



COM-21-001

Tuesday, January 5<sup>th</sup>, 2021

## UPDATE-ULTRA FLEXIBLE WAIVER GUIDELINES FOR VOLUNTARY CHANGES

### What is updated in this document?

- Extension of the ***original travel date*** for tickets issued until August 31, 2020

The following are COVID-19 waiver guidelines to provide flexibility for passengers whose travel plans are affected by the COVID-19 situation.

**WAIVER CODE: W5200410CVNW**

### TERMS AND CONDITIONS

- Applies to tickets issued until: **August 31<sup>st</sup>, 2020**
- Original travel dates until: **March 31<sup>st</sup>, 2021**
- New travel date must be completed by: **December 31<sup>st</sup>, 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.

- Change must be made in the same cabin.

#### **Option B: Passenger requires a change of origin/destination**

- If the **original route has not been canceled**, route change is allowed, and change fee will be waived, but fare difference may apply according to the fare rule conditions.
- If the **original route has been canceled**, the change is allowed waiving the change fee and fare difference, as long as there is available space in the same cabin of the original ticket and the new destination is within the same country or travel region.

**Passenger requests refunds and does not accept change options under the conditions of this guideline, please inform our customers they can choose any of the following options:**

1. **Cancel their pending reservation and reschedule** their trip for a later date, according to the parameters described for date and flight changes.
2. **Keep the value of your ticket in credit** for future travel in Copa Airlines and get an additional 20% to your ticket value: can be used until December 31, 2021.

- If the customer has additional products such as premium seats and business class upgrades, they will be honored when rescheduling their trip, according to the availability in the new flight.
- ConnectMiles customers and PreferMember will get up to 10,000 extra miles depending on their status.
- This credit can be used to pay: fares, fuel charges, service fees, change fees, baggage fees, fares difference and preferred seats additional services.

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	FlexibleWaiver-New Tickets
Waiver code	W5200410CVNW	W5200901CVNW
Tickets issued	Until August 31, 2020*	September 1, 2020 to January 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 <b>Pax No Show, all charges apply</b>
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 <b>Except during high season</b>
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.*

## 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**