



Dear Travel Agencies,

At Copa Airlines, we continue to adapt and constantly evolve to offer our passengers more flexibility. As a result, we have been working on a **new fare structure**. Similar fare structures have been successfully implemented for several years by other airlines, including many in our region. It was designed to provide passengers with more alternatives so they can choose the fare option that best suits their travel needs.

These new fare options will **apply to all tickets purchased beginning November 12th, 2020**, across all our sales channels.

Each fare option will have **different attributes and conditions**, including baggage allowances, seat selections, upgrade opportunities, and change fees and refunds, among others.

Attached to this newsletter you will find a chart showing our **5 Fare Families** along with their new attributes and conditions. We have also prepared a FAQ document to assist with any questions you may have.

Fare Families				
ECONOMY BASIC	ECONOMY CLASSIC	ECONOMY FULL	EXECUTIVE PROMO	EXECUTIVE FULL
<i>Travel light</i>	<i>The benefits you expect</i>	<i>More flexibility</i>	<i>Maximum confort at the best price</i>	<i>Maximum flexibility and confort</i>
If traveling only with a carry-on and you don't anticipate changes to your travel plans.	If you need to check bags and travel with a companion or wish to sit next to your companion.	If you need to check bags and need more flexibility to change your travel date.	If you prefer maximum confort at a good price and you do not need flexibility to change your travel date.	If you prefer maximum confort, premium service and your travel plans may change.

Click on the options below to learn more about the new fare families products:

- [Fare Families Chart](#)
- [FAQ](#)

We hope that this new Fare Families structure will allow our passengers to choose the alternative that best suits their travel needs.

We thank you in advance for all your support in achieving a successful implementation of this product for the benefit of our mutual customers.