

## Update – Refund Rules during COVID-19



### Update

Travel agencies will be able to process refunds through the GDS

Dear travel agencies,

As of December 1<sup>st</sup>, 2021, Copa Airlines will reactivate the refund functionality through the GDS's. Effective this date, travel agencies will be able to process refunds directly through the GDS without using the refund form at [copa.com](http://copa.com).

Copa Airlines has established the following conditions to process refunds; these conditions have been adapted to the new normality and COVID-19 recovery:

#### APPLICABILITY

- Regular Tickets.
- Codeshare and interline tickets issued on 230 stock.
- Regular, group, net and dynamic fare tickets.

#### GUIDELINES

General Guidelines:

- Refunds are subject to the fare rule and refund conditions of the taxes.
- Refunds will be processed to the original form of payment.
- Refunds must be requested during the validity of the ticket or the period specified by the regulations of some countries.

Refunds apply if the customer uses the right of withdrawal or first refusal of the country where the ticket was sold.

#### Non-used tickets

If any portion of the ticket has not been used, the refund will be equal to the full fare amount plus the paid taxes at the time of the ticket purchase. Non-refundable taxes will be deducted.

#### Partially used tickets

If the customer is unable to complete the flight due to Copa Airlines' responsibility, at the intermediate or connecting point, and decides to return to his/her place of origin or not to travel with Copa, the amount of the fare not used by the customer must be refunded deducting the non-refundable taxes.

#### Exceptions during COVID-19

Refunds may apply to tickets affected by involuntary situations within and beyond the airline's responsibility:

- Cancellations.
- Scheduled itinerary changes with a delay of 4 hours or more. Except for tickets issued in:
  - Brazil, whose regulations require refunds for delays of 1 hour or more.
  - Canada, whose regulations require refund for delays of 3 hours or more.

#### IMPORTANT



Refunds processed outside of these guidelines will be subject to an ADM.  
Refunds due to Death, must be requested and documented, by attaching the death certificate via BSPlink.  
For ARC death refund handling, the agency must send the supporting death certificate to [agencysupport@copaair.com](mailto:agencysupport@copaair.com).  
Refunds previously applied through the refund form at [copa.com](http://copa.com) and that have not been processed by the airline (tickets without REFUNDED status), may be processed by the agency that requested it, through the GDS, following the guidelines of this communication and notifying the passenger directly once the refund has been processed.

Learn more about policies and procedures, news, products and service requests in our Agency Portal:

[Agency Portal](#)

Here you can find the  
**Travel**  
requirements 

