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Copa Airlines will operate a limited number of flights through the "Controlled Operations Center"

Dear Travel Agents:

By Executive Decree No. 300 of July 31, 2020, the Government of the Republic of Panama authorized a controlled operations center at Tocumen International Airport, which allows the departure of passengers from Panama, the transit of passengers, limiting the number of flights, and the controlled entry of passengers into the national territory, with prior authorization from the health authority.

Within the framework of the Controlled Operations Center, Copa Airlines is initially scheduled to operate flights on August 14-15, 21-22 and 28-29, to Miami and New York in the United States, Mexico City in Mexico, Santo Domingo in the Dominican Republic, Quito and Guayaquil in Ecuador, Sao Paulo in Brazil and Santiago in Chile, also offering connections between several of these cities. These operations are **equivalent to less than 2% of the total weekly flights Copa operated prior to the crisis caused by COVID-19**.

Copa Airlines, in the humanitarian flights it has operated since the beginning of the pandemic and those it will operate through the Controlled Operations Center, has implemented and will continue to reinforce all **the disinfection, hygiene and biosafety measures** recommended by the health authorities and international organizations. In this way, the airline continues its preparation for a **safe restart, with a reduced operation now scheduled for September 4, 2020**, if no further extension to the restriction of international flights is decreed by the authorities of Panama.



Important information

People who need to travel on these flights, which will be operated in compliance with the Executive Decree in reference, may log on to Copa.com, contact Copa Airlines' Call Center or their travel agent.

Passengers who have a valid ticket with Copa Airlines may request a change of date without incurring a penalty for the change. All passengers must comply with the requirements established by the Airline and the health and immigration authorities of Panama and the country of destination.

If the list of destinations to which we resume operations through this Controlled Operations Center is updated, we will be notifying you in a timely manner.

Copa Airlines confirms its commitment to transport its passengers back to their homes and appreciates the willingness of the authorities in Panama and other countries in the region, with which it continues to work to obtain the required permits to carry out these operations, thus ensuring that families are reunited and remain united.

Note: Destinations are subject to change.

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A STAR ALLIANCE MEMBER