

## FLIGHT UPDATES

Please be advised of the following cancellations for MNL-SIN v.v.:

Flight No.	Route	Frequency	Schedule		Remarks
			ETD	ETA	
PR509	MNL SIN	DAILY	1935H	2320H	From 09 to 28 March 2020
			1930H	2310H	From 29 to 31 March 2020
PR510	SIN MNL	DAILY	0020H	0355H	From 10 to 28 March 2020
			0030H	0410H	From 29 March to 01 April 2020

### Handling Guidelines:

1. Waiver on penalties such as rebooking/change fee/refund shall only apply on ticket/coupons affected by the above-mentioned scenarios.
2. Waiver on rebooking to higher RBD/BCC (due to original RBD/BCC is full) without additional fare collection may apply on the conditions: within the same class of service, same route and within the next thirty (30) days from the original flight date provided selected date is within the period of validity of the ticket (or within 30 days from date of ticket expiry).
3. Reissued ticket to reflect the new travel date, must indicate – “INVOL DUE PR\_\_/ (flight date) (XLD OR SC, as applicable), in the Endorsement/Restriction field.
4. For scenarios/transactions not mentioned above (including rerouting, etc.), a waiver code must be secured by the Travel Agency from your PR Account Officer. Said waiver code must be indicated on the Endorsement/Restriction field of the reissued ticket. In the absence of a waiver code, a corresponding Agent Debit Memo (ADM) will be issued.

Kindly refer to **IRREGULAR OPERATIONS HANDLING GUIDELINES (ADV USC18 - 033 dated 25 July 2018)** in case of rebooking or refund.

FOR TICKETS PURCHASED THROUGH TRAVEL AGENCIES: You may contact your travel agent for refunding or rebooking.

FOR TICKETS PURCHASED THROUGH THE PHILIPPINE AIRLINES WEBSITE: Please contact [onlinebooking@pal.com.ph](mailto:onlinebooking@pal.com.ph) for refunding or rebooking.

For any concerns, you may contact 24hrs reservation base on your location **PAL USA Hotline 1800 I FLY PAL (435 9725) and PAL MNL Hotline (+63) 8855 8888.**

### FOR YOUR INFORMATION AND GUIDANCE.

**Philippine Airlines**  
**USA – Sales**