



COM-21-097
Saturday, May 29th, 2021

UPDATE - VOLUNTARY CHANGES WAIVER GUIDELINES FOR NEW TICKETS

What is updated in this document?

- **Extension of date of tickets issued until June 30, 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 1st to June 30th, 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** exoneration charge for change, but fare difference may apply.

Voluntary refund requests will be processed in accordance with the tariff rules through 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 |
|---|--|--|
| 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 previously mentioned. |
| 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 | 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.

