



COPA Newsletter



COM-23-026
Tuesday, March 7th, 2023

Cancellation ETKT Etihad Airways (EY) and ITA Airways (AZ)

Dear Travel Agencies,

Please be informed that ITA Airways and Etihad Airways will be migrating their PSS platform:

- ITA Airways migrated on February 23, 2023.
- Etihad Airways will migrate on March 8, 2023.

Therefore, the ETKT interline agreements that Copa Airlines has with both airlines will be cancelled.

The guidelines to be followed for tickets issued by ITA Airways (055 stock) and Etihad Airways (607 stock) that contain flights operated by Copa Airlines (230 stock) are as follows:

GUIDELINES

- Refunds will be applied according to the fare rule.
- Agencies must take the corresponding measures to avoid affecting passengers.
- Reaccommodations will only be allowed for tickets issued on board 230 according to the guidelines established in this press release.

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

