

DOHA FLIGHT CANCELLATIONS

Due to the recent travel ban by the Qatar government on the entry of 14 nationalities - including Filipinos - over COVID-19 concerns, Philippine Airlines is compelled to cancel all flights To/From Doha from March 11, 2020 to March 15, 2020.

CANCELLED FLIGHTS FROM March 11 to March 15:

PR 684 / 685 Manila - Doha - Manila
(Mon / Wed / Thu / Fri / Sun)

Handling Guidelines for passengers holding tickets with above cancelled flights will be valid for request on or before 28 March 2020:

1. Rebooking and rerouting allowed for travel until 30 June 2020 (travel completion) with waiver of penalty. Must follow ticket validity and book on the same booking class, otherwise, collect difference in fare/tax/surcharge if applicable. Seats are subject to availability.

For partially used tickets, no fare difference will be collected if booked on the same booking class even if exceeding ticket validity. Otherwise, collect fare difference in fare/tax/surcharge if applicable. Seats are subject to availability.

The waiver of penalties for rebooking and rerouting to a new flight will only be allowed once for travel until 30 June 2020.

2. For passengers holding tickets on PR or OAL cancelled flights to/from Xiamen, Jinjiang, Guangzhou (Canton), Shanghai, Beijing, Hongkong and Macau with separate tickets on PR domestic sector, please be advised that we are also waiving penalties for rebooking (collect applicable fare/tax diff and NUF) and refund of the PR domestic sector, provided passenger will show proof of OAL ticket.
3. Refund the cost of tickets with penalties waived. Ticketing Service Charge remain non-refundable. For partially used tickets, refund the value of the unused portion.
4. Annotate in the endorsement box/Restriction field of the new ticket "Rebkng/Refund or Reroute (as applicable) COVID19"
5. Electronic Miscellaneous Documents (EMD) that are issued for ancillaries such as CESS, FESS and prepaid baggage may be refunded, rebooked / re-associated to the passenger's new PR-operated flight / flight date.

FOR YOUR INFORMATION AND GUIDANCE.

Philippine Airlines
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