

## HANDLING GUIDELINES AMID COVID-19 CONCERNS

Dear Valued Travel Agents,

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** **OR**
- b. All passengers affected by cancelled flights due to COVID-19 and/or passengers covered by a travel ban (e.g. community quarantine, mandatory quarantine, Gov't/LGU restrictions on entry and exit to PH) covering the period **02 February to 30 June 2020**.

Allow for processing even after community quarantine period.

Applicable also 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 30 NOVEMBER 2020 only (travel completion) or within ticket validity, whichever comes first. **IMPORTANT NOTE:** Use the same booking class. If same BCC is not available, refer to applicable BCC per travel date.

Travel Date	02- 30 Jun 2020	01 July 2020 – 30 Nov 2020
Economy BCC	Y BCC if original BCC is not available*	original BCC
Premium/Business Class BCC	original BCC or next available BCC	original BCC

\* Indicate old fare basis/fare of original ticket

*If unable to confirm on original BCC, please email dalpo request to your PAL Representatives.*

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. Waiver of first rebooking applies for involuntary case (for as long as the cancellation is attributable to COVID-19).

- 1.a For passengers who opt to travel between 01 DECEMBER 2020 to 30 JUNE 2021 (travel completion), UNLIMITED waiver of rebooking fees on the same route, within ticket validity, collect fare/tax difference

REF: ADV USN20 – 38K DATED 11 JUN 2020

This Supersedes ADV USN20 – 38J DATED 06 JUN 2020

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- 1.b Partially Used Tickets (with expired NVA) are allowed to extend ONCE without additional fare collection on the same cabin until 31 JULY 2020 travel only. If the same BCC is not available, refer to BCC table above.
- 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.
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). For EMD issuance, refer to PR Contact Center (1-800-4359725). Request must be made until 30 November 2020.
  - 2.a 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). Indicate on E-ticket remarks: **“INVOL COVID19”**

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 (refer to PR Sales for status change to USED).

## **FOR VOLUNTARY CHANGES**

Applicable for tickets issued on/before 30 April 2020 (not covered by cancellation or not covered by a travel ban). Applicable only for tickets on PAL 079 plate. Not applicable for previously waived change fees due to either fare rules, special handling guidelines or ad hoc requests.

Handling Guidelines:

For tickets with travel dates 01 JUNE 2020 onwards, request for rebooking must be made until 30 NOVEMBER 2020 and at least 7 days before original flight departure.

1. Waive change fee once within ticket validity. Collect fare difference / taxes, if applicable.

Indicate waiver code in the new ticket **““USA0311RI001E”**, in the endorsement/restriction field.

2. Applicable penalties per fare brand shall apply if the above conditions are not met

Fare brands included are:

**Economy Supersaver / Economy Saver / Economy Value**

### **Business Value\* for Auckland and Middle East**

*Currently the following fare brands allow rebooking:*

*Economy Flex / Premium Economy/ Business Value\* (excluding AKL & ME) – 1st Rebooking Free*

*Business Flex - No Penalty for Rebooking/Rerouting/Upgrading/Reissuance*

3. 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 (1-800-4359725). Request for EMD conversion must be made until 30 NOVEMBER 2020.

*EMD Terms and Conditions: The Travel Voucher is valid for 1 year only and can be used to purchase PAL tickets/baggage/seat. This is not transferrable. For refund, follow fare rule of the ticket. For more information, you may refer to the PAL Website.*

4. **Last Option:** If passenger still insists refund, follow fare rules.

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 PR Sales for status change to USED).

For scenarios/transactions not mentioned above, refer to your Sales Office.

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