

REMINDER ON IMPROPER GDS PRACTICES

Dear Valued Travel Agents,

Philippine Airlines remains vigilant in addressing unproductive costs, which continue to increase throughout the years. Part of such costs are the Cancellation Fees being charged to PR by the various GDSs.

We have noted that such cancellations result from improper GDS booking practices such as Churning or the repeated cancelling and rebooking of same itinerary for the same passenger, duplicate bookings, and speculative bookings without firm passengers.

We have taken a number of initiatives to control these costs but would need your cooperation to ensure that your staff adhere to the correct GDS usage and practices.

To manage distribution costs, PR will continue to monitor the booking behaviors of our travel agency partners. Likewise, effective immediately, PR will enforce a new policy whereby travel agencies found to have made excessive cancellations will be restricted from booking on PR.

We strongly encourage you to do your part by being more responsible with your booking practices. This way, we will continue to have a successful partnership to allow us to serve you better.

Thank you.