



**COM-21-156**

Thursday, August 19<sup>th</sup>, 2021



## Waiver Guidelines For Tropical Storm Grace

Copa Airlines announces waiver guidelines to give flexibility to passengers traveling to/from Cancun (CUN) who need to modify their itinerary due to the cancellation of flight CM355 18AUG and CM354 19AUG due to tropical storm Grace.

### CONDITIONS

- Applies to tickets issued until: **August 18<sup>th</sup>, 2021**
- Original travel dates: **August 18<sup>th</sup> to August 19<sup>th</sup>, 2021**
- New travel date must be completed by: **September 1st, 2021**
- Deadline to make change: **August 25<sup>th</sup>, 2021**

### GUIDELINES

WAIVER CODE: <b>W1210818CVMX</b>		
Affected by Tropical Storm Grace		
CONDITIONS	DATES	GUIDELINES
PASSENGERS TRAVELING FROM/TO CANCUN (CUN)	Tickets issued until: <b>August 18<sup>th</sup>, 2021</b>	<b>1. Passenger requires a change of date:</b> <ul style="list-style-type: none"><li>• Change of flight or date is allowed waiving change fee and fare difference.</li><li>• The change must be made in the same class.</li></ul> <b>2. Passenger requires a change of date and change of origin/destination:</b> <ul style="list-style-type: none"><li>• Change of origin/destination to alternate cities (MEX) is permitted, waiving change fee and fare difference.</li><li>• Change of origin/destination to other than alternate cities is permitted, waiving change fee, but fare difference will apply.</li></ul> <b>3. Passenger requires a refund of the original form of payment:</b> <ul style="list-style-type: none"><li>• Tickets not used in their totality (refundable and non-refundable fares) will be entitled to a refund if the original flight was cancelled or the tickets can be refunded according to the applicable regulations in the country.</li><li>• Partially used tickets do not apply for a refund to the original form of payment.</li></ul> <b>4. Passenger wants to use the value of the ticket for a future travel date (credit):</b> <ul style="list-style-type: none"><li>• If the passenger needs to cancel their trip and use the value of the ticket for a future travel date, they will not be charged the change fee; however, a fare difference may apply according to the conditions of the fare rule. The fare difference will be charged at the time the change is made.</li></ul>
	Original Travel Dates: <b>From August 18<sup>th</sup> to August 19<sup>th</sup>, 2021</b>	
	Deadline to make change: <b>August 25<sup>th</sup>, 2021</b>	
	New travel date must be completed by: <b>September 1<sup>st</sup>, 2021</b>	

### ADDITIONAL INFORMATION

- **Waiver code must be documented in the endorsement box/field and in an OSI.**
- By changing the dates of origin due to the affectation, the return dates can be modified at the passenger's request.
- Applies to all regular, award, interline, and code share tickets on stock 230.
- Applies to all fares: regular, group, net and dynamic.
- Applies to companion rewards tickets.
- The passenger must cover additional travel expenses that may occur.