

Friday, June 29th, 2018
Notice # 18-0052**BOOKING POLICIES UPDATE FOR TRAVEL AGENCIES (GSAs)**

Dear Travel Agents:

We would like to inform you that Copa Airlines has updated its Booking Policy, formerly known as Reservation Policy Guide for travel agencies.

This policy applies to:

- All GDS subscribers, IATA and NON IATA travel agencies, as well as any entity that accesses and books Copa Airlines inventory in countries and territories in which the airline does not operate.
- All bookings that contain a Copa Airlines segments.



This Booking Policy will update the previous version and will be effective on bookings as of August 1st, 2018 (inclusive).

The attached document contains the definitions of each incorrect procedure according to the updated Booking Policy for travel agencies and includes the policy for Ticket Cancellation and Evidence of Onward Travel.

Below you will find a brief summary about this policy.

We would like to help you to comply with this policy	
Incorrect Procedure	Tips to avoid incorrect procedures
Churning	Do not create a booking if the customer has not indicated a desire to travel, is not sure of the date of travel or just wants to know the fare.
Duplicates	Check if there is already a reservation for the passenger.
Fake name	Do not create bookings with fictitious names such as: test, quote, last name, etc.
Pending Cancellation	Check your <i>QUEUES on a daily basis</i> and cancel all segments that have been cancelled or rejected by the airline.
Invalid Booking Class	Verify if the class that you are booking belongs to Copa Airlines fare structure.
Passive Segments	Do not use passive segments unless you have an authorization from the airline.
No show	Cancel all bookings without a ticket number.
Fictitious e-tickets	Avoid to write the e-ticket number in a <i>OSI</i> to extend the Ticket Time Limit.
Invalid Groups	All bookings for 10 or more passengers should be processed through the GSA office.
Unmarried Segments	Book the itinerary requesting it from origin to final destination, not separately.
Fictitious, administrative, and speculative bookings	Do not create a booking for a customer who has not indicated desire to travel.
Cost vs Sales	Be sure to optimize Copa Airlines inventory use.
Cancellation ratio	

Below you will find a summary of the incorrect procedures and debit memo fees. We appreciate your commitment to comply with this policy to avoid debit memos.

Debit Memo Fees summary by incorrect procedures		
Incorrect Procedure	Debit Memo Fee	Calculation
Churning	USD 85.00	Per passenger
Duplicates	USD 85.00	Per segment, per passenger
Fake name	USD 70.00	Per passenger
Pending Cancellation	USD 85.00	Per segment, per passenger
Invalid Booking Class	USD 70.00	Per segment, per passenger
Passive segments	USD 20.00	Per segment, per passenger
No show	Debit Memo fees will vary depending of the country and cabin type from USD 75.00 to USD 105.00	
Fictitious e-tickets	USD 85.00	Per e-ticket
Invalid Groups	USD 35.00	Per passenger
Unmarried segments	USD 350.00	Per segment, per passenger
Fictitious, administrative, and speculative bookings	USD 30.00	Per passenger

Copa Airlines reserves the right to restrict the inventory to travel agencies with productivity results that do not comply with its policy (cancellation ratio, cost vs sales)

Productivity Performance	
Cost vs Sales	It is a performance evaluation to compare GDS cost vs travel agency sales for an specific period of time. Reactivation fee is USD300.00
Cancellation Ratio	It is a performance evaluation that compares cancellations vs bookings of travel agencies for an specific period of time. Reactivation fee is USD300.00

Thank you in advance for your commitment to continue our strategic alliance!



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