



COPA Newsletter



COM-24-001
Wednesday, January 3rd, 2024

Update – Service or Emotional Support Dog, and Pet in Cabin Transportation Policy



Update:

- Passengers with service or emotional support dogs weighing more than 10kg may purchase an additional seat so that the animal has enough space at its owner's feet. This measure ensures compliance with national and international aviation safety regulations, which prevent obstruction of the aisle of the aircraft and provide for sufficient space in case of evacuation.

Dear Travel Agency,

Copa Airlines informs that for tickets issued on or after **December 16th, 2023**, with flight dates from **February 1st, 2024**, changes will apply to the policy for transporting service dogs, emotional support dogs, and pets in the cabin.

The changes are detailed below:

- Emotional support dogs will be accepted only on routes recognized by country regulation, meaning to or from Colombia and Mexico.
- Emotional support dogs can only travel in the Main Cabin, not the Business Cabin.
- Service and emotional support dogs may only weigh up to 10kg.

For more information and to see the complete for more information and to access the complete policy go to copa.com.

POLICY

- Copa Airlines only accepts small dogs and cats (maximum 10kg including container) as pets in the cabin.
- Service and emotional support dogs may weigh up to 10kg. For service or emotional support dogs weighing more than 10kg, an additional seat may be purchased so that the animal has enough space at its owner's feet.



The pet and its container will replace carry-on baggage.



Pets may travel on international and domestic flights Monday through Sunday, with the exception of flights to/from AXM, FLL, and TPA, which are only offered Monday through Friday due to the quarantine offices at these stations being closed on weekends.

Pets are not accepted on interline or codeshare flights.

PETS ALLOWED PER CABIN

0

Business Class

3

Main Cabin (Economy)

PETS ALLOWED PER PASSENGER

1

Per passenger and per container

- Emotional support dogs may only travel in Main Cabin, they may not travel in Business Class.
- Only one (1) emotional support dog per passenger is allowed.

- Passengers must make a reservation for their pet at least 48 hours before flight departure or at the time of ticket purchase through our Sales Offices or Reservation Center.
- Pet transportation will be subject to availability if you arrive at the airport without a reservation.



PET IN CABIN FEE

USD 125.00

Plus applicable taxes

International Flights

PET IN CABIN FEE

USD 25.00

Plus applicable taxes

Domestic Flights

- The cabin pet transportation service charge is non-refundable and non-transferable to another person.
- In case of voluntary changes, the passenger will be able to reuse the service in his/her new itinerary.
- In case of involuntary changes, the passenger may reuse the service in his/her new itinerary or request a refund if there is no availability.



Pets less than 16 weeks old are not accepted.



The pet with its container must weigh up to 10kg (20 lbs).



Travel in a soft-sided container whose dimensions do not exceed: 18" x 11" x 11"



The container must prevent any part of the pet from falling out of the container.

To view the full policy click [here](#).

Passengers with tickets purchased on or before **December 15, 2023**, will be subject to the previous policy conditions.

This update applies to tickets issued on or after **December 16, 2023**, with a travel date on or after **February 1, 2024**.