



COM-21-035
Wednesday, February 17th, 2021

CLARIFICATION-VOLUNTARY CHANGES WAIVER
GUIDELINES FOR NEW TICKETS

What is clarified in this document?

- No Show** passengers are eligible for the Flexible Waiver for the following reasons:
- 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.

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 March 31st, 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.

Requests for **voluntary refunds** will be processed according to fare rules.

****If the passenger is No Show, all charges apply (change fee and fare difference).***

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 March 31, 2021
Original flight date	Until March 31, 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

- March 26, 2021 - April 5, 2021 (Holy Week 2021)
- 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.
- The change fee (administrative fee) for travel agency tickets is waived.
- 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