Dear Travel Partner,

See below Copa Airlines Update - voluntary change charge waiver guidelines for new tickets.

|  |
| --- |
| **Copa Airlines Update**  Tuesday, October 27, 2020 |
|  |
| Update - voluntary change charge waiver guidelines for new tickets    **Update:** Ticket date extension issued until January **31, 2021.**    Waiver/waiver guidelines to provide flexibility for passengers who purchase tickets from this date whose travel plans are impacted by the COVID-19 situation.     |  | | --- | | **Important**     * Three (3) changes are allowed from this release. * Applies for regular tickets, miles, interline and codeshare on **board 230.** * The administrative fee *of tickets from travel* agencies is waived. * Applies for all rates: regular, group, net and dynamic. * Applies for passenger miles tickets. |        |  |  | | --- | --- | | **EXONERATION/WAIVER CODE:** **W5200901CVNW** | | | **Dates** | **Additional Information** | | ·         Tickets issued:  **September 1 to January 31, 2021**    ·         Original flight date:  **As of September 1, 2020**    ·         Deadline to make the change:  **Before the original date of travel\***    ·         New itinerary must be completed:  **Until December 31, 2021** | **Option A: Passenger requests a flight or date change:**  Change of flight **or date is allowed exonerating**charge for change and fare difference, provided there is space in the same cabin.   * **During high season there is no fare difference** waiver. * The change must be made in the same class. When rearranging passengers in the same class, you can OB the class, but not the capacity of the flight.     **Option B: Passenger requires a change of origin/destination:**  Change of **origin/destination is allowed** exempting change fee, but fare difference will apply.    Voluntary**refund requests** will be processed in accordance with fare rules.    *\*If the passenger does No Show, all charges (change fee and fare difference) apply to him/her.* |     **2 waivers are held and will apply according to the date of ticket issuance. Below we detail your differences for its applicability:**     |  |  |  | | --- | --- | --- | |  | **Waiver Ultra Flexible** | **Flexible Waiver - New Tickets** | | **Waiver code** | **W5200410CVNW** | **W5200901CVNW** | | **Tickets issued** | Until August 31, 2020\* | September 1 to January 31, 2021 | | **Original flight date** | Until December 31, 2020 | Since September 1, 2020 | | **Deadline to make the change** | No deadline | Before the original date of travel  **Pax No Show charges you all charges** | | **New itinerary must be completed** | Until December 31, 2021 | Until December 31, 2021 | | **Change fee** | Exonerated | Exonerated | | **Fare difference** | Exonerated  As long as it is in the same cabin | Exonerated  As long as it is in the same class.  **Except during high season** | | **Changes allowed** | Up to 3 changes | Up to 3 changes | | **Change of origin/destination** | Allowed within the same region | Rate difference applies | | *\*Tickets that have been left in Non-Show status or opened by the passenger before February 1, 2020 do not apply to COVID-19 waivers. If the customer wishes to change their travel dates, the applicable change and fare difference fees must be charged.* | | |     **HIGH SEASON PERIODS**   * **December 15, 2020 – January 31, 2021** (End of Year 2020 and Summer 2021) * **February 11, 2021 – February 21, 2021** (Carnaval 2021) * **March 26, 2021 – April 5, 2021** (Holy Week 2021) * **June 15, 2021 – August 15, 2021** (High season half year) * **December 15, 2021 – December 31, 2021** (End of Year 2021)   . |