



**COM-21-045**

Wednesday, March 03<sup>rd</sup>, 2021

## Update - Booking and Ticketing Policies for Travel Agencies in countries and territories where Copa Airlines does not operates

We would like to inform you that the Booking and Ticketing Policies for Travel Agencies in countries and territories where Copa Airlines does not operates has been updated and **is effective as of March 1, 2021.**

### What is updated in this policy?

The update of **Booking and Ticketing Policies for Travel Agencies in countries and territories where Copa Airlines does not operate** includes new guidelines for Pending Cancellation

All messages received in the Queue or PNR for cancellations during the month shall be remove as follows:

- In the same month that you received the notification from the airline. For example, if the airline rejects or cancels a segment of a PNR in September whose flight date is for December, then the agency must remove the canceled or rejected segments in September.
- The canceled or rejected segments must be remove until 24 hours prior the departure time.

The airline may cancel or reject segments for the following reasons:

- The ticket time limit expired.
- Incorrect procedures during the booking process such as married segments, fictitious names reservations, duplicated segments or reservations, among others.
- Operational changes.

### Exceptions:

- All PNRs cancelled or rejected by the airline the same day of the departure date.

We recommend reviewing your Queues daily and removing messages generated by canceled or rejected segments from Copa Airlines.

You can download the complete document [here](#).