



COM-21-0100

Saturday, May 29<sup>th</sup>, 2021

## Update-Involuntary Schedule Change Accommodation Procedure for Travel Agencies

### What is updated in this document?

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

We remind you that itinerary 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 accepts the re-accommodation made by Copa Airlines, it must be included in the PNR using an OSI/Remark with the words **"PAX SC CONFIRMED"**.
- 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 and included in the PNR using an OSI/remark with the words **"PAX SC CONFIRMED" after assigning the new itinerary desired by the passenger.**
- If the passenger does not accept the re-accommodation made by Copa Airlines, but has not yet defined an alternate travel date, the travel agency must cancel all flights segments the passenger has pending to fly and place the reservation on hold and document in the PNR with the words **"PAX SC ON HOLD"** via and OSI/Remark.
- If there is a re-scheduled segment in the reservation, any or all segments in the reservation may be changed.
- If there is a cancelled segment without a new proposed itinerary, you may use the guidelines of this procedure for the re-accommodation.
- 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.

### NEW SCHEDULE CHANGES ACCOMMODATION GUIDELINES FOR TRAVEL AGENCIES

#### Changes are allowed up to 60 days

- Changes can be made up to 60 days before or after the original travel date.
- Use the same or the lowest booking class available in the same cabin to make the change.
- **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.

#### If there is no availability within 60 days:

- According to the dates of issue of the original ticket, you may use the existing waiver guidelines.

1. Ultra flexible: **W5200410CVNW** (tickets issued until August 31, 2020)
2. New tickets: **W5200901CVNW** (tickets issued from September 1, 2020 to June 30, 2021)

- This will not affect the eligibility to apply the 3 voluntary changes allowed by the waiver. Therefore, it is not discounted.

- If the original ticket was issued on or after September 1, the new date desired by the passenger exceeds 60 days before or after the original travel date and occurs during the high season, you must contact the Call Center to request the change and not be charged for fare differences.

RE-ACCOMODATION PROCEDURE SCENARIOS -WAIVER CODE WSCHA

Situation	Alternatives	Booking class	Is a waiver required?	Waiver code
Pax <b>accepts</b> 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 <b>accepts</b> re-accommodation proposed by Copa Airlines, but the rebooking occurs in one segment within a route with married segments	Married segments must be eliminated and a complete origin-destination segments must be chosen at the time of rebooking to avoid unmarried segments	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. <b>If none of the above are available, please contact the Call Center.</b>	Waiver required to exempt penalty and fare difference, if applicable	WSCHA
Pax <b>does not accept</b> the re-accommodation proposed by Copa Airlines	Re-accommodate upon request on available Copa Airlines flights, up to 60 days before or after the original travel date. If there is no availability within the 60-day period before or after, use the existing waiver guidelines according to the date of ticket issuance.			

CHANGES WITHIN THE SAME REGION

North America		Caribbean		Central America	South America	
BOS	TPA	ADZ	POS	BZE	ASU	MAO
DEN	YUL	AUA	PUJ	DAV	BAQ	MAR
FLL	YYZ	BGI	PVR	GUA	BGA	MDE
GDL	PTY	CTG	SDQ	MGA	BOG	MDZ
IAD		CUN	SJU	SAL	BSB	MVD
JFK		CUR	SNU	SAP	CCS	PEI
LAS		GEO	STI	SJO	CIX	POA
LAX		HAV	SXM	TGU	CLO	REC
MCO		HOG	PTY	PTY	CNF	ROS
MEX		KIN			COR	SCL
MIA		LIR			EZE	SLA
MSY		MBJ			GIG	SSA
MTY		NAS			GRU	UIO
ORD		PAP			GYE	VLN
SFO		PBM			LIM	VVI
					PTY	

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. Therefore, if the PNR is affected by another schedule change, the waiver can be used again.
- 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.

