

## Keeping you safe always.

PAL redefines the normal flying experience amid COVID-19



As we get ready to fly again, we're adding more safety measures to protect you. In line with the highest standards, here is what you can expect to ensure that you enjoy a healthy, safe, and clean environment on your next PAL flight.

This list may be updated regularly. It is the passenger's responsibility to find out and to comply with all travel requirements that apply for his or her route or destination country.



### Before the Flight

1. All passengers **must bring their own face masks to use at the airport and throughout the flight.** Failure to bring a face mask will mean that you will not be allowed to board your flight. We allow surgical, ear loop, or do-it-yourself masks, as well as other protective shielding (however, if you are traveling to or from Singapore, Xiamen, Macau or Honolulu, only surgical masks are allowed by the concerned local authorities). Infants up to 2 years old are exempted from the face mask requirement.
2. We encourage passengers to **bring their own sanitizers** and their onboard travel essentials. You may bring hand sanitizers with maximum content of 70% alcohol, up to 10 pcs of 100mL as part of carry-on.
3. Passengers must ensure that their carry-on bag is within the required specifications: **Length of 22 inches / 56cm, Width of 14 inches / 36cm, Height of 9 inches / 23 cm, and Weight of 15 lbs / 7 kilos.** On top of the carry-on bag, only two of the following items may be carried inside the cabin: Laptop Computer, Small Bag, Overcoat / Wrap / Blanket, Reasonable amount of reading material/s, Small Camera or Binoculars, Infant Case, Infant Food, and Sealed Duty-Free Bag. For PWDs, the previous items shall be in addition to assistive devices.
4. Online check-in is encouraged. To **ensure ample time for security checks,** we urge passengers to arrive early at the airport:

- 4 hours prior to departure from Manila (International flights)
- 3 hours prior to departure from Manila (Domestic flights) and other airports



### **Point of Booking**

All ticket offices will have thermal scanning, managed social distancing, and transparent counter barriers. Our service personnel will be equipped with face masks and gloves. We will implement a no-mask-no-entry policy in our ticket offices.



### **At the Airport**

We will do our best to enforce social distancing while passengers are waiting, on queue, or inside PAL shuttle buses. Passengers can expect thermal scans at entry points, distribution of locator forms that they would need to fill out, sanitizers available at designated areas, and other security checks. Our airport staff will be

equipped with face masks. Passengers must also wear their face masks all the time.



### **Mabuhay Lounge**

All PAL Mabuhay Lounges will have sanitizing floor mats at the entry points. Meals will be served in sealed packaging, while beverages will be served on demand. Hand sanitizers will be available. All lounge staff will likewise wear protective gear.



### **Inside the Aircraft**

PAL's entire fleet of aircraft will continue to undergo rigorous cabin cleaning and disinfection. All contact surfaces are wiped down using stronger cleaning agents, and the aircraft's HEPA filters are maintained regularly.



### **During the Flight**

**Onboard Service:** Our cabin crew will wear full Personal Protective Equipment (PPE). They will practice a simplified inflight service approach that minimizes frequent contact.

**Meals:** We will continue to follow strict Hazard Analysis Critical Control Point (HACCP) procedures when preparing inflight meals. Meals and snacks will continue to be in sanitized containers or secure packaging.

**Seating:** Passengers can look forward to Social Distancing cabin seating options.

## **Greater peace of mind while traveling**

Booking a ticket with Philippine Airlines is an assurance that you enjoy peace of mind and the highest standards of safety and security.

Most PAL aircraft have roomier seat configuration, offering wider seats, more legroom and more forward space between seat rows, compared to budget carriers & even some full-service airlines. Our non-stop flights ensure that you have a hassle-free journey straight to your destination.

Most importantly, we take pride in our crew who have undergone specialized training on preventive measures and appropriate medical protocols.

Thank you.

As we get ready to fly again, we're adding more safety measures to protect you. In line with the highest standards, here is what you can expect to ensure that you enjoy a healthy, safe, and clean environment on your next PAL flight.

This list may be updated regularly. It is the passenger's responsibility to find out and to comply with all travel requirements that apply for his or her route or destination country.

### Before the Flight

1. All passengers must bring their own face masks to use at the airport and throughout the flight. Failure to bring a face mask will mean that you will not be allowed to board your flight. We allow surgical, ear loop, or do-it-yourself masks, as well as other protective shielding (however, if you are traveling to or from Singapore, Xiamen, Macau or Honolulu, only surgical masks are allowed by the concerned local authorities). Infants up to 2 years old are exempted from the face mask requirement.
2. We encourage passengers to bring their own sanitizers and their onboard travel essentials. You may bring hand sanitizers with maximum content of 70% alcohol, up to 10 pcs of 100mL as part of carry-on.
3. Passengers must ensure that their carry-on bag is within the required specifications: Length of 22 inches / 56cm, Width of 14 inches / 36cm, Height of 9 inches / 23 cm, and Weight of 15 lbs / 7 kilos. On top of the carry-on bag, only two of the following items may be carried inside the cabin: Laptop Computer, Small Bag, Overcoat / Wrap / Blanket, Reasonable amount of reading material/s, Small Camera or Binoculars, Infant Case, Infant Food, and Sealed Duty-Free Bag. For PWDs, the previous items shall be in addition to assistive devices.
4. Online check-in is encouraged. To ensure ample time for security checks, we urge passengers to arrive early at the airport:
  - o 4 hours prior to departure from Manila (International flights)
  - o 3 hours prior to departure from Manila (Domestic flights) and other airports

### Point of Booking

All ticket offices will have thermal scanning, managed social distancing, and transparent counter barriers. Our service personnel will be equipped with face masks and gloves. We will implement a no-mask-no-entry policy in our ticket offices.

### At the Airport

We will do our best to enforce social distancing while passengers are waiting, on queue, or inside PAL shuttle buses. Passengers can expect thermal scans at entry points, distribution of locator forms that they would need to fill out, sanitizers available at designated areas, and other security checks. Our airport staff will be equipped with face masks. Passengers must also wear their face masks all the time.

### Mabuhay Lounge

All PAL Mabuhay Lounges will have sanitizing floor mats at the entry points. Meals will be served in sealed packaging, while beverages will be served on demand. Hand sanitizers will be available. All lounge staff will likewise wear protective gear.

### Inside the Aircraft

PAL's entire fleet of aircraft will continue to undergo rigorous cabin cleaning and disinfection. All contact surfaces are wiped down using stronger cleaning agents, and the aircraft's HEPA filters are maintained regularly.

### During the Flight

**Onboard Service:** Our cabin crew will wear full Personal Protective Equipment (PPE). They will practice a simplified inflight service approach that minimizes frequent contact.

**Meals:** We will continue to follow strict Hazard Analysis Critical Control Point (HACCP) procedures when preparing