

## WAIVER AND REFUND GUIDELINES FOR BSP AGENCIES DUE TO CORONAVIRUS

THIS NOTICE OVERRIDES THE PREVIOUS COMMUNICATION

**WAIVER CODE: W5200410CVNW**

### TERMS AND CONDITIONS

- Applies to tickets issued until: June 30<sup>th</sup>, 2020
- Original travel dates until: December 31st, 2020 (either way to and/or from)
- New travel date must be completed by: December 31st, 2021

*The passenger must be informed that the validity of the ticket will be extended so that he/she can plan the trip until December 31, 2021. The system will extend the validity of the ticket automatically, no additional procedure is required.*

**No Show tickets or open tickets requested by the customer until February 1, 2020 or before, are not eligible for COVID-19 exonerations.**

### ADDITIONAL INFORMATION

#### Option A: Passenger requires a flight or date change

- Flight or date change is allowed waiving the change fee and fare difference, as long as there is available space in the same cabin.
  - Change must be made in the same cabin.
- If there is no space in the same cabin, you can take the space in the Business Class, but fare difference will apply.
  - If the original ticket is in Business Class and at the time of rebooking, there is no space, offer the customer the option to travel in Economy, but no residual value will be issued to the customer.

#### Option B: Passenger requires a route change

- If the original route has not been canceled, route change is allowed, and change fee will be waived, but fare difference may apply according to the fare rule conditions.
- If the original route has been canceled, the change is allowed waiving the change fee and fare difference, as long as there is available space in the same cabin of the original ticket and the new destination is within the same country or travel region.

### REFUNDS AND CREDITS GUIDELINES FOR BSP AGENCIES

As of today, all BSP agency refund requests will be handled directly by the airline through [our website](#). You will no longer need to upload refund requests into BSPLink.

For tickets purchased in cash at the travel agency or through the travel agency credit card, Copa Airlines will approve the refund request for the tickets that are eligible. Once Copa Airlines approve this type of refund, it will be the travel agency responsibility to reimburse the customer the refund amount according to the original form of payment.

Please inform our customers of the following guidelines:

**The customer can choose any of the following options:**

1. **Cancel their pending reservation and reschedule** their trip for a later date, according to the parameters described for date and flight changes.
2. **Keep the value of your ticket in credit** for future travel in Copa Airlines and get an additional 20% to your ticket value: can be used until December 31, 2021.

- If the customer has additional products such as premium seats and business class upgrades, they will be honored when rescheduling their trip, according to the availability in the new flight.
- **ConnectMiles customers and PreferMember will get up to 10,000 extra miles depending on their status.**
- **This credit can be used to pay: fares, fuel charges, service fees, change fees, baggage fees, fares difference and preferred seats additional services.**

#### Refundable fares - unused tickets

- If the travel plans have changed, and the customer no longer wishes to travel, please inform him/her that he/she can submit his/her request using our [online form](#).
- The refund will be processed to the original form of payment. Once processed it may take up to 8 weeks to be posted in your bank statement depending on the billing cycle of your banking institution.

**Non-refundable fares: If Copa cancels or significantly delays your flight (more than 12 hours to your destination\*), you may be eligible for a refund. This applies to both unused and partially used tickets.**

- If there is a flight cancellation or a change in schedule that significantly impacts your itinerary, you will be rebooked on an alternative flight, which may include re-routing through a partner airline. Another alternative is that the residual value on your ticket can be converted to credit for future Copa travel.
- In some instances, the customer may request a refund of any unused portion of his/her non-refundable ticket. By filling out the [form to request a refund](#) for an upcoming or past trip if Copa canceled or significantly delayed your flight, and you would like a refund in the original form of payment.

**\*Panama law requires that passengers that connect 12 hours or more need to comply with Panamanian immigration and health requirements.**

### IMPORTANT

- Three(3) changes are allowed as of this notice.
- Applies to all regular, award, interline, and code share tickets on stock 230.
- The change fee (administrative fee) for travel agency tickets is waived.
- Applies to all rates: regular, group, net and dynamic.
- Applies to unused ticket, partially used and returns to origin on tickets purchased as ONE WAY.
- Waiver code must be documented in the **endorsement box/field and in an OSI**

### CHARGEBACKS PROCESS

- Travel agencies will not get ADMs for chargebacks related to services not provided that are associated with COVID-19 crisis.
- All chargebacks cases will be properly reviewed, and ADMs will apply only to the ones identified as fraud.
- Copa Airlines is in constant communication with banks and credit cards entities to present the necessary supports and avoid this type of cases.