

## HANDLING GUIDELINES FOR FUTURE TRANSPORTATION ARRANGEMENTS IN LIEU OF VOUCHERS AND/OR EMDs /COVID-19

Dear Valued Travel Agents,

The following handling guidelines for future transportation shall apply to all passengers for voluntary and involuntary changes.

1. **In lieu of EMD/Vouchers for future travel**, if passenger is undecided on new travel date and alternative travel date cannot be booked immediately, original ticket can be kept with an open coupon status:
  - a. Fully unutilised: Tickets are valid 12 months from the date of issue
  - b. Partially utilized: Tickets are valid 12 months from the date of first outbound travel

**This ticket will be accepted at face/residual value as payment for new ticket with new travel dates.**

**When passengers decide alternative date to travel, rebook in GDS and reissue new ticket utilising face/residual value of original ticket as form of payment plus any applicable ADCOL.**

For any other scenario please refer to ADV INTLN20-017 IROPS COVID-19 distributed on the 20<sup>th</sup> of MAR 2020

**Please do not refer your customers to Philippine Airlines Sales Support office as we will NOT be able to assist them if the bookings have not been created and ticketed by Philippine Airlines.**

Kind Regards

UK Sales Team