the User must purchase a Ticket – or be the holder (or be linked to a holder) of one of the Special Plan modalities – and make a reservation ("**Reservation**").

**4.2. Reservation.** The Booking must be made by completing the flight information requested by AESA on the Website, including personal preferences and specific requests. The User is responsible for the correct and complete completion of the information required for the Reservation.

**4.3. Minimum Advance Reservation Notice.** Reservations must be made at least seventy-two (72) hours prior to the planned embarkation time.

**4.3.1. Exceptional minimum advance notice.** Exceptionally, Reservations made between 24 (twenty-four) hours and 72 (seventy-two) hours before the planned boarding time may be accepted, depending on the availability of the Terminal and upon payment of an exceptional advance fee.

**4.4. Booking Confirmation.** After completing the Reservation on the Website and confirming the payment, AESA will send the confirmation ("**Reservation Confirmation**") through informed e-mail in the registration or other means agreed with the customer. The Booking Confirmation will depend on the availability of the services and the payment being made. AESA is not obliged to accept Bookings.

**4.4.1.** The proof of payment and the corresponding Invoice will be sent after Confirmation of Reservation and payment, and not at the time of requesting the Reservation. The Invoice will be issued in the name of the lead passenger, unless otherwise requested at the time of requesting the Reservation.

**4.5. Right of Use.** Each Reservation entitles one access to the Terminal per passenger included in the Reservation.

**4.5.1. Usage time.** Each Reservation entitles them to stay in the Terminal for a maximum period of 4 (four) hours prior to the scheduled flight time.

**4.5.2.** If it is necessary to stay in the Terminal for a longer period, in the event of flight delays or cancellations, for example, the User must request the extension of their stay to AESA as soon as possible. AESA will make its best efforts to accommodate the User and any passengers linked to their Reservation, subject to the availability of the Terminal. If the User is in a Private Lounge, AESA does not guarantee the possibility of extending their stay in the Private Lounge.

---

## **5. Prices and Additional Services**

**5.1. Unit Ticket Value.** The value of the Unit Ticket for access and use of the Terminal is indicated in <https://terminal.btgpactual.com/pricing/>.

**5.1.1. Prices for companions.** The value of the Unit Ticket refers to the price of the first passenger. If he travels accompanied, the prices of the Tickets obey a differentiated fare, as indicated in <https://terminal.btgpactual.com/pricing/>.

**5.1.2.** Staying in the Terminal for a period longer than the time of use indicated in item 4.5.1 will generate the charge of additional permanence fee.

**5.1.3. Ticket for guests.** Guests or service providers linked to traveling Users may access the Check-in Lounge of the Terminal, by purchasing the Visitor Ticket, as <https://terminal.btgpactual.com/pricing/>.

**5.2. Collection in Reais.** The price in dollars will be charged in reais, according to the reference rate calculated at the time of the Reservation, based on the average price of the last quarter or lower by AESA's liberality.

**5.3.** The price of the tariffs may be modified by AESA without prior notice.

**5.4. Services included.** The value of the Ticket includes access to the Terminal's shared spaces, concierge services, assisted check-in process, inspection process, baggage drop-off, emigration, meals and beverages, with the exception of those highlighted in the "The Specials" letter, which will be charged separately.

**5.4.1.** The use of the Private Lounges is not included in the price of the Unit Ticket and must be contracted additionally, according to the rates indicated on the Website.

**5.5. Payment Methods.** Payments for Tickets and other Terminal fees may be made by the User by credit card or other forms of payment that AESA may make available. AESA may modify the accepted forms of payment at any time.

## **6. Special plans**

**6.1.** AESA offers special plans for access to the Terminal, regulated in specific terms, which can be accessed here <https://terminal.btgpactual.com/pricing/#membership> ("**Special Plans**").

**6.2.** The values of the Special Plans, as well as their benefits, are indicated on the Website and may be adjusted periodically.

**6.3.** AESA reserves the right to change, as well as include or exclude, benefits of the special plans at any time, upon prior notice to the Users.

---

## **7. Terminal Services**

**7.1.** The services offered at the Terminal and included in the Ticket price are as indicated below ("**Base Services**"):

**7.1.1. Assisted check-in.** Support for the User's check-in procedure with the airline, which consists of the provision of self-service totems and the coordination of contact with the airline for cases in which it is not possible to check-in through the totems provided, with check-in being the responsibility of the passenger, and AESA cannot guarantee that the check-in will be effectively completed at the Terminal.

**7.1.2. Meals and Beverages.** The menu will be available for consultation at the Terminal. Subject to availability, special requests may be available, provided that they are requested up to twenty-four (24) hours in advance, through your Reservation on the website.

**7.1.3. Shuttle.** Transportation service between the Terminal and the commercial aircraft for each User's flight, and vice versa.

**7.2.** In addition to the Basic Services indicated above, the Terminal also has complementary services, which may be offered to Users, directly by AESA or by AESA's commercial partners, by charging additional fees. These are ("**Supplemental Services**" and, together with the Core Services, only "**Services**"):

**7.2.1. Private lounges.** The Terminal has 4 (four) private lounges ("**Private Lounges**"), stocked with soft drinks and appetizers. The reservation of the

Private Lounges must be made at least 72 (seventy-two) hours in advance, through the Website.

**7.2.2. Door-to-door land transfer.** Full door-to-door transportation service from the address chosen by the User to the Terminal, or vice versa.

**7.2.3. Air transfer by helicopter.** Air transport service by helicopter from the address chosen by the User to the Terminal, or vice versa. Transfers are operated by AESA's commercial partner.

**7.2.4. Vallet.** Vallet service for parking the Users' own vehicle, contracted and paid directly with AESA's commercial partner.

**7.2.5. Premium food and drinks.** Menu of selected premium items, not included in the basic meals and drinks menu.

**7.2.6.** AESA is permanently improving the Complementary Services offered at the Terminal, so that new Complementary Services may be implemented.

**7.3.** Availability of the Services and prices may vary and are subject to change from time to time. Please check the updated information on the Website to confirm availability and prices before booking. With regard to the Complementary Services, Users should also consult the specific terms and conditions of each Complementary Service available on the Website.

**7.4.** In the case of Services that are provided by AESA's third party business partners, the responsibility for the correct provision of the Services, as well as for any failures, delays, irregularities or any other situations arising from the Services will be entirely with the third party. AESA assumes no responsibility for the provision of the Services, as well as for any loss or damage arising from these Services.

---

## **8. Cancellation and Refund Policy**

**8.1.** The Terminal's cancellation and refund policy is structured according to the cancellation deadline, as follows:

### **8.1.1. Cancellation 72 hours or more in advance**

**Full Refund (100%):** Cancellations and rebookings made seventy-two (72) hours or more prior to the flight time will result in a full refund of the amount paid for the Reservation.

### **8.1.2. Cancellation between 72 and 24 hours before boarding**

**Partial Refund (50%):** Cancellations and rebookings made between 72 (seventy-two) and 24 (twenty-four) hours before the flight time result in a partial refund of 50% (fifty percent) of the amount paid for the Reservation, reflecting the operational cost already incurred.

### **8.1.3. Cancellation Less than 24 hours in advance**

**No Refund (0%):** Cancellations or rebookings made less than 24 (twenty-four) hours before the flight time are not entitled to a refund due to funds allocation.

**8.2. No Show.** A passenger is considered a No Show if he/she does not show up at the Terminal at the time indicated in the Reservation. Passengers classified as "No Show" will be charged the full amount of the Reservation without refund.

**8.2.1. No Show Record.** The incident will be recorded in a database for analysis of patterns and future operational improvements.

**8.3.** The cancellation and No Show rules will only apply to passengers who have requested cancellation or have been considered as No Show, and the Reservation may prevail for other passengers linked to it, who have not requested cancellation or have not been considered No Show.

**8.4.** The cancellation and No Show rules will apply in any event of cancellation and no-show by passengers, except in the case of cancellation or change of flights resulting from unilateral changes made by the airlines, in which case AESA may refund the amounts paid by the User in part, depending on the advance with which the cancellation was requested. And, in the event of a change in the flight schedule, AESA will make its best efforts to relocate the User and any passengers in the Reservation, according to their availability.

**8.5.** Requests for changes in flight time and date may be made, as long as they are 72 (seventy-two) hours in advance, and they must be submitted again to the Booking Confirmation flow, in accordance with these Terms. Changes requested less than seventy-two (72) hours in advance, both in relation to the original flight and in relation to the new flight, may be carried out, but will have an additional service charge per passenger, as specified on the pricing page of the <https://terminal.btgpactual.com/pricing/website>.

**8.6. Method of reimbursement.** Refunds will be made by the same payment method chosen by the User at the time of the Booking. Refunds via credit card will be made within a period of 7 (seven) to 14 (fourteen) business days after

confirmation of cancellation – according to the card operator and the closing date of the card invoice used in the purchase. Refunds via Pix will be processed within 15 (fifteen) days after confirmation of cancellation.

## **9. Pick-ups, Drop-offs and Terminal Procedures**

### **9.1. Shipments**

**9.1.1. Shipping information.** Before arriving at the Terminal to board flights, the AESA team will contact the User to confirm information such as: means of transport (door-to-door transfer, app car, own car, taxi or other), number of passengers in the Reservation and estimated time of arrival for boarding. If the User and passengers arrive at the Terminal in a transport other than the one previously informed, entry into the Terminal may be prevented.

**9.1.2. Identification.** Upon arrival at the Terminal to board, Reservation passengers must identify themselves at the booth, upon presentation of (i) personal identification document, (ii) flight reservation code, and (iii) Terminal reservation code.

**9.1.3. Arrival Time for Boarding.** Passengers must arrive at the Terminal at least 1 hour and 30 minutes and at most 4 hours before the flight time, except if the User has contracted an additional period of stay in the Terminal, as provided for in item 5. Specifically for United Airlines passengers, arrival at the Terminal must occur at least 120 minutes prior to the scheduled departure time.

**9.1.4. Check-in Procedures.** The Terminal offers check-in support, providing self-service kiosks and coordination with airlines for cases where check-in cannot be carried out by SITA kiosks. However, check-in is the sole responsibility of the passenger, and the applicable rules and procedures are determined by each airline. We do not guarantee that check-in will actually be completed at the Terminal. If it is not possible to check in at the Terminal, the passenger can go to Terminal 3, located approximately 250 meters away (6-minute walk), to check in directly with the airline. For this reason, we recommend that passengers arrive at the Terminal at least 90 minutes in advance; for United Airlines passengers specifically, this minimum advance arrival time must be 120 minutes. In addition, the passenger must present the required travel documentation as per the standard of the respective airline and will go through the security screening procedures, baggage and any other procedures required by the competent authorities.

**9.1.5. Transfer to the Departure Terminal.** After the procedures at the Terminal, passengers will be taken directly to the boarding platform of their flight through the Terminal's own vehicle.

**9.1.6. Required Documentation.** Passport, visa (if applicable) and other travel documents required by the authorities must be in order and available for inspection. The lack of valid documentation of each passenger may result in the impossibility of using the Terminal, without the right to a refund.

## **9.2. Landings or connections.**

**9.2.1. Transportation from Arrival to Terminal.** After disembarking from the flight, passengers who have active Reservations will be taken directly to the Terminal through the Terminal's own vehicle, for the purpose of disembarkation or connection.

**9.2.2. Customs procedures and inspection.** The procedures for disembarkation and connection through the Terminal will observe the rules imposed by the airport and customs authorities. Users will go through the normal procedures of personal and baggage inspection, and there will be no release of inspection for the use of the Terminal.

---

## **10. Security Inspections and Customs and Customs Procedures**

**10.1. Official Procedures.** The Terminal observes all official procedures established by the competent authorities, strictly complying with the Brazilian and international standards necessary for the boarding, disembarking and connection of passengers on commercial flights. The use of the Terminal does not exempt the User and/or passengers from full compliance with any and all standard official procedures established by the competent authorities.

**10.2. Baggage Inspection.** All passengers' luggage will be submitted to inspection by the competent agencies, including the Federal Revenue, Anvisa, VIGIAGRO and the Federal Police.

**10.3. Compliance with Customs Rules.** It is the responsibility of each passenger to ensure that all items transported comply with Brazilian and international customs regulations.

**10.4. Prohibited and Restricted Items.** Prohibited or restricted items will be retained by the authorities and may result in legal sanctions, which may vary depending on the severity of the non-compliance. Baggage bans and restrictions follow international aviation safety guidelines and may vary depending on the destination country and airline. Each passenger is responsible for checking the applicable restrictions and ensuring that there are no prohibited or restricted items in their baggage and carry-on bags. For more information on prohibited and restricted items, please refer to your airline's <https://www.gov.br/anac/pt-br/assuntos/regulados/empresas-aereas/artigos-perigosos/o-que-posso-transportar> and rules.

---

## **11. Conduct and Proper Use of the Terminal**

**11.1. Conduct.** All passengers and Terminal Users must maintain conduct compatible with the standards of elegance, respect and urbanity, observing the rules of behavior appropriate to the environment. It is the duty of each User:

- a) Respect other Users, visitors, guests and the Terminal's staff;
- b) Use the Terminal's facilities and services with civility and discretion, avoiding attitudes that may cause discomfort or embarrassment to third parties;
- c) Refrain from conduct that involves offensive language, moral or sexual harassment, aggressive behavior, riots, disorders, discriminatory acts, or any other practice contrary to legal norms or the principles of social coexistence;
- d) Do not use illicit substances, as well as do not remain in the Terminal under the visible influence of alcohol or narcotics, in a way that compromises your integrity, safety or the environment of the space; and
- e) Respect the rules imposed by the Terminal with regard to private security, in particular, not allowing your private security to circulate armed in the areas of the Terminal, limit your security staff to 2 (two) professionals, and be aware that only Users holding a Reservation can circulate on the Airside of the Terminal, among other rules that may be transmitted by AESA at any time.
- f) Do not make videos or take photos in which other passengers are exposed in any way. We encourage passengers to enjoy and record their experiences, while respecting the right to privacy of other passengers.

**11.1.1.** AESA may, at its sole discretion and without prejudice to other applicable legal measures, refuse to provide the Services, request the removal

of the User from the Terminal's facilities and/or notify the competent authorities, if inappropriate conduct is verified, incompatible with the standards required for the environment.

**11.1.2.** The permanence in the areas of the Terminal implies the full acceptance of these rules of conduct, as an essential condition for the use of the services in a safe, respectful and consistent manner with the exclusive character of the space.

**11.2. Overweight and out-of-spec luggage.** Passengers must make special arrangements for overweight or out-of-spec baggage directly with the airline prior to travel. AESA assumes no responsibility for any consequences arising from additional charges by airlines, or from the attempted processing or non-acceptance of excess baggage or baggage outside of specifications by the airline. If the User and other passengers in the Reservation have overweight or unspecified baggage, they must inform them at the time of the Reservation at the risk of not being able to check in directly at the Terminal.

**11.3. Timetables.** The arrival of passengers and baggage at the Terminal for check-in and boarding purposes after the time indicated in the Booking Confirmation may result in delays in the Services, as well as in the inability of the airlines to check-in and board.

**11.4. Monitoring and security.** AESA carries out continuous monitoring of the Terminal's areas through security cameras installed in its premises and areas of public use, including halls, boarding and disembarking areas, including Private Lounges, corridors, circulation areas, among others, in order to ensure the safety of Users, employees and the facilities.

**11.4.1.** By accessing and remaining on the premises of the Terminal, the User declares to be aware of and agrees with the possibility of being filmed and/or captured by such electronic surveillance systems, authorizing, from now on, the use of the images for the purposes of:

- a) Prevention and investigation of public security or property incidents;
- b) Collaboration with public authorities, upon formal request, for legal and investigative purposes; and
- c) Operational control and protection of goods and people, in accordance with applicable legislation.

**11.4.2.** The recordings are stored securely for the period necessary to fulfill their purpose, in compliance with current legislation, including the General Law for the Protection of Personal Data (Law No. 13,709/18), and are not shared with third parties, except by legal obligation or determination of a competent authority.

**11.4.3.** AESA will respect the principles of proportionality, necessity and purpose in the capture and treatment of these images, not making recordings in places intended for personal intimacy, such as bathrooms and baby changing facilities, and Private Lounges will not be classified as areas intended for personal intimacy for all purposes.

---

## **12. Guide dogs and emotional support animals**

**12.1. Pets.** The Terminal does not accept pets due to lack of provision in the operating agreements with the airlines.

**12.2. Guide dogs.** Visually impaired people may be accompanied by a guide dog on the premises of the Terminal, at no additional cost or access restriction, under the terms of the applicable legislation, upon prior notice to AESA at the time of Booking.

**12.2.1.** The User shall ensure that:

- a) Your guide dog is at all times properly identified with appropriate harnesses or collars;
- b) Your guide dog is in good health, hygiene and behavior, without presenting a risk to the safety of third parties;
- c) Your guide dog is always accompanied by the User or instructor;
- d) Have the complete documentation of your guide dog, including an updated vaccination card and identification document of the animal as a guide dog, as provided for in Decree No. 5,904/2006.

**12.2.2.** AESA may establish access limits or condition access to the prior authorization of the Terminal administration to the User accompanied by his guide dog in technical, operational or restricted areas of the Terminal, for reasons of airport security, without prejudice to the right to assistance.

**12.3. Emotional support animals.** The Terminal has no structure or operating conditions or even operational agreements with airlines to receive emotional support animals, regardless of species. If the User has any special condition that

requires the accompaniment of an emotional support animal – which is a dog or cat – the User must inform this need, by means of documentary evidence, prior to making their Reservation, so that AESA can verify the feasibility of the operation. If the entry and exceptional stay of an emotional support animal is authorized by AESA, the rules below will apply, which may change at any time:

- a) The Terminal will accept the following species: dog and cat.
- b) A maximum of 2 (two) animals (dog and cat) will be accepted per individual User or per group of passengers, up to medium size, with a maximum of 20kg.
- c) Animals must wear collars and leashes, and always remain accompanied by their guardians. The circulation of animals will not be allowed in the feeding areas and places where there is food handling, corridors and common areas of the Terminal.
- d) Animals exhibiting dangerous or unacceptable behavior, including, but not limited to, attack on people, excessive noise (such as barking), evidence of illness, or urination/defecation in public areas, may be immediately removed from the Terminal premises. The User is responsible for all charges related to the removal of their pet, including, but not limited to, transportation and kennel costs.
- e) The User will indemnify AESA and any third parties as a result of any loss or damage caused by their pet.

---

### **13. Right of Refusal**

**13.1.** In order to ensure the quality of the service and services provided to Users, AESA reserves the right to refuse service to passengers at the Terminal in cases such as:

- **Failure to Pay.** When payment is not made up to 72 (seventy-two) hours in advance of the day of the Reservation.
- **Documentation.** If the passenger does not have the necessary documents to board the flight, in accordance with the airline's policies and general aviation regulations.
- **Availability.** If there is no availability of vacancies in the Terminal, which may compromise the quality of service and services provided due to the volume of passengers.

- **Unaccompanied minors.** Unaccompanied minors will not be able to board using the Terminal, even if duly authorized.
- **Inappropriate Conduct.** Behaviour that may cause harm to any person or that may delay the check-in procedure or the flight, in particular, that may endanger safety, health, hygiene or good order within the Terminal, in particular if the passenger uses intimidation or engages in disorderly, disruptive, abusive, threatening, aggressive or inappropriate conduct.
- **Intoxication or influence effect of alcohol with risk to oneself or third parties.** Appearance that the passenger is under the influence of alcohol, drugs, or medication that may pose a risk to himself, other passengers, or the aircraft.
- **Illicit activity.** Appearance and/or evidence that the passenger is engaged in illegal activity.

---

## 14. Responsibility

**14.1. Users and other passengers linked to the Reservation.** Users and other passengers linked to the Reservation are responsible for: (i) monitoring their flight schedules and any possible changes in such schedules by the airlines, (ii) complying with all rules and procedures related to civil aviation, carry-on and checked baggage and restricted and prohibited items, established by the airlines, by regulatory agencies, airport and customs authorities, (iii) provide AESA with all necessary information, in a correct, accurate and complete manner, such as personal and baggage data, at the time of the Booking, and (iv) hold harmless and indemnify AESA for any and all damages, of any nature, resulting from non-compliance, by Users and other passengers linked to the Booking, of any rules of these Terms or applicable regulation.

**14.2. Absence of responsibility of AESA.** AESA is not responsible for damage or delays caused by:

- Incorrect information provided to AESA by Users or airlines;
- Acts or omissions of third parties, including independent contractors, airlines, security and border control authorities;
- Any services provided by third parties who are business partners of AESA;
- Providers of third-party ground handling or transportation services arranged by or on behalf of the User or any airline;
- Unforeseeable circumstances or force majeure or any situations beyond the reasonable control of AESA, including, but not limited to: riots, strikes, power

interruptions, airport or any other civil authority orders, natural disasters, safety alerts, pandemics, epidemics, etc.;

- Flight delays or cancellations or gate changes without prior notice.

**14.3. Limitation of AESA's liability.** AESA will not be responsible and will not indemnify Users and other passengers linked to the Reservation, under any circumstances, for any indirect damages, loss of profits, non-patrimonial damages and damages arising from the loss of a business chance/opportunity.

---

## **15. Updates and Modifications to these Terms**

**15.1.** These Terms may be revised and amended at any time, without prior notice, by updating the Website.

**15.1.1.** Significant changes to these Terms will be communicated to Users through the contact channels provided at the time of the Reservation, or by other available means of communication, at least thirty (30) days in advance, except in cases of urgent legal changes or essential operational changes.

---

## **16. General provisions**

**16.1.** Except in the case of authorization from AESA, the User may not assign or transfer his/her Reservation to third parties, except in the case of accompanying passengers of the User, informed at the time of the Reservation. AESA may transfer its rights and obligations under these Terms to any Affiliate (parent company, controlled or under common control of AESA), without any prior notice to Users being due.

**16.2.** These Terms are governed by and construed by Brazilian law.

**16.3.** For any communications relating to your Booking, the Terminal's customer service team is available through the channels provided at the time of booking.