



HANDLING GUIDELINES AMID COVID-19 CONCERNS

Effective immediately, please be advised of the following handling guidelines that will supersede all previously released advisories¹ amid COVID-19 concerns.

The following handling guidelines shall apply to all affected passengers amid COVID-19 concerns.

These shall apply to all international and domestic routes on PR and 2P operational flights including codeshare and interline whether totally unused or partially used tickets.

FOR INVOLUNTARY CHANGES

Applicable for the following:

- a. All passengers holding tickets from 15 March to 30 April 2020.
- b. All passengers affected by the cancelled flights due to COVID-19 and/or passengers covered by the travel ban (e.g. community quarantine, denial from thermal screening, mandatory quarantine/self-isolation, etc.) covering the period 02 February to 31 May 2020.

Allow processing even after 12 April 2020.

Applicable also to all sectors in the ticket provided that all sectors issued in 079 place/document.

Guidelines:

1. Waive change fee once and without additional fare collection if new travel date is on the same cabin (or class of service) and same route. **IMPORTANT NOTE:** If same BCC is not available, please use Booking Class "Y", indicate old fare basis/fare of the original ticket. For tickets with beyond routes (PR-OAL), please follow original BCC on old ticket of OAL sector. Valid for travel until 30 November 2020 or within ticket validity, whichever comes first. Not valid on Peak season dates.

Blackout dates for USA/Canada: Inbound - 15 June to 31 July 2020; Outbound - 15 July to 15 September 2020. (ex. PH) - 15 July to 15 September 2020.

- a. For succeeding rebookings: waive UNLIMITED Rebooking fees, must book on original BCC, collect additional fare difference/tax versus original BCC, collect NO-SHOW Fee, if applicable.

Travel within original ticket validity.

b. Partially used tickets are allowed to extend ONCE without additional fare collection on the same cabin until 31 July 2020 travel only. If the same BCC is not available, please use Booking Class "Y".

c. Partially used tickets (with expired NVA) are allowed to extend ONCE without additional fare collection on the same cabin until 31 July 2020 travel only. If the same BCC is not available, please use Booking Class "Y", not valid on peak season for USA/Canada.

d. For rerouting, waive change fee once, collect fare difference and applicable taxes and surcharges, must be within ticket validity.

Indicate "INVOL COVID19" in the endorsement / restriction field of the new ticket.

2.If passenger is undecided on new travel date, convert the full unused value of the refundable or nonrefundable ticket into EMD, excluding TSC (Ticketing Service Charge). Refer to the attached procedures on Ticket Reissuance to EMD Deposit (DEPO).

a. Travel Voucher (EMD) Incentive – passengers who opt to convert unused value of ticket to EMD, will have additional 10% of unused value as incentive.

>>For EMD issuance, refer to PR Reservations Hotline or available PR ticket offices, General Sales Agents.

EMD Terms and Conditions: The Travel Voucher is valid for 1 year and can be used to purchase PAL tickets/baggage/seats. This is not transferrable but refundable subject to original ticket's refundability rules. For more information, you may refer to the PAL Website.

3. Last Option: If passenger still insists, refund full unused value without penalties, excluding TSC (ticketing service charge).

For international passengers with domestic connection within the lockdown period that will result to an out-of-sequence ticket and who will request to forfeit domestic sector, allow without fee (refer to CPC for status change to USED).

FOR VOLUNTARY CHANGES • Applicable for tickets issued on/before 30 April 2020 (not covered by cancellation or not covered by a travel ban). • Applicable only for tickets on PAL 079 plate. • Not applicable for previously waived change fees due to either fare rules, special handling guidelines or ad hoc requests.

Guidelines

For tickets with travel dates 01 May 2020 onwards, changes must be made at least 7 days before departure.

1. Waive change fee once within ticket validity. Collect fare difference / taxes, if applicable. Indicate waiver code "GSA20-0318RI014E" in endorsement/restriction field of the new ticket.

2. Applicable penalties per fare brand shall apply if the above conditions are not met
Fare brands included are: Economy Supersaver / Economy Saver / Economy Value Business Value* for Auckland and Middle East.

Currently the following fare brands allow rebooking: Economy Flex / Premium Economy/ Business Value* (excluding AKL & ME) – 1st Rebooking Free Business Flex – No Penalty for Rebooking/Rerouting/Upgrading/Reissuance

3. If passenger is undecided on new travel date, convert the full unused value of the refundable or nonrefundable ticket into EMD, excluding TSC (Ticketing Service Charge). Refer to the attached procedure on Ticket Reissuance to EMD Deposit (DEPO)

>>For EMD issuance, refer to PR Reservations Hotline or available PR ticket offices, General Sales Agents.

EMD Terms and Conditions: The Travel Voucher is valid for 1 year and can be used to purchase PAL tickets /baggage/seat. This is not transferrable but refundable subject to the refundability rule of the ticket. For more information, you may refer to the PAL Website.

4. Last Option: If passenger still insists refund, follow fare rules.

Failure to collect applicable fees / taxes and to follow fare rules will be subject to Agency Debit Memo

5. For international passengers with domestic connection within the lockdown period that will result to an out-of-sequence ticket and who will request to forfeit domestic sector, allow without fee (refer CPC for status change to USED). For scenarios/transactions not mentioned above, refer to your Account Officer. ¹Advisories to be superseded: IROPS-NCOV ISSUE Nos. 1 to 11: all Handling Guidelines on PAL Cancelled Flights to/from Mainland China, Hong Kong and Macau IROPS NCOV-KOREA ISSUE Nos. 1-3: Korea Flight Cancellations Due to COVID-19 Restrictions IROPS COVID19-DOHA ISSUE Nos. 1-3: Doha Flight Cancellations

IROPS COVID19-KSA ISSUE Nos. 1-2: Notice for Passengers Traveling to Kingdom of Saudi Arabia ADV GSAN20-007-DATED 09MAR20: Taipei Flight Cancellations ADV GSAN20-012 DATED 13MAR20: One Time Rebooking Free of Charge on PR and 2P Operated Flights ADV GSAN20-015 DATED 18MAR20: Handling Guidelines Amid COVID19 (GSA) Issue 1 ADV GSAN20-016 DATED 19MAR20: Handling Guidelines Amid COVID19 (GSA) Issue 2 ADV GSAN20-018 DATED 23MAR20: Handling Guidelines Amid COVID19 (GSA) Issue 3 ADV GSAN20-020 DATED 31MAR20: Handling Guidelines Amid COVID19 (GSA) Issue 4.

For your information and strict compliance.

PHILIPPINE AIRLINES, INC.

**PARA CUALQUIER DUDA O ACLARACIÓN CONTACTE CON NOSOTROS
VÍA [EMAIL](#).**