



# COPA Newsletter



COM-22-079  
Monday, June 27<sup>th</sup>, 2022

## Update - Involuntary Schedule Change Accommodation Procedure for Travel Agencies

### What is updated in this communication?



- Definition of re-accommodation alternatives according to the impact of the disruption.
- Modification of the number of days for re-accommodation on Copa Airlines and other airlines flights.
- Specific guidelines for scheduled tickets.
- This communication replaces the provisions of communication [COM-22-002 Update - Involuntary Change Fee Waiver Guidelines](#).

Effective July 1, 2022, the updated involuntary change policy is effective.

### What will be considered involuntary changes?

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

- Flight cancellations.
- Scheduled itinerary changes with an impact of 30 minutes or more.
- The waiver and procedure described below does not apply to irregular operations. A separate communication will be sent to detail the waiver guidelines and procedures to follow for such events.

### GENERAL CONDITIONS

- Applies to regular, corporate and wholesale tickets with 230 stock.
- Does not apply to group, code-share, interline tickets with 230 stock. This type of tickets can only be rearranged in direct channels (airport, sales offices and Contact Center).
- Does not apply to separate tickets. Except for separate tickets between the United States and Venezuela.
- One (1) change is allowed.

### RE-ACCOMODATION ALTERNATIVES

WAIVER CODE: <b>WSCHA</b>	
<b>PARAMETERS</b>	<ul style="list-style-type: none"> <li>• Anticipated departure or delay on arrival of 30 minutes or more</li> <li>• Missed connection</li> <li>• Cancellations</li> </ul>
<b>NUMBER OF CHANGES</b>	One (1) free change allowed per involuntary situation.
<b>RE-ACCOMMODATION ON COPA FLIGHTS (CM)</b>	Offer next available flight -8/+8 days from original flight date <ul style="list-style-type: none"> <li>• Same origin or destination</li> <li>• Different origin or destination*</li> </ul> Re-accommodate in the class initially purchased by the passenger. <ul style="list-style-type: none"> <li>• If the original class is unavailable, take the lowest available class in the same cabin (except A class) and complete the involuntary reissue, maintaining farebasis and original fare construction.</li> </ul>
<b>RE-ACCOMMODATION ON OTHER AIRLINE'S FLIGHTS (OA)</b>	In cases where the passenger requests re-accommodation with OA, he/she must request this change through direct channels (Contact Center or CTO). <ul style="list-style-type: none"> <li>• Re-accommodation will be made at the most economical fare available.</li> <li>• Priority routing by country or region will be maintained.</li> </ul>
<b>KEEP TICKET OPEN FOR FUTURE USE</b>	<ul style="list-style-type: none"> <li>• Offer to cancel and keep the ticket for future use.</li> <li>• You will be able to use the value of the ticket as credit for future travel within the validity of the ticket.</li> <li>• At the time the credit is used, applicable change fees will apply according to the fare rule.</li> </ul>
<b>REFUND</b>	<ul style="list-style-type: none"> <li>• Applies if permitted by fare rule.</li> <li>• Applies for tickets that have a cancellation by Copa Airlines.</li> <li>• Applies for tickets with changes of more than 4 hours. Except for tickets issued in:               <ul style="list-style-type: none"> <li>- Brazil, whose regulations require reimbursement for delays of 1 hour or more.</li> <li>- Canada, whose regulations require reimbursement for delays of 3 hours or more.</li> </ul> </li> </ul>

\*Change of origin or destination may be to:

- Stations in the same country; or
- Stations in the same region (see table for changes within the same region); or
- Final destination PTY.



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## PROCEDURE

- When a schedule change occurs, travel agencies receive the affected PNRs with the new proposed itinerary in their Queue. Passengers must be notified of the proposed travel options.
- If the passenger accepts the re-accommodation made by Copa Airlines, it must be included in the PNR using an OSI/Remark with the words "PAX SC CONFIRMED".
- If the passenger does not accept the re-accommodation made by Copa Airlines and wants a different itinerary, the travel agency must provide the alternatives according to the guidelines of this procedure and included in the PNR using an OSI/remark with the words "PAX SC CONFIRMED" after assigning the new itinerary desired by the passenger
- If the passenger does not accept the re-accommodation made by Copa Airlines, but has not yet defined an alternate travel date, the travel agency must cancel all flights segments the passenger has pending to fly and place the reservation on hold and document in the PNR with the words "PAX SC ON HOLD" via and OSI/Remark.
- If there is a re-scheduled segment in the reservation, any or all segments in the reservation may be changed.
- If there is a cancelled segment without a new proposed itinerary, you may use the guidelines of this procedure for the re-accommodation.
- When reissuing the new ticket, the travel agency must document the waiver code with an OSI remark and include the waiver code in the ticket endorsement field.
- All tickets must have the correct waiver code; otherwise, an ADM will be issued according to the established [ADMs policy](#).
- Tickets can only be reissued by the agency that originally issued the ticket.
- Applies only for Copa Airlines flights with 230 stock, interline itineraries do not apply.

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

- Interline tickets: must contact the call center.
- Does not apply to group, code-share, interline tickets with 230 stock. This type of tickets can only be rearranged in direct channels (airport, sales offices and Contact 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

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

## IMPORTANT INFORMATION



- The waiver code must be included in the endorsement and in an OSI.
- 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.
- Those passengers with tickets purchased through March 31, 2020 who opted to Cancel and Open their ticket because their original route of travel was suspended or travel restricted will have one (1) change applied under the involuntary change waiver conditions.
- 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.

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

[Agency Portal](#)

Here you can find the **Travel requirements** 

