



## Waiver guidelines due to Irregular Operations in Argentina

COM-23-131

Wednesday, August 16<sup>th</sup>, 2023

In order to provide flexibility to passengers affected by Irregular Operations in Argentina on **August 15<sup>th</sup>, 2023**, the following guidelines are established:

**WAIVER CODE: W2150823STAR**

### Affected Cities

Passengers traveling to/from:

- Buenos Aires (EZE)
- Cordoba (COR)
- Mendoza (MDZ)
- Rosario (ROS)

### Dates

- **Tickets issued until:** August 15<sup>th</sup>, 2023
- **Original flight dates:** August 15<sup>th</sup>, to August 22<sup>nd</sup>, 2023
- **Deadline to make change:** August 25<sup>th</sup>, 2023
- **New itinerary must start before:** September 5<sup>th</sup>, 2023

### Applicability

- Applies to unused and partially used tickets: regular, miles, interline, and code share on 230 stock.
- Applies to all fares: regular, group, net fares, and dynamic.
- One change per passenger is allowed

### Re-accommodation guidelines

#### 1. Passengers requiring a date change with the same origin/destination:

- Flight or date change is allowed with a change fee and fare difference waiver<sup>1</sup>
- If the original class is not available, the passenger must be re-accommodated in the next available class within the same fare family originally purchased.

#### 2. Passenger requires a flight or date change with a different origin/destination:

- Change of origin/destination within the same region is permitted, waiving change fee and fare difference<sup>1</sup>. See the region table below.
- If the original class is not available, the passenger must be re-accommodated in the next available class within the same fare family originally purchased.

#### 3. Passengers require a refund from the original form of payment:

- Tickets fully unused (refundable and non-refundable fares) will be entitled to a refund if the original flight was canceled or tickets may be refunded according to applicable regulations in the country.
- Partially used tickets do not apply for a refund to the original form of payment.

#### 4. Passengers request to use the value of the ticket for a future travel date:

- If the passenger requests to cancel travel and use the value of the ticket for a future travel date, corresponding charges will apply.

<sup>1</sup> The fare difference waiver does not apply during high season, so if the passenger chooses one of the dates listed below for their new itinerary, the change fee will be waived, but the fare difference will be charged:

September 9th, to September 19th, 2023
December 18,th 2023 to March 3rd, 2024
March 28th, 2024 to April 2nd, 2024
June 12th, 2024 to August 3rd, 2024
September 12th, 2024 to September 29th, 2024
December 16th, 2024 to February 28th, 2025

#### CHANGES WITHIN THE SAME REGION

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



#### Additional Information

- **The waiver code must be included in the endorsement and in an OSI remark.**
- Reservations issued by Copa Connect that cannot be reissued should contact the Copa Connect Desk.
- The use of this waiver is allowed only once per schedule change.
- 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.