



Guidelines for cancellation of flights from/to Cancun (CUN)

COM-21-211

Monday, November 15th, 2021



UPDATE

- Re-route options with Gol are available.

Copa Airlines announces that, due to operational reasons, some flights from/to Cancun (CUN) will be cancelled as of **November 13th, 2021**.

Affected Flights

Passengers traveling from/to Cancun (CUN) in the following flights:

Flight Number	Route
CM122 / CM274	PTYCUN
CM123 /CM275	CUNPTY

In order to provide flexibility to our passengers affected by this situation we have established the following guidelines:

Important Notes

- Applies to regular, miles, interline and codeshare tickets issued with Copa stock (230).
- Applies to all fares: regular, group, net and dynamic.

Re-accommodation guidelines

WAIVER CODE: **WSCHA**

Option A. Offering CM flights – Same origin/destination:

- Change of flight number or date are allowed waiving changes fee and fare difference, only on flights with available spaces.

Option B. Offering flights with other airlines:

- If a passenger requires to flight with another airline, travel agencies must request it to Copa through direct channels (Call center or CTO).
- There will be re-route options with Aeromexico, Avianca and Gol, waiving changes fee and fare difference.

Option C. Offering CM flights – different origin/destination:

- Change of origin/destination are allowed waiving changes fee and fare difference, only if there are available spaces in the same cabin.

Option D. Cancel and keep open for a future use:

- The passenger could use the value of the ticket for a future travel date, during the ticket validity.
- At the moment of using the credit, change fee and fare difference will be waived.

Option E. Refund

- The passenger must request the refund through the **Cancun Cancellation Form**. **This form must only be filled out by the passenger.**

Additional 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.
- Upon change of the travel date due to the affectation, returns may be modified at the passenger's request.

Here you can find the
Travel
requirements

