

Update

Copa Airlines resumes international flights from Panama

As of October 12, 2020, Copa Airlines resumes its international commercial flights in accordance with Resolution No. 150 of September 23, 2020 issued by the Civil Aviation Authority of Panama. The provision establishes that, as of this date, Panama reactivates international commercial aviation, allowing the transportation of tourist and foreign passengers to the country.

What is updated in this document?

- Update to the **BAGGAGE** section.
- The conditions for transit in Panama are clarified in the **FREQUENTLY ASKED QUESTIONS** section.

We reinforce with you the main guidelines for our resumption of operations:

BIOSAFETY MEASURES

- Face mask use is mandatory at airports and during all our flights.
- Maintain the physical distance established by the authority of each country.
- Temperature control. Passengers with temperature higher than 38° will be denied boarding.

TRAVEL REQUIREMENTS

- In addition to immigration and health requirements: visa, passport validity, yellow fever vaccine; several countries have established travel requirements due to COVID-19.
- If you provide information to the client on travel requirements, you should recommend that they review the [Travel Requirements](#) section constantly so that they are kept aware of any changes or new requirements that may impact their trip.

PURCHASE OR EXCHANGE OF TICKETS

- New tickets can be purchased through [copa.com](#), Reservation Center, Sales Offices and Travel Agencies.
  - We maintain flexibility in our exchange policy, according to the current waiver guidelines which apply according to the date the ticket is issued:
1. **Ultra flexible:** W5200410CVNW (tickets issued until August 31, 2020)
  2. **New tickets:** W5200901CVNW (tickets issued from September 1 to October 31, 2020)

BAGGAGE

- Each passenger may carry one hand luggage and one personal item.
- It is recommended to the passenger that the carry-on luggage should be light enough so that the passenger can lift it and store it by himself in the upper compartment and complying with the maximum bag size measurements.
- Each passenger may carry up to 3 pieces of luggage applying the charges according to the route and fare.
- Overweight or oversized luggage will not be allowed to be checked in.

FOOD AND BEVERAGE SERVICE

- We have simplified our food and beverage service, passengers can bring on board food for their personal consumption.
- We do not offer special meal service on board our flights. Exceptions to this rule are the gluten-free meals service on flights to/from Argentina (*book at least 24 hours before the flight*).

UNACCOMPANIED MINOR SERVICE SUSPENSION

- We have suspended our unaccompanied minor service on our flights until further notice.
- Confirmed reservations that include this service, cancellation, credit or refund options will apply.

IT WILL NOT BE ALLOWED TO CHANGE SEATS ON BOARD

- In the event that a passenger presents symptoms of COVID-19, health authorities will identify the passenger by his/her seat number.
- When making reservations of passengers traveling together or with family, especially with minors, try to assign seats together or as close as possible, except for emergency exits.

**FREQUENTLY ASKED QUESTIONS - PANAMA TRAVEL REQUIREMENTS**

**1. What happens if I do not present a negative test result for COVID-19 to enter Panama?**

If the passenger does not have the test when arriving to Panama, a quick test will be done at the airport before registering at immigration whose cost will be the responsibility of each passenger. Depending on the result of the rapid test, the following measures will be applied:

- Negative result: you must not take a mandatory quarantine.
- Positive result: you must take a mandatory quarantine in a hotel hospital designated by the Ministry of Health. After 7 days you will be tested for antigen, if the result is positive you must end the 14 day quarantine and if the result is negative, the quarantine ends.

**2. What is the cost of the COVID-19 test if I have to take the test at the airport to enter Panama?**

The Tocumen International Airport announced that the cost of the test is **\$50.00**.

**3. How many hours can I be in transit in Panama?**

As of October 12th, and with the reopening of international aviation, we will return to the previous pre-closure conditions that set the maximum transit time at 12 hours. We always remind passengers who wish to leave the airport that they must comply with all immigration and health requirements for entry into Panama.

**4. Is it required to present a negative test result of COVID in transit through Panama?**

It is not necessary to present negative test results of COVID-19 for transit in Panama. It will be requested when boarding the connecting flight if it is required for the destination country.

**5. Is a visa required for transit in Panama?**

Certain nationalities require a visa to transit in Panama, you must check in the [Travel Requirements](#) section.

**Visit [copa.com](https://copa.com) and go to the Travel Requirements section or [click here](#)**

