



HANDLING GUIDELINES _ COVID-19

Effective immediately, please be advised of the following handling guidelines that will supersede all previously released advisories¹ 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 tickets with cancelled flights due to COVID-19 and/or passengers covered by a travel ban. Applicable also to all sectors in the ticket provided that all sectors are in PR 079 plate.

1. Rebook their flight to a new travel date within the original ticket validity, with rebooking fees waived. Pax to be re-booked in same RBD. If only a higher RBD is available, Fare difference must be collected. Indicate in the new ticket "INVOL DUE COVID19 PR ____/(flight date) (XLD, as applicable)" in the endorsement/restriction field.
2. Reroute their ticket on the same fare class without rerouting charges. Fare difference rules apply.
3. WAIVER CODE IS NOT APPLICABLE TO REFUNDS. CANCELLATION/REFUND/NO SHOW FEES AS PER FARE RULES APPLY FOR ALL TICKETS.

FOR VOLUNTARY CHANGES

Applicable for tickets issued on/before 31 March 2020 (not covered by cancellation or not banned for travel). Not applicable for tickets not issued on PAL 079 plate, and previously waived change fees due to either fare rules, special handling guidelines or ad hoc request.

1. Rebook their flight to a new travel date within the original ticket validity, with rebooking fees waived. Pax to be re-booked in same RBD. If only a higher RBD is available, Fare difference must be collected. Contact uksales@pal.com.ph for waiver code and indicate waiver code in the endorsement/restriction field of the new ticket.

Incorrect use of the above waiver code will result in the issuance of an Agent Debit Memo.

2. Applicable penalties per fare brand shall apply if the above conditions are not met.
3. WAIVER CODE IS NOT APPLICABLE TO REFUNDS. CANCELLATION/REFUND/NO SHOW FEES AS PER FARE RULES APPLY FOR ALL TICKETS.

If you have any further queries, please email PR UK Sales on UKSales@pal.com.ph

PR UK Sales Team