

# FAQ-Involuntary Schedule Change Accommodation Procedure for Travel Agencies

Dear Travel Agencies,

In order to clarify the main questions regarding the *Involuntary Schedule Change Accommodation Procedure for Travel Agencies*, we have prepared this document for you.

## Frequently Asked Questions

### 1. What is a Schedule Change Accommodation?

The changes or cancellations of scheduled itineraries are those that occur more than 48 hours before the flight departure, and only if the new scheduled departure time is at least 30 minutes different from the original time of flight departure.

### 2. When should I apply the WSCHA waiver code?

- When an involuntary change occurs in one of the segments within the passenger's itinerary and the passenger **does not accept** the re-accommodation proposed by Copa Airlines.
- When an involuntary change occurs in one of the segments within the passenger's itinerary and the passenger accepts the re-accommodation proposed by Copa Airlines, but at the same time the passenger requests a change in another segment that is not affected or it is necessary to re-accommodate the segment to give continuity to the itinerary.

### 3. How to avoid separating married segments?

In the event that the rebooking occurs in one (1) segment within a route with married segments, the married segments must be eliminated and a **complete origin-destination** segments must be chosen at the time of rebooking to avoid unmarried segments.

All agency reservations with unmarried segments are subject to ADMs.

### 4. How to handle ancillary revenue products (seats, upgrades); codeshares and interline tickets?

Ancillary revenue products and codeshare or interline reservations must be handled through the Call Center.

### 5. When does this procedure **NOT** apply?

The procedure does **NOT** apply to the following types of tickets or changes:

- Interline tickets: must contact the call center.
- Ancillary revenue products: to confirm or maintain the purchased seats and upgrades you must contact the call center and request a complete change of flight and ancillaries.
- Passengers who request change of destination.
- Any flight that is not rescheduled by Copa Airlines.
- When Copa experiences irregular operations (for example, severe weather, airport closures, etc.), a separate communication will be sent to detail the waiver information and procedures for such an event. The waiver and procedures described here do not apply to irregular operations.

### 6. What is the difference between the waivers: WSCHA, Ultra Flexible and New Tickets?

The **WSCHA** waiver is used only for reservations affected by **involuntary schedule changes** in the scenarios described in the procedure.

The **Ultra Flexible** and **New Tickets** waivers are used for reservations affected by **voluntary changes** according to the current waiver guidelines which apply based on the date of ticket issuance:

- **Ultra flexible:** W5200410CVNW (*tickets issued until august 31, 2020*)
- **New tickets:** W5200901CVNW (*tickets issued from September 1, 2020 to January 31, 2021*)

For additional information you can review the **Involuntary Schedule Change Accommodation Procedure for Travel Agencies** by visiting the link to our Agency Portal **HERE**.