

Monday, March 09<sup>th</sup> 2020

## Update-Waiver due to Coronavirus

We would like to inform you that in order to provide flexibility to passengers travelling from/to **China, South Korea, Italy or Iran**, who need to change their itinerary due to the Coronavirus, the following provision has been established:

WAIVER CODE: **W5200131CVNW**

## APPLIES TO

•Passengerswithinterline tickets with a Copa stock (230) who have connecting flights with other airline to/from *China, South Korea, Italy or Iran*.

•Passengers who have been to *China, South Korea, Italy or Iran* and have a flight from/to countries with entry restrictions

*\*Please verify in Timaticthe list of countries with entry restrictions.*

## DATES

- Applies to tickets issued until: **March 04<sup>th</sup>2020**
- Original travel dates: **February 3<sup>rd</sup>2020 to June 15<sup>th</sup>2020**
- Rebooked travel must begin: **no later than June 15<sup>th</sup>2020**
- New travel date must be completed by: **December 31<sup>st</sup>2020**

## ADDITIONAL INFORMATION

**Option A: Passenger requires a date or destination change.**

- Date change is allowed waiving the change fee and fare difference.
- Change of destination is allowed waiving the change fee, but a fare difference may apply according to the fare rule conditions.

**•Option B: Passengers requires to use the value of the ticket towards a future travel date.**

- If passenger requires to cancel their trip, he/she can use the value of the ticket towards a future travel date.

•Change fee will be waived, however, difference in fare may apply.

•The credit for a future travel date will be valid for a year since the date the original ticket was issued.

**•Option C: Passenger requires a refund to original form of payment.**

- Refundability will be based on the fare rule conditions.

## Notes:

- Waiver code must be documented in the **endorsement box/field and with an OSI.**
- If you require any special assistance please contact our Sales Representative or Copa Airlines Contact Center.

## EXEMPTION GUIDELINES FOR PASSENGERS TRAVELING

The U.S. Transportation Security Administration (TSA) issued Emergency Amendment 1546-20-01 effective February 2, 2020. Passengers originating, transferring or transiting through China or Iran in the past 14 days traveling to the United States will be subject to restrictions.

## APPLIES TO

Passengerswithinterline tickets with a Copa stock (230) who have connecting flights with other airline from China or Iran and who have been in China or Iran the last 14 days before the desired date of entry to the U.S..

## DATES

- Applies to tickets issued until: **March 4<sup>th</sup>2020**
- Original travel dates: **February 3<sup>rd</sup>2020 to June 15<sup>th</sup>2020**
- Rebooked travel must begin: **no later than June 15<sup>th</sup>2020**
- New travel date must be completed by: **December 31<sup>st</sup>2020**

## ADDITIONAL INFORMATION

**Non-U.S. passengers who have been in China or Iran within 14 days prior to the desired date of entry to the U.S. will not be permitted entry**

**•Option A: Passenger requires a date change:**

- Date change is allowed waiving the change fee, but difference in fare may apply according to the fare rule conditions.

**•Option B: Passenger requires to use the value of the ticket towards a future travel date:**

- If passenger requires to cancel their trip and use the value of the ticket towards a future travel date, change fee will be waived, however, difference in fare may apply according to the fare rule conditions. The difference in fare will be collected at the time of booking the new ticket.

•The credit for a future travel date will be valid for a year since the date the original ticket was issued.

**•Option C: Passenger requires a refund to original form of payment.**

- Refundabilitywill be based on the fare rule conditions.

**Passengers residing in the U.S. who originated, transferred or transited through China or Iran in the last 14 days must enter the U.S. through the following cities: LAX, SFO, ORD, JFK and IAD.**

**•OptionA: Passengerrequiresa changeof date ordestination:**

- The change of date or destination is allowed only to LAX, SFO, ORD, JFK and IAD exempting the penalty for change and fare difference according to the conditions of the fare rule.

•Passengers who want to include an additional leg to a destination city other than the established ones, the fare difference will be applied according to the fare rule conditions.

**•Option B: Passenger requires to use the value of the ticket towards a future travel date:**

- If the passenger needs to cancel his or her trip and use the value of the ticket towards a future travel date, he or she will not be charged for penalty fee, however, a fare difference may apply according to the conditions of the fare rule.

•Credit for a later travel date will be valid for one year from the date of issue of the original ticket.

**•Option C: Passenger requires a refund to original form of payment.**

- Refundabilitywill be based on the fare rule conditions.