



**COM-21-117**  
Wednesday, June 30<sup>th</sup>, 2021

## UPDATE - VOLUNTARY CHANGES WAIVER GUIDELINES FOR NEW TICKETS

### What is updated in this document?

- Extension of date of tickets issued until July 31, 2021.

The following are COVID-19 waiver guidelines to provide flexibility for passengers purchasing new tickets.

**WAIVER CODE: W5200901CVNW**

### TERMS AND CONDITIONS

- Tickets issued: **September 1<sup>st</sup>, 2020 to July 31<sup>st</sup>, 2021**
- Original travel dates: from **September 1st, 2020**
- Last date for change: **\*before original travel date**
- New travel date must be completed by: **December 31st, 2021**

### ADDITIONAL INFORMATION

#### **Option A: Passenger requires a flight or date change**

Flight or date change is allowed waiving the change fee and fare difference, as long as there is available space in the same cabin.

- **During high season there is no exoneration of fare difference.**
- Change must be made in the same cabin, if available.

#### **Option B: Passenger requires a change of origin/destination**

- **The change of origin/destination is allowed** exonerating charge for change, but fare difference may apply.

**Voluntary refund requests** will be processed in accordance with the tariff rules through [copa.com](http://copa.com) in [the Request a Refund](#) section.

*\*If the passenger does No Show, all charges apply (change fee and fare difference). The following exceptions apply to passengers who for the following reasons do No Show:*

- *Passenger indicates that he/she could not change his itinerary before his/her original departure flight because the Contact Center lines were busy.*
- *The passenger was not aware of the flight where he/she was re-accommodated due to scheduled change/cancellation.*
- *The passenger arrived at the airport and could not board his/her flight due to non-compliance with health or immigration requirements identified during check-in or immigration control.*

At this moment, 2 waivers remain effective and will apply according to the date of issuance of the ticket. Below we detail their differences for applicability:

	Ultra Flexible Waiver	Flexible Waiver-New Tickets
<b>Waiver code</b>	<b>W5200410CVNW</b>	<b>W5200901CVNW</b>
<b>Tickets issued</b>	Until August 31, 2020*	September 1, 2020 to July 31, 2021
<b>Original flight date</b>	<b>Until June 30<sup>th</sup>, 2021</b>	From September 1, 2020
<b>Last date for change</b>	No deadline	Before the original date of travel. <b>Pax No Show, all charges apply except under the conditions previously mentioned.</b>
<b>New travel date must be completed by</b>	Until December 31, 2021	Until December 31, 2021
<b>Change fee</b>	Exempt	Exempt
<b>Fare difference</b>	Exempted As long as it is in the same cabin	Exempted As long as it is in the same cabin <b>Except during high season</b>
<b>Changes allowed</b>	Up to 3 changes	Up to 3 changes
<b>Change of origin/destination</b>	Allowed within the same region	Fare difference applies

*\*No Show tickets or tickets opened by the customer before February 1, 2020 do not apply for COVID-19 waivers. If the customer wishes to change their travel dates, applicable change fees and fare differences must be collected.*

## HIGH SEASON PERIODS

- **June 15, 2021 - August 15, 2021** (Mid year high season)
- **December 15, 2021 - December 31, 2021** (End of year 2021)

## IMPORTANT

- Three (3) changes are allowed as of this notice.
- Applies to all regular, award, interline, and code share tickets on stock 230.
- Applies to all rates: regular, group, net and dynamic.
- Applies to companion rewards tickets.
- As long as there is flexibility for passengers to make voluntary changes due to COVID-19, Basic fare tickets will allow changes.
- Waiver code must be documented in the endorsement box/field and in an OSI.

