



UPDATE

Schedule Changes Over Final Cancellation of PTY-FOR Route

Wednesday, June 5th 2019
Notice # 19-064

Dear travel agent:

We would like to inform you about the procedure to follow when changing schedules of passengers who initially have a reservation that contains a flight to/from Fortaleza (FOR) - Panama City (PTY):

- **Refunds must be requested through BSPLink. Please attach this notice as the background document.**

Note: those travel agencies that do not operate BSPLink should request refunds through Copa Airlines Call Center.

- **The change of dates and flights must be requested through the direct channels of Copa Airlines (Call Center and City Ticket Offices).**

We also would like to reinforce that the PTY-FOR route, which has been definitively canceled, will operate until **July 25th, 2019**.

To the passengers whose schedules are affected by this measure, Copa Airlines will offer different options for managing their reservations, which may be requested through the direct channels of the airline.

For further information about Copa Airlines Reservation Centers, click [here](#).

The address of our **City Ticket Offices** for each country and city may be found [here](#).