

Monday, June 4th, de 2018
Notice # 18-0040

PENALTY WAIVERS DUE TO THE ERUPTION OF THE FUEGO VOLCANO IN GUATEMALA

Dear Travel Agents:

In order to provide flexibility to our passengers travelling from / to the city of **Guatemala (GUA)** who need to change their itinerary due to the eruption of the Fuego volcano and the presence of volcanic ash that caused the closure of the La Aurora International Airport, Copa Airlines established the following guidelines for changes and refunds:

WAIVER CODE: VA180603FUEGO	
TRIP FROM/TO	DATES
Guatemala (GUA)	Tickets issued until: June 3, 2018 Original flight dates: June 3, 2018 to June 4, 2018 Extended travel rebooking: June 7, 2018 New travel date must start: June 11, 2018 (Inclusive) or based on tickets expiration.
IMPORTANT	
<ul style="list-style-type: none"> • Passengers may be offered the option to make a date change without penalty. • Change travel date flight - same origin/destination(from/to Guatemala): by rearranging passengers in the same class, it is allowed to OB the class, but not the capacity of the flight. • Change of origin/destination between GUA SAL or SAP: change fee will be waived, OB is not allowed and therefore, difference in fare may apply if the same class is not available. • If the date is changed due to this inconvenience, return dates may be modified at the passenger's request. • Additional travel expenses that may arise must be covered by the passenger. • Any exoneration of penalties made to a reservation must be documented in accordance with the policy • Tickets may be refunded based on the fare rules and regulations applicable in the country. 	