

PROCEDURES FOR TRAVEL AGENCIES

Issuing Airline

The airline issuing should be Copa Airlines (230) and/or Aero Republica (230).

Class of Service

The reservation must be made under the class of service applicable to the fares specified in the agreement.

Corporate ID

The Code of the account must be used for reservation systems as Sabre, Apollo and Worldspan when displaying fare quotes.

For Amadeus reservation system, the assigned Code for each Corporate Account must be used.

The system will automatically post the Ticket Designator (Refer to the manual of basic entries for Sabre and Amadeus).

For further details please consult with your GDS representative.

Fare Basis

The system will automatically assign the fare basis that corresponds to the reserved class of service.

AMADEUS

Ex.: FQDGRUPTY/ACM/CS/D01FEB13/R,U***CIN2258** (Corporate fare Display)
 FQDPTYGRU/ACM/CS/R,10FEB13 (Public Fare Display)
 FXX/R,U* **CIN2258** (Record Ticketing fare)

SABRE

Ex.: FQGRUPTY01FEB#AC* **CIN2258** -CM#PV (Corporate fare Display)
 WPAC* **CIN2258** (Record Ticketing fare)

WORLDSPAN

Ex.: FQ- **CIN2258** (Record Ticketing fare)

Additional Discounts

No discount certificates or other discounts will apply.

Fare Display

Fares, taxes and total should appear in all coupons.

Mandatory reservation information

It must be insert at OSI item the follow information in according with your GDS.

Ex.: **3OSI CM POA CORP C CIN2258 BTC**

Commissions

Copa Airlines Regular Up Front Commission Contract will not apply in conjunction with a Corporate Agreement.

Refunds and Changes

According to Rules and regulations of the applicable fare.

Penalties

- ✓ According to rules and regulations of the applicable fare.
- ✓ Any itinerary changes are subject to the penalties of the applicable fare, and any difference must be paid according to the next available fare.
- ✓ Discounts apply to tickets with the use of wrong codes.
- ✓ Discounts to companies with expired codes.
- ✓ Discounts higher to the ones stipulated in the contract.
- ✓ Discounts applied on invalid routes.
- ✓ Discounts on fares and/or promotional class of service (Web) or not otherwise authorized by Copa Airlines.
- ✓ Discounts issued by non-authorized IATA agency.
- ✓ Discounts for any other person that is not a corporate employee. If the Corporation desires to pay for a non-corporate employee, they must send a letter of authorization (including a penalty of \$50.00).
- ✓ No corporate codes (tour codes) are permissible for children tickets, infants or retirees. (Penalty \$500.00).

Cancellations or Changes

All cancellations, changes or restrictions to the account, made by the agency, will take effect in the system 5 days after the request.