

**Dear Travel Agents,**

Please see the updates regarding the following:

1. Handling Guidelines on Irregular Operations by Travel Agents
2. Clark to Naga Operations Effective 16 January 2018
3. Genesis Transport Service To/From Clark Airport
4. Swingaround Bonus Miles for Premium Economy / Economy Plus and Business Class Tickets

## **HANDLING GUIDELINES ON IRREGULAR OPERATIONS BY TRAVEL AGENTS**

Tickets to be reissued due affected by IRROPS and where waiver code is no longer needed:

- 079 Tickets affected by flight cancellation
- 079 Tickets/coupons on PR point to point itinerary that are affected by schedule changes of two (2) hours and beyond.
- 079 coupons within one (1) ticket and with PR to PR connecting flights, that are affected by schedule changes on either of the connecting segment that are less than two (2) hours, and will not be able to meet the standard minimum connecting time.

### **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 original RBD/BCC is full) without additional fare collection may apply provided, within the same class of service and same route.
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.

### CLARK TO NAGA OPERATIONS EFFECTIVE 16 JANUARY 2018

Please be advised that Philippine Airlines will fly from Clark to Naga 2x daily. Unleash your adrenaline junkie in Naga and all the way to Camarines Sur – from the exhilarating wakeboarding experience in Pili, CamSur to the exciting waterfalls adventure in Naga!



ROUTE	FLIGHT NO.	FREQUENCY	SCHEDULE	
			ETD	ETA
CRK-WNP	2P2961	DAILY	0720H	0820H
	2P2965		1330H	1430H
WNP-CRK	2P2962		0840H	0940H
	2P2966		1500H	1600H

### GENESIS TRANSPORT SERVICE TO/FROM CLARK AIRPORT

In line with Philippine Airlines' expansion on the Clark Hub, please be advised that passengers may avail of the Premium Point to Point (P2P) Bus Service of Genesis Transport Service, Inc. Connect from various points in Metro Manila to Clark International Airport at a reasonable price. For updated prices and drop off points, please go to their Facebook page [@GenesisTransportInc](#) or contact **(02) 332 8075 / (02) 421 1425 / 0998-5827842**.

## **SWINGAROUND BONUS MILES FOR PREMIUM ECONOMY/ECONOMY PLUS AND BUSINESS CLASS TICKETS**

The bonus miles can be availed of by passengers who book the flight portion of their Swingaround bookings on Premium Economy / Economy Plus and Business Class, subject to the following terms and conditions:

1. Enrollment for Mabuhay Miles is required prior to the first qualifying flight.
2. Swingaround Bonus Miles shall only apply for the first portion of Flight + Hotel Swingaround bookings. This is on top of any base miles earned on eligible PAL flights.
3. Valid on all routes and eligible Booking Class Codes (BCC) of Premium Economy/Economy Plus and Business Class. Applicable BCC with the corresponding values are as follows:

Route	Premium Economy / Economy Plus (BCC: N / W)	Business Class (BCC: Z / I / D / C / J)
Domestic	250 miles / sector	500 miles / sector
International	500 miles / sector	1,000 miles / sector

4. Sales/Ticketing/Travel Period: 15 January 2018 onwards.
5. Swingaround Bonus Miles shall not count towards Elite-tier qualification.
6. Swingaround Bonus Miles shall only be extended once ticket/route has been flown.
7. Please allow at least 48 hours for Miles to be automatically credited to the member's Mabuhay Miles account. Otherwise, standard retro-crediting procedures and handling shall apply.
8. All terms and conditions of the Mabuhay Miles program shall apply.
9. Offer is subject to change without notice.

Thank you.