

Involuntary Schedule Change Accommodation Procedure for Travel Agencies

Dear Travel Agencies,

In order to offer solutions and rescheduling alternatives for passengers we impact due to flight cancellations and scheduled itinerary changes, we are implementing a procedure that will allow travel agencies to have more flexibility when rescheduling passengers under certain guidelines.

This new accommodation procedure will be in effect from October 13, 2020.

DEFINITION

The changes or cancellations of scheduled itineraries are eligible for the procedure below when they 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.

PROCEDURE

- When a schedule change occurs, travel agencies receive on their Queue the affected PNRs with the new proposed itinerary. Passengers should be notified of the proposed travel options.
- If the passenger does not accept the re-accommodation made by Copa Airlines and wants different itinerary, the travel agency shall provide the alternatives according to the guidelines of the procedure.
- If there is a re-scheduled segment in the reservation, any or all segments in the reservation may be changed.
- When reissuing the new ticket, you must document the waiver code with an OSI remark and include the waiver code in the ticket endorsement.
- All tickets must have the correct waiver code, otherwise an ADM will be issued.
- Tickets can only be reissued by the agency that originally issued the ticket.
- Applies only to Copa Airlines flights with a 230 stock; interline itineraries do not apply.

RE-ACCOMODATION PROCEDURE SCENARIOS -WAIVER CODE WSCHA

Situation	Alternatives	Booking class	Is a waiver required?	Waiver code
Pax accepts re-accommodation proposed by Copa Airlines	Accept the changes and remove the old segments	The same booking class is maintained	No. No ticket reissue is required	N/A
Pax does not accept the re-accommodation proposed by Copa Airlines	Re-accommodate on the next available Copa Airlines flight, up to 21 days before or 21 days after at the same origin and destination	Select the same booking class. If the same class is not available, you may use the lowest available booking class in the same cabin and complete the involuntary reissue, maintaining the original fare basis and construction.	Waiver required to exempt penalty and fare difference, if applicable	WSCHA

If passenger requests voluntary changes, normal fare rules and policies apply.

We maintain flexibility in our exchange policy, according to the current waiver guidelines which apply according to the date the ticket was issued:

1. **Ultra flexible:** W5200410CVNW (tickets issued until August 31, 2020)
2. **New tickets:** W5200901CVNW (tickets issued from September 1 to October 31, 2020)

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.

IMPORTANT INFORMATION

- The waiver code must be included in the endorsement and in an OSI remark.
- The use of this waiver is allowed only once per schedule change.
- The waiver code can only be used if it applies as allowed by the parameters defined within this procedure.
- Changes in reservation made outside the conditions allowed in this procedure or which do not include the waiver code as outlined above are subject to ADM.
- The passenger must be contacted before modifying the PNR to confirm acceptance of the new travel plan and you must record that the customer has accepted the change.