

Friday, February 28th 2020

Update-Waiver due to Coronavirus

Notice: #20-024

Audience: Travel Agencies

Effective date: February 28th 2020

We would like to inform you that in order to provide flexibility to passengers travelling from/to **China, South Korea or Italy**, who need to change their itinerary due to the Coronavirus, the following provision has been established:

WAIVER CODE: W5200131CVNW

APPLIES TO

- Passengers with interline tickets with a Copa stock (230) who have connecting flights with other airline to/from China, South Korea or Italy.
- Passengers who have been to China, South Korea or Italy and have a flight from/to countries with entry restrictions
**Please verify in Timatic the list of countries with entry restrictions.*

DATES

- Applies to tickets issued until: **January 31st 2020**
- Original travel dates: **January 31st 2020 to June 15th 2020**
- Rebooked travel must begin: **no later than June 15th 2020**
- New travel date must start by: **December 31st 2020 (inclusive)**.

ADDITIONAL INFORMATION

- **Option A: Passenger requires a date change.**
 - Date change is allowed waiving the change fee, but difference in fare may apply according to the fare rule conditions.
- **Option B: Passengers requires to use the value of the ticket towards a future travel date.**
 - If passenger requires to cancel their trip and use the value of the ticket towards a future travel date, change fee will be waived, however, difference in fare may apply according to the fare rule conditions. The difference in fare will be collected at the time of booking the new ticket.
 - The credit for a future travel date will be valid for a year since the date the original ticket was issued.
- **Option C: Passenger requires a refund to original form of payment.**
 - Refundability will be based on the fare rule conditions.

Notes:

- Waiver code must be documented in the **endorsement box/field and with an OSI**.

EXEMPTION GUIDELINES FOR PASSENGERS TRAVELING
FROM CHINA TO THE UNITED STATES

The U.S. Transportation Security Administration (TSA) issued Emergency Amendment 1546-20-01 effective February 2, 2020. Passengers originating, transferring or transiting through China in the past 14 days traveling to the United States will be subject to restrictions.

APPLIES TO

- Passengers with interline tickets with a Copa stock (230) who have connecting flights with other airline from China and who have been in China the last 14 days before the desired date of entry to the U.S..

DATES

- Applies to tickets issued until: **February 3rd 2020**
- Original travel dates: **February 3rd 2020 to June 15th 2020**
- Rebooked travel must begin: **no later than June 15th 2020**
- New travel date must start by: **December 31st 2020**

ADDITIONAL INFORMATION

Non-U.S. passengers who have been in China within 14 days prior to the desired date of entry to the U.S. will not be permitted entry

- **Option A: Passenger requires a date change:**
 - Date change is allowed waiving the change fee, but difference in fare may apply according to the fare rule conditions.
- **Option B: Passenger requires to use the value of the ticket towards a future travel date:**
 - If passenger requires to cancel their trip and use the value of the ticket towards a future travel date, change fee will be waived, however, difference in fare may apply according to the fare rule conditions. The difference in fare will be collected at the time of booking the new ticket.
 - The credit for a future travel date will be valid for a year since the date the original ticket was issued.
- **Option C: Passenger requires a refund to original form of payment.**
 - Refundability will be based on the fare rule conditions.

Passengers residing in the U.S. who originated, transferred or transited through China in the last 14 days must enter the U.S. through the following cities: LAX, SFO, ORD, JFK and IAD.

- **Option A: Passenger requires a change of date or destination:**
 - The change of date or destination is allowed only to LAX, SFO, ORD, JFK and IAD exempting the penalty for change and fare difference according to the conditions of the fare rule.
 - Passengers who want to include an additional leg to a destination city other than the established ones, the fare difference will be applied according to the fare rule conditions.
- **Option B: Passenger requires to use the value of the ticket towards a future travel date:**
 - If the passenger needs to cancel his or her trip and use the value of the ticket towards a future travel date, he or she will not be charged for penalty fee, however, a fare difference may apply according to the conditions of the fare rule.
 - Credit for a later travel date will be valid for one year from the date of issue of the original ticket.
- **Option C: Passenger requires a refund to original form of payment.**
 - Refundability will be based on the fare rule conditions.