

TAIPEI FLIGHT CANCELLATIONS

Due to a continuing slowdown in travel demand between Manila and Taipei amid COVID-19 concerns, Philippine Airlines is compelled to operate a reduced number of flights To and From Taipei from March 7, 2020 to March 28, 2020.

CANCELLED FLIGHTS FROM March 7 to March 28:

PR 890 / 891 Manila - Taipei - Manila
(Tues / Thur / Sat)

PLEASE NOTE THAT THE FOLLOWING FLIGHTS REMAIN OPERATIONAL:

PR 890 / 891 Manila - Taipei - Manila
(Mon / Wed / Fri / Sun)

FOR PASSENGERS OF CANCELLED FLIGHTS TO/FROM TAIPEI:

You have the option to request for rebooking/rerouting or refunding of your confirmed ticket on or before March 28, 2020. You may choose a new travel date that falls on or before June 30, 2020.

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 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**, or log on to the ManageMyBookingPortal at www.philippineairlines.com for flight rebooking.

You may check your flight status by visiting the Flight Status Page on the PAL website 48 hours before your trip.

We sincerely apologize for any inconvenience. Thank you for your understanding and kind cooperation.

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

1. Rebooking and rerouting allowed for travel on or before 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.

Annotate in the endorsement box/Restriction field of the new ticket “Rebkng/Refund or Reroute (as applicable) NCOV”

4. 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
USA – Sales