



Friday, March 20th, 2020
COM-20-034



Copa Airlines announces temporary shutdown of operations

Dear Travel Agencies:

Copa Airlines would like to inform our customers that yesterday the Government of Panama banned all international flights, beginning on Sunday, **March 22 at 11:59 p.m. through April 21, 2020**, for the purpose of protecting the health of Panamanians, due to the coronavirus outbreak in the country and region.

As a result, Copa Airlines' Hub of the Americas[®], the leading connecting hub in Latin America, serving 80 destinations in 33 countries, will temporarily suspend its operations, as the airline has been forced to cancel all flights during that period.

"At Copa Airlines we understand and support the decision made by the Panamanian government. For us nothing is more important than the health and well-being of Panama, the countries we serve, our passengers, our employees and all of the people who travel through or work at the Hub of the Americas," said Pedro Heilbron, CEO, Copa Airlines. "I am sure that together we will overcome the difficult situation we are facing today. We will work like never before to recover and reconnect the cities that welcomed us, transporting our loyal customers throughout North America, South America, Central America and the Caribbean."

Once this period is over, Copa Airlines plans to resume operations on April 22, 2020. We are committed to fulfilling the company's purpose of uniting people and families; strengthening and promoting tourism in the region; and supporting the development of professionals, businesses and communities.

Thinking about the peace of mind of our passengers, Copa Airlines will notify those affected by these measures, reminding them that we have made our ticketing policies more flexible, allowing passengers to modify itineraries, free of charge, on tickets purchased before March 31, 2020 for travel through June 15, 2020. Any unused ticket will retain the value of the fare paid and may be used to schedule your new trip, with a travel date through December 31, 2021. Additionally, passengers who have already started their trip and were surprised by this situation, can make unlimited changes to their reservation through March 31, 2020, without additional charges, regardless of the date, fare or destination.

To stay informed about everything related to Copa Airlines and the current situation, please visit copa.com.