



Update-Involuntary Schedule Change Accommodation Procedure for Travel Agencies

IMPORTANT CONSIDERATIONS

- This communication updates communication COM-21-122 *Involuntary Schedule Change Accommodation Procedure for Travel Agencies*, dated July 28, 2021.
- This communication dismisses communication COM-21-135 *Involuntary Schedule Change Accommodation Procedure for Flights to and from Argentina*, dated July 29, 2021.
- Tickets issued until March 31, 2021 will be extended until March 31, 2022.
- Tickets issued on or after April 1, 2021 remain valid for 1 year.

What will be considered as involuntary changes?

Passengers who require changes because their travel plans are impacted by:

- Flight cancellations.
- Scheduled itinerary changes with an impact of 4 hours or more. Except for tickets issued in:
 - Brazil, whose regulations require refund on delays of 1 hour or more.
 - Canada, whose regulations require refund for delays of 3 hours or more.
- **Routes suspended:** Those that are currently suspended. In case of suspension or reestablishment of routes will be announced by the airline.
- **Countries with travel restrictions:** Restrictions may vary according to the authorities of each country.

GENERAL CONDITIONS

- Applies for regular tickets, mileage and code share with plate 230.
- Applies to all fares: regular, group, net and dynamic.
- Applies to companion tickets.
- Does not apply to separate tickets. Except for separate tickets between the United States and Venezuela.

GUIDELINES

WAIVER CODE: WSCHA	
DATES	GUIDELINES
<p>Tickets issued:</p> <p>As of February 1, 2020</p> <p>Deadline to make change:</p> <p>Until March 31th, 2022 or within the validity of the ticket.</p> <p>New itinerary must be completed:</p> <p>By March 3th1, 2022 or within the validity of the ticket</p>	<p>Option A: Offer Copa Airlines flights - same origin/destination:</p> <p>Flight or date change is permitted waiving change fee and fare difference.</p> <ul style="list-style-type: none"> • If the involuntary change is due to country travel restrictions and the ticket was not affected by flight cancellation, scheduled change or suspended route, a fare difference applies during high season. <p>Option B: Offer Copa Airlines flights - different origin/destination:</p> <p>Change of origin/destination is permitted with change fee and fare difference waived as long as space is available in the same cabin and the new origin/destination is within the same country or region according to Table A.</p> <ul style="list-style-type: none"> • If the involuntary change is due to country travel restrictions and the ticket was not affected by flight cancellation, scheduled change or suspended route, fare difference applies during high season. <p>Option C: Cancel and keep ticket for future use</p> <ul style="list-style-type: none"> • You may use the value of the ticket as credit for future travel within the validity of the ticket. • At the time of using the credit, the corresponding exemptions will apply according to the conditions established in this statement. <p>Option D: Refund</p> <ul style="list-style-type: none"> • Applicable according to the refund rules in force. • Refunds must be requested through the refund forms at copa.com or at authorized sales offices.

HIGH SEASON PERIODS

- December 15, 2021 - December 31, 2021 (New Year's Eve 2021)
- February 23, 2022 - March 6, 2022 (Carnival 2022)
- April 7, 2022 - April 19, 2022 (Easter 2022)
- June 10, 2022 - August 14, 2022 (Midyear 2022)
- October 28, 2022 - November 13, 2022 (Independence Day 2022)
- November 25, 2022 - November 29, 2022 (Independence Day 2022)
- December 15, 2022 - January 15, 2023 (New Year's Eve 2022)

THE PROCEDURE DOES NOT APPLY TO THE FOLLOWING TYPES OF TICKETS OR CHANGES:

- **Interline tickets:** must contact the call center.
- **Ancillary revenue products:** to confirm or maintain the purchased seats and upgrades you must contact the call center and request a complete change of flight and ancillaries.
- Any flight that is not rescheduled by Copa Airlines.
- When Copa experiences irregular operations (for example, severe weather, airport closures, etc.), a separate communication will be sent to detail the waiver information and procedures for such an event. The waiver and procedures described here do not apply to irregular operations.

CHANGES WITHIN THE SAME REGION - TABLE A

North America		Caribbean			Central America	South America		
BOS	MEX	ADZ	HOG	PUJ	BZE	ASU	EZE	MVD
DEN	MIA	AUA	KIN	PVR	DAV	BAQ	GIG	PEI
FLL	MSY	BGI	LIR	SDQ	GUA	BGA	GRU	POA
GDL	MTY	CTG	MBJ	SJU	MGA	BOG	GYE	REC
IAD	ORD	CUN	NAS	SNU	SAL	BSB	LIM	ROS
JFK	SFO	CUR	PAP	STI	SAP	CCS	PTY	SCL
LAS	TPA	GEO	PBM	SXM	SJO	CIX	MAO	SLA
LAX	YUL	HAV	POS	PTY	TGU	CLO	MAR	SSA
MCO	YYZ				PTY	CNF	MDE	UIO
	PTY					COR	MDZ	VLN
								VVI

IMPORTANT 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.

Here you can find the
Travel
requirements 

