



COM 21-099
Saturday, May 29th, 2021

UPDATE-ULTRA FLEXIBLE WAIVER GUIDELINES FOR VOLUNTARY CHANGES

What is updated in this document?

- **Changes within the same region or country table is updated.**

The following are COVID-19 waiver guidelines to provide flexibility for passengers whose travel plans are affected by the COVID-19 situation.

WAIVER CODE: W5200410CVNW

TERMS AND CONDITIONS

- Applies to tickets issued until: **August 31st, 2020**
- Original travel dates until: **June 30th, 2021**
- 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.

- Change must be made in the same cabin.
- If there is no space in the same cabin, you can take the space in Executive Cabin, but a fare difference applies.
- If the original ticket is in Business Class and at the time of rebooking there is no space, offer the passenger the options to travel in Economy Class, but the residual value or difference in favor of the change will not be returned.

Option B: Passenger requires a change of origin/destination

- **Whether the original route has been canceled or not**, rerouting within the same country or region is allowed with a change fee and fare difference waived.

Passenger requests refunds and does not accept change options under the conditions of this guideline, please inform our customers they can choose any of the following options:

1. **Cancel their pending reservation and leave the ticket open for future use.** The passenger may use it until **December 31, 2021.**
2. **Request a refund** through copa.com section: **Request refund options.** The refund will be processed according to the fare rules.

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

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.
- **Waiver code must be documented in the endorsement box/field and in an OSI.**