

Tuesday, July 28<sup>th</sup>, 2020

## UPDATE-ULTRA FLEXIBLE WAIVER DUE TO CORONAVIRUS

**WAIVER CODE: W5200410CVNW**

### What is updated in this document?

- Extended ticketing date for waiver applicability. *(Tickets issued through August 31, 2020)*

## TERMS AND CONDITIONS

- Applies to tickets issued until: August 31<sup>st</sup>, 2020
- Original travel dates until: December 31<sup>st</sup>, 2020 (either way to and/or from)
- New travel date must be completed by: December 31<sup>st</sup>, 2021

*The passenger must be informed that the validity of the ticket will be extended so that he/she can plan the trip until December 31, 2021. The system will extend the validity of the ticket automatically, no additional procedure is required.*

Tickets that have been left in status: No Show or open tickets prior to 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.

## 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.
- If there is no space in the same cabin, you can take the space in the Business Class, but fare difference will apply.
  - If the original ticket is in Business Class and at the time of rebooking, there is no space, offer the customer the option to travel in Economy, but no residual value will be issued to the customer.

### Option B: Passenger requires a route change

- **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.

## 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 unused ticket, partially used and returns to origin on tickets purchased as ONE WAY.
- Waiver code must be documented in the endorsement box/field and in an OSI