



COPA Newsletter



COM-23-027
Wednesday, March 15th, 2023

Update - Administrative fee charge for handling tickets issued by travel agencies

Dear Travel Agencies,

As of April 01, 2023, adjustments will be made to the handling fee for airline tickets issued by travel agencies. This handling fee will be adjusted to USD 100.00 plus applicable country taxes.

We remind you that all itinerary changes in reservations created by Travel Agencies that are processed through our direct channels (Contact Center, sales offices and airports), will be charged the administrative fee for handling tickets issued by travel agencies.

This charge is waived in the following situations:

- Travel agency reservations issued through Direct Connect platform (Copa Connect). These reservations can be identified by validating in the Order History that the order was created in Farelogix (F1).
- Tickets that have been reissued by Copa Airlines.
- Tickets of passengers who have been affected by irregular operations and have used the Cancel & Open option duly documented, since these cases are only handled through direct channels (sales offices and call center).
- ConnectMiles PreferMembers and Corporate Accounts.
- Tickets that require a flight change for the same day within 24 hours of flight departure (Same Day Change).
- Tickets for passengers who have started their trip, are at their destination and want to make a change to return.

Learn more about policies and procedures, news, product highlights, and service requests in our Agency Portal.

Agency Portal

Here you can find the
Travel
requirements

