



COM-21-054

Tuesday, March 23rd, 2021

WAIVER GUIDELINES DUE TO PACAYA VOLCANO ACTIVITY IN GUATEMALA

OBJECTIVE

To give flexibility to passengers traveling to/from Guatemala (**GUA**) who need to modify their itinerary due to the Pacaya volcano activity.

Passengers who request to reschedule their trip should be assisted with the changes according to the information provided in this notice.

WAIVER CODE: W1212303CVGT

TERMS AND CONDITIONS

- Tickets issued until: **March 23rd, 2021**
- Original travel dates: **March 23rd, 2021**
- Last date for change: **March 28th, 2021**
- New travel date must be completed by: **April 5th, 2021**

GUIDELINES

1. Passenger requests a date change, but remains at the same origin/destination:

- The change of date is allowed waiving the change fee and fare difference.
- The change must be made in the same class.

2. Passenger requires a refund of the original form of payment:

- The refund will be processed through this [form](#) on [copa.com](#).

IMPORTANT

- By changing the dates of origin due to the affectation, the return dates can be modified at the passenger's request.
- 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.
- Additional travel expenses that may occur must be covered by the passenger.
- **Waiver code must be documented in the endorsement box/field and in an OSI.**