

Dear Travel Agents,

Please see the updates regarding the following:



1. Check Before You Fly
2. List of Stations with Check-in Counter Closure Time at One Hour Before ETD
3. Handling Guidelines for Manila to Kuwait Tickets
4. PAL's Enhancement of its Security Measures for US-bound Flights
5. Universal Air Travel Plan (UATP)
6. Amendment on Select Ancillaries for Domestic Economy Basic Fares

CHECK BEFORE YOU FLY



It is our shared responsibility to keep our passengers notified on any changes to their flight schedule.

Make it a habit to check your passengers' flight schedule in **two easy ways**:

-  Open the **Designated Queue (Q)** for Flight Schedule Changes. The affected segment is on KK status. Please update the KK segment to HK once the updated flight schedule has been relayed to passengers.
-  If the flight will depart within 48 hours, go to **philippineairlines.com/#PALFlightStatus** or click the **Flight Status Tab** in the PAL website.

If you receive Flight Notifications from PAL, please ensure to notify your passengers of their updated flight information. **Passengers can also automatically receive Flight Notification e-mails from Philippine Airlines if you input their contact information in their PNR.**

Note: Mobile number must be entered in the **CTCM field**, while e-mail address must be entered in the **CTCE field** for PAL to be able to recognize the contact information. Entries for contact information by respective GDS:

GDS	Entry
Abacus	3CTCE/JOHN..SMITH//YAHOO.COM-1.1
Amadeus	SRCTCE-JOHN..SMITH//YAHOO.COM
Apollo	@:3SSRCTCEYYHK1/N1/JANE.SMITH//GMAIL.COM
Galileo	SI.P1/SSRCTCEYYHK1/J.SMITH@GMAIL.COM
Worldspan	3SSRCTCEYYHK1/ J.SMITH//GMAIL.COM
Sabre GDS	3CTCE/DOMINGO..REYES//YAHOO.COM.PH-2.1
Infini	3CTCE/INFINI//GMAIL.COM-1.2
Axess	3 SSR CTCE PR HK1/BOB.THOMAS//AXESS.CO.JP-1.2
TravelSky	SSR CTCE YY HK1 JOHN..SMITH//TRAVELSKY.COM/P1

Keep in mind that:

- ☒ Flight Notifications help avoid unnecessary customer complaints.
- ☒ Happy customers will continue booking with you.

LIST OF STATIONS WITH CHECK-IN COUNTER CLOSURE TIME AT ONE HOUR BEFORE ETD

Please be reminded of the one-hour counter closure time for the list of stations as follows:

- Bangkok (BKK)
- Doha (DOH)
- Dubai (DXB)
- Jeddah (JED)
- Kuala Lumpur (KUL)
- Kuwait (KWI)
- London (LHR)
- New York (JFK)
- Shanghai (PVG)
- Riyadh (RUH)
- Toronto (YYZ)
- Vancouver (YVR)

Concerned Stations are reminded to strictly follow the one hour closing time policy at the check-in counter to ensure that all passengers are not at the holding area in time for boarding and door closure within the standard 5-minute before ETD window.

On the other hand, the rest of the Domestic and International online stations not included in the above list remain to observe the 45 minutes check-in counter closure time before ETD.

Appreciate this reminder to your passengers for better service.

HANDLING GUIDELINES FOR MANILA TO KUWAIT TICKETS

Following the directive of the President of the Philippines, the Department of Labor & Employment has announced for the total ban of deployment of all Overseas Filipino Workers (OFW) in Kuwait.

In view of this, the following guidelines must be observed on tickets (regardless if with restricted/unrestricted fare rules) only of the OFWs and their dependents and with routing from Manila to Kuwait.

Rebooking shall be allowed without penalty, using the same RBD/BCC, provided the tickets are valid or within the ticket validity period.

However, for those expiring tickets, rebooking without additional fare may only be allowed if new flight date shall be within thirty (30) days from the original ticket validity. Otherwise, additional fare shall be assessed. Change fee shall be waived.

In cases when rebooking shall be made on a higher RBD/BCC, an additional fare shall be assessed / collected, and ticket must be reissued. Change fee/rebooking penalty shall be waived.

Passengers who opted to refund their tickets and/or EMD for ancillaries, shall be allowed. Waive refund penalty.

Electronic Miscellaneous Document (EMD) that are issued for ancillaries such as CESS, FESS and prepaid baggage may be rebooked to the passenger's new flight/flight date.

For tickets that will require reissuance or ticket exchange, annotate the Endorsement/Restriction field of the new ticket with – INVOL DUE KWI TRVL BAN.

Should there be queries and clarifications, please contact your respective PAL Account Officers.

PAL'S ENHANCEMENT OF ITS SECURITY MEASURES FOR US-BOUND FLIGHTS

Effective February 15, 2018, Philippine Airlines is implementing enhanced security measures for its US-bound flights, specifically, from Manila to Los Angeles, San Francisco, Honolulu and Guam, as well as PAL flights from Vancouver to New York (JFK) by way of additional check-in procedures.

These measures are in compliance with the regulatory requirements of the US Department of Homeland Security for all flights operating from the 'last point of departure to the United States'.

PAL is advising passenger of US-bound flights to expect a slightly different check-in set-up and to allot extra time to arrive early at the airport, preferably 3-4 hours before flight departure.

The airline is also seeking the understanding and kind cooperation of passengers as it strives to find ways to offer the riding public with better, much safer and more efficient service.

UNIVERSAL AIR TRAVEL PLAN (UATP)



Please be reminded that PAL is a Universal Air Travel Plan (UATP) merchant and therefore accepts this form of payment through BSP travel agents and PAL direct channels such as ticket offices, airport counters and Domestic Sales Agency (DSA). For BSP agents, charge approval shall be through the BSP Network with direct connection to UATP's ATCAN authorization system.

Prime issuance and reissuance of international tickets, ancillaries covered by electronic miscellaneous document (EMD), excess baggage transaction documented by miscellaneous sales receipt (MSR) may be charged to UATP.

For your guidance.

AMENDMENT ON SELECT ANCILLARIES FOR DOMESTIC ECONOMY BASIC FARES

Please be advised of the changes on the following select ancillaries for Domestic Economy Basic fare brand, effective immediately:

SECTORS	ANCILLARY	ECONOMY BASIC (BCCs U and O)	
		CURRENT	NEW
Inter-Domestic and Clark Hubs	Prepaid Baggage	Must be purchased only upon ticket issuance	May purchase anytime on/after ticket issuance up to 4hrs before flight
	Choice Economy Seats		May purchase anytime on/after ticket issuance
	Forward Economy Seats		