



## Waiver Guidelines due to Fort Lauderdale (FLL) Airport Closure

COM-23-047

Thursday, April 13<sup>th</sup>, 2023

In order to provide flexibility to passengers affected by Fort Lauderdale (FLL) Airport Closure, the following guidelines are established:

**WAIVER CODE: W1130423WEFL**

### Affected Cities

Passengers traveling to/from Fort Lauderdale (FLL)

### Dates

- Tickets issued until: April 12th, 2023
- Original flight dates: April 12th, 2023 to April 15th, 2023
- Deadline to re-issue tickets: April 24th, 2023
- New itinerary must start before: May 31st, 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 (1) change is allowed.

### Re-accommodation guidelines

1. Passengers requiring a date change with the same origin/destination:
  - Flight or date change is allowed, waiving the penalty fee, but fare difference may apply.
  - Change must be made to the same booking class as 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, but fare difference applies. See the table of regions below.
  - Must be re-accommodated in the same class 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 using 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.

### CHANGES WITHIN THE SAME REGION

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

### Additional Information



- **The waiver code must be included in the endorsement and in an OSI remark.**
- Reservations issued by Copa Connect 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.

Here you can find the  
**Travel**  
requirements

