

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

Applicable to all sectors in the ticket provided that all sectors are in PR 079 plate.

### **Handling 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. Valid for travel **until 31 MARCH 2021** (travel completion) or within ticket validity, whichever comes first. **IMPORTANT NOTE:** Use the same booking class. *If unable to confirm on the same BCC, please email dalpo request to your Area Heads/Managers.*

To reiterate, for tickets with beyond routes (PR-OAL), please follow original BCC on old ticket of OAL sector. Booking for codeshare will also follow original BCC. First rebooking applies for involuntary case (for as long as the cancellation is attributable to COVID-19).

- 1.a For succeeding rebookings: **UNLIMITED** waiver of rebooking fees, must book on original BCC, collect additional fare difference/tax versus original BCC, and collect no-show fee, if applicable. Travel must be completed until 30 JUNE 2021 or within original ticket validity.
- 1.b For passengers who opt to travel between **01 April to 30 JUNE 2021** (travel completion), **UNLIMITED** waiver of rebooking fees on the same route, within ticket validity, collect fare/tax difference.
- 1.c Partially Used Tickets (with expired NVA) may rebook to any other future date within the next thirty (30) days from the affected cancelled flight date provided the selected date is within the period of ticket validity (or within 30 days from date of ticket expiry) without additional fare collection on the same cabin. Ticket must be booked on the same BCC (apply dalpo). If the new flight date is beyond the next 30 days allowance, but within the next 60 days from cancelled flight, upgrade to the next validity, waive rebooking fee, and collect fare/tax difference. If the new flight date is beyond 60 days from cancelled flight, no more rebooking is allowed. Offer travel voucher or refund if within the (1) one year from ticket issuance.

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

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

2. If passenger is undecided on new travel date, convert the full unused value of the refundable or non-refundable ticket into EMD, excluding TSC (Ticketing Service Charge) and BSC (**Booking Service Charge**). Refer to attached procedures on Ticket Reissuance to EMD Deposit (DEPO). Request must be made **until 31 March 2021**.

Travel Voucher (EMD) Incentive - passengers who opt to convert unused value of ticket to EMD, will have **additional 10% of unused value of the base fare (nett) as incentive.**

*EMD Terms and Conditions: The Travel Voucher is initially valid for 1 year. Extension for another year must be requested by passenger 7 days before expiry of the initial validity date through PAL direct channels. EMD can be used to purchase PAL tickets/baggage/seat. This is not transferrable but refundable. 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). To Illustrate :

#### PAYMENT DETAILS

Fare Calculation: MNL PR LAX605.00PR  
MNL580.00NUC1185.00END ROE1.000000 XF LAX4.5

#### FARE DETAILS

Fare: USD 1185.00

MNL to LAX used or flown , remaining coupon LAX to MNL coupon value 580.00  
**USD580.00 to be refunded to the passenger.**

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 (agent to refer to CPC for status change to USED).

**FOR VOLUNTARY CHANGES**

For passengers not affected by cancellations and travel bans, apply fare conditions per fare brand.

INTERNATIONAL TICKETS ISSUED UNTIL 31 OCTOBER 2020

**DOMESTIC TICKETS ISSUED UNTIL 20 SEPTEMBER 2020**

| Fare Brand Attributes  | Economy Supersaver                                       | Economy Saver  | Economy Value  | Economy Flex  | Premium Economy  | Business Value   | Business Flex   |
|------------------------|--|--|--|---|--|--|---|
| <b>BCCs</b>            | O,U  | T,E,K  | X,B,V,Q  | H,M,L,S,Y   | N,W  | Z,I  | D,C,J   |
| <b>Rebook</b>          | 1 <sup>st</sup> Rbkg FREE succeeding with Fee            | First 2 Rbkg FREE succeeding with Fee                      | First 2 Rbkg FREE succeeding with Fee                      | Unlimited FREE Rebooking  | First 2 Rbkg FREE succeeding with Fee                    | First 2 Rbkg FREE succeeding with Fee                      | Unlimited FREE Rebooking  |
| <b>Refund</b>          | Non-Refundable   | Totally Unused refundable with Fee; Partially used non-ref | Totally Unused refundable with Fee; Partially used non-ref | Refundable without Fee  | Refundable with a Fee                                    | Totally Unused refundable with Fee; Partially used non-ref | Refundable without Fee  |
| <b>*Travel Voucher</b> | Convert the unused value of the ticket to Travel voucher | Convert the unused value of the ticket to Travel voucher   | Convert the unused value of the ticket to Travel voucher   | Convert the unused value of the ticket to Travel voucher +10% bonus | Convert the unused value of the ticket to Travel voucher | Convert the unused value of the ticket to Travel voucher   | Convert the unused value of the ticket to Travel voucher +10% bonus |

\*Travel voucher is applicable for tickets issued until **31 October 2020**; valid for 1 year from date of voucher issuance.

1. Rebooking must be done at least 7 days prior original departure.
2. Subject to fare difference if booked on a higher BCC.
3. All changes shall be made within ticket validity.
4. Change fee will be based on Fare conditions per route.
5. [For domestic refund, status quo \(refer to table below\)](#)

**DOMESTIC TICKETS ISSUED FROM 21 SEPTEMBER TO 31 DECEMBER 2020**

| Fare Brand Attributes | Economy Supersaver              | Economy Saver | Economy Value | Economy Flex           | Premium Economy | Business Value | Business Flex          |
|-----------------------|---------------------------------|---------------|---------------|------------------------|-----------------|----------------|------------------------|
| BCCs                  | O,U                             | T,E,K         | X,B,V,Q       | H,M,L,S,Y              | N,W             | Z,I            | D,C,J                  |
| Rebook                | <b>Unlimited FREE Rebooking</b> |               |               |                        |                 |                |                        |
| Refund Per sector     | Non-Refundable                  | Php2,300      | Php2,000      | Refundable without Fee | Php1,100        | Php1,200       | Refundable without Fee |

\*Travel voucher is applicable for tickets issued **until 31 October 2020**; valid for 1 year from date of voucher issuance.

1. For Economy Supersaver, rebooking must be made 7 days prior departure date.
2. For Economy Saver to Business Flex, rebooking must be made 72 hrs prior departure date.
3. Subject to fare difference if booked on a higher BCC.
4. All Changes shall be made within ticket validity.
5. Fare conditions apply.

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

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 (agent to refer to CPC for status change to USED).