

## Baggage Policy Update-Questions & answers

Questions	Answers
1. Why is Copa Airlines making changes to its baggage policy?	Copa Airlines takes these measures to adapt to the trends of the international commercial aviation market, improve competitiveness and standardize its baggage policies to provide a better service to their passengers.
2. How soon does the new baggage policy begin to apply?	The new changes will apply for tickets purchased from July 1, 2019 with a flight date beginning August 15, 2019 for flights: ▪ Between United States/Canada and Argentina, Bolivia, Brazil, Chile, Paraguay, Uruguay
3. What passengers are exempt from the charge for the second suitcase?	The second bag fee does not apply to passengers who purchase tickets in Economy Full fares (Y, B, M), Business Class and all ConnectMiles PreferMembers
4. To which passengers do these changes apply?	The changes apply for passengers who purchase tickets in Economy Promo and Economy Classic fares (A, E, L, T, O, W, S, U, V, K, Q, H) for the dates and routes indicated in point 2.
5. What happens if I already bought my ticket to travel to the regions where the collection is beginning?	All passengers who have purchased their tickets: <b>Before July 1st, 2019 in flights:</b> ▪ Between United States/Canada and Argentina, Bolivia, Brazil, Chile, Paraguay, Uruguay  Are exempt from the second bag fee and can transport 2 bags of 23 kg (50lb) each free of charge.
6. For which regions does the second bag charge apply?	The second bag fee applies to all regions
7. To which regions does the charge for a second bag not apply?	The second bag fee applies to all regions
8. What is the cost for transporting the second bag?	The cost is USD \$40 for all markets.
9. What about the other excess baggage restrictions?	Our policies for charges and restrictions on excess baggage remain unchanged in accordance with our current policy.
10. Is it allowed to transport the second bag during the embargo period?	Yes, it is allowed to carry the second bag, in all markets, during the embargo periods.