

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 2020 to 30 June 2021**. Please see important reminder for PH-Australia/AKL bound passengers (reference COVID-19 Issue 21.B dated 26 April 2021).

Note: Passengers with incomplete travel requirements (ie. Failure to present travel pass, medical certificate, and/or negative COVID-19 test results) are not involuntary, therefore collect applicable penalties and fare difference.

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

Handling Guidelines:

1. Waive change fee and fare difference (collect government tax difference if applicable) if new travel date is on the same cabin (or class of service) and same route. Valid for travel **until 30 September 2021** (travel completion) or within ticket validity, whichever comes first. **IMPORTANT REMINDER :** Use the same booking class. If unable to confirm on the same BCC, please email dalpo request to your PR Representative.

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 affected passengers who opt to travel between **01 October to 31 December 2021** (travel completion), **UNLIMITED** waiver of rebooking fees on the same route, within ticket validity, collect fare/tax difference if applicable.
- 1.b Partially Used Tickets (with expired NVA) are allowed to rebook with waiver of penalty and fare difference on the same cabin provided travel must be completed until **30 September 2021 or one (1) year from ticket issuance whichever comes first**. Ticket must be booked on the same BCC (apply dalpo). Option for travel voucher or refund if within one year from ticket issuance.
- 1.c 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.

- 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). For EMD issuance, refer to PR Contact Center (8855-8888) or available PR ticket offices or email ssu_tktofc@pal.com.ph (for Metro Manila based Travel Agents).

*Note- for Domestic tickets issued effective 01 March 2021:

Totally Unused - allowed to convert value of TSC/YR to travel voucher.

Partially Used- not allowed to convert TSC/YR to travel voucher.

- 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 1 day 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.

- Last Option:** If passenger still insists, refund full unused value without penalties, excluding TSC (ticketing service charge) and BSC (Booking Service Charge). Note: For domestic issuance effective 01 Mar 2021, TSC is refundable before departure (totally unused ticket); non-refundable after departure (partially used ticket).

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).

REBOOKING OF PASSENGERS WITH FLIGHTS REROUTED VIA CEBU

For passengers with inbound-MNL flights rerouted to CEB, and holding sectors/tickets on CEB-MNL or CEB-another PAL domestic destination, allow free rebooking with no fare difference if rebooking is 96 hours (4days) before or 72 hours (3days) after original flight date of the domestic sector. This is due to RT-PCR test results being released at an earlier or later time. Terminal Fee (LI tax) may be collected upon reissuance, or passenger may pay upon check-in in CEBU.

FOR VOLUNTARY CHANGES (WORRY-FREE FARES)

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

INTERNATIONAL TICKETS ISSUED UNTIL 31 DECEMBER 2021

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 (Tickets Issued until 25Nov20)	1 st 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
Rebook (Tickets Issued 26 Nov 2020-31 DEC2021)	Unlimited FREE Rebooking						
Refund	Non-Refundable	Totally Unused refundable with Fee; Partially used non-refundable	Totally Unused refundable with Fee; Partially used non-refundable	Refundable without Fee	Refundable with a Fee	Totally Unused refundable with Fee; Partially used non-ref	Refundable without Fee
Travel Voucher (Request must be made until 31 Dec 2021)	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

1. Fare conditions apply.

Ticket issuance	Route	Condition
23 Apr-31 Dec 2021	All Routes except Ex-US/CA/HKG/DXB	Rebooking must be made at least 4 days prior departure
26 Apr-31 Dec 2021	Ex-US/CA/HKG and Ex-PH-HKG	
until 22 Apr 2021	All Routes except Ex-US/CA/HKG/DXB	Rebooking must be made at least 7 days prior departure
until 25 Apr 2021	Ex-US/CA	
01 Mar to 31 Dec 2021	PH-DXB	Rebooking must be made 24hrs prior departure
26 Feb to 31 Dec 2021	DXB-PH	

(e.g. for 7 days prior- pax holding confirmed ticket dated 08 MAR 2021, new date 08 APR 2021, Rebooking/Reissue must be made at least 01 MAR 2021).

- Subject to fare difference if applicable
- All changes shall be made within ticket validity.
- Change fee will be based on Fare conditions per route.
- Travel Voucher *Terms and Conditions: The Travel Voucher is initially valid for 1 year. Extension for another year must be requested by passenger at least one (1) day 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. Follow fare conditions on refundability. For more information, you may refer to the PAL Website.*

DOMESTIC TICKETS ISSUED UNTIL 31 DECEMBER 2021

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 (Tickets Issued until 20 Sep20)	1 st 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
Rebook (Tickets Issued 21 Sep 2020-31 DEC 2021)	Unlimited FREE Rebooking						
Refund Per sector	Non-Refundable	Php2,300	Php2,000	Refundable without Fee	Php1,100	Php1,200	Refundable without Fee
Travel Voucher (Request must be made until 31 Dec 2021)	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

1. For All Domestic Fares - Tickets issued 23 Apr-31Dec 2021, rebooking must be made **72 hrs** prior departure.
2. For Economy Supersaver- Tickets issued until 22 Apr 2021, rebooking must be made **7 days** prior departure.
3. Subject to fare difference if booked on a higher BCC.
4. All Changes shall be made within ticket validity.
5. Fare conditions apply.
6. Travel Voucher *Terms and Conditions: The Travel Voucher is initially valid for 1 year. Extension for another year must be requested by passenger at least one (1) day 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. Follow fare conditions on refundability. For more information, you may refer to the PAL Website.*

*Note- for Domestic tickets issued effective 01 March 2021:

Totally Unused - allowed to convert value of TSC/YR to travel voucher.

Partially Used- not allowed to convert TSC/YR to travel voucher.

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).

APPENDIX

The following sample scenarios shall fall under COVID Concessions-INVOL

Cancellations	<ul style="list-style-type: none"> • Cancellations due to arrival capacity set by the government or community quarantines (ECQ/MECQ) • Cancellations due to PAL (marketing requirements, maintenance requirements, crew limitations, etc.)--unless a special handling guideline is provided
Travel Bans or Restrictions	<ul style="list-style-type: none"> • Travel restrictions to select passenger types imposed by the IATF on entry to the Philippines (e.g., suspension of Balikbayan privilege) • Travel restrictions to select passenger types (e.g., leisure travelers) imposed by IATF for those traveling within the Philippines <p>Note: Except for tickets issued after announcement of said restriction.</p>
Gov't imposed protocols	<ul style="list-style-type: none"> • Passenger with INT-DOM single/split (PR-PR) ticket having to rebook DOM sector due to testing and quarantine requirements in MNL, CEB, or CRK. • Arrival capacity that leads to re-routing of flights to land in CEB/CRK instead of MNL
Passenger-Related	<ul style="list-style-type: none"> • Testing positive for COVID-19 (RT-PCR, Antigen, LAMP, NAAT, etc.) up to 20 days BETD .

The following sample scenarios shall fall under Worry Free Brand-VOL

Cancellations	<ul style="list-style-type: none"> • Passenger cancels flight voluntarily
Travel Bans or Restrictions	<ul style="list-style-type: none"> • Passenger is NOT PART of the restriction but decides to forego travel even if the flight is pushing through
Passenger-Related	<ul style="list-style-type: none"> • Passengers missed to complete the travel documents and health requirements prior departure; and is therefore not cleared to check-in