Dear Travel Partner,

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

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| **Copa Airlines Update**Tuesday, October 27, 2020 |
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| 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.

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| **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.
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| **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:**

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|  | **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** | ExoneratedAs long as it is in the same cabin | ExoneratedAs 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)

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