

CHINA FLIGHT CANCELLATIONS AND REDUCTIONS

February 01, 2020

Dear Valued Travel Agents,

In the public interest, beginning February 1st, 2020, we are reducing our flights between Manila and Greater China by over 50%.

There is a need to maintain a number of our flights on the various Manila-China routes, so that we can serve the urgent travel needs of our passengers, including many Chinese nationals returning to the mainland following their Lunar New Year holidays, and Filipinos who are returning home from their stays in China.

FLIGHT CANCELLATIONS

FEB 01 PR 300 Manila - Hong Kong
(Passengers protected on PR318 MNL HKG)

FEB 01 PR 301 Hong Kong - Manila
(Passengers protected on PR319 HKG - MNL)

FEB 01 PR 306 Manila - Hong Kong
(Passengers protected on PR310 MNL HKG)

FEB 01 PR 307 Hong Kong - Manila
(Passengers protected on PR311 HKG - MNL)

FEB 01 PR 312 Manila - Hong Kong
(Replacement flight PR5312 Feb 02 Dep MNL 0430H arr HKG 0650H)

FEB 02 PR 358 Manila - Beijing
FEB 02 PR 359 Beijing – Manila

FEB 02 PR 300 Manila - Hong Kong
(Passengers protected on PR318 MNL HKG)

FEB 02 PR 301 Hong Kong – Manila

FEB 02 PR 306 Manila - Hong Kong
(Passengers protected on PR310 MNL HKG)

FEB 02 PR 307 Hong Kong - Manila
(Passengers protected on PR311 HKG - MNL)

FEB 02 PR 312 Manila - Hong Kong
Replacement flight: PR5312 03Feb Dep MNL 0430H arr HKG 0650H

FEB 02 PR 382 Manila – Guangzhou

FEB 02 PR 383 Guangzhou - Manila

FEB 03 PR 300 Manila - Hong Kong
(Passengers protected on PR318 MNL HKG)

FEB 03 PR 301 Hong Kong - Manila
(Passengers protected on PR319 HKG - MNL)

FEB 03 PR 306 Manila - Hong Kong
(Passengers protected on PR310 MNL HKG)

FEB 03 PR 307 Hong Kong - Manila
(Passengers protected on PR311 HKG - MNL)

FEB 03 PR 312 Manila - Hong Kong
Replacement flight PR5312 04Feb Dep MNL 0430H arr HKG 0650H

FEB 04 - MAR 31 PR 318 Manila - Hong Kong (Daily)

FEB 04 - MAR 31 PR 319 Hong Kong - Manila (Daily)

FEB 04 - MAR 31 PR 312 Manila - Hong Kong ((Daily)

FEB 05 - APR 1 PR 313 Hong Kong - Manila ((Daily)

FEB 05 - FEB 29 PR 352 Manila - Macau (M/W/F/Sa)

FEB 05 - FEB 29 PR 353 Macau - Manila (M/W/F/Sa)

MAR 2 - MAR 30 PR 352 Manila - Macau (Mon/ Fri)

MAR 2 - MAR 30 PR 353 Macau - Manila (Mon/ Fri)

FEB 04 - FEB 28 PR 382 Manila - Guangzhou (Tu/Th/F/Su)

FEB 04 - FEB 28 PR 383 Guangzhou - Manila (Tu/Th/F/Su)

MAR 3 - MAR 31 PR 382 Manila - Guangzhou (Tu/Su)

MAR 3 - MAR 31 PR 383 Guangzhou - Manila (Tu/Su)

FEB 10 - FEB 15 PR 334 Manila - Xiamen (Mon /Sa)

FEB 10 - FEB 15 PR 335 Xiamen - Manila (Mon/ Sa)

FEB 13 - FEB 27 PR 334 Manila - Xiamen.(Thur)

FEB 13 - FEB 27 PR 335 Xiamen - Manila (Thur)

FEB 23 PR 330 Manila - Xiamen (Sun)

FEB 23 PR 331 Xiamen - Manila (Sun)

FEB 8 - FEB 11 PR 356 Manila - Jinjiang (Tues / Sat)

FEB 8 - FEB 11 PR 357 Jinjiang - Manila (Tues / Sat)

FEB 18 - FEB 25 PR 330 Manila - Xiamen (Tues)
FEB 18 - FEB 25 PR 331 Xiamen - Manila (Tues)
FEB 16 - FEB 22 PR 356 Manila - Jinjiang (W/F/Sa/Su)
FEB 16 - FEB 22 PR 357 Jinjiang - Manila (W/F/Sa/Su)
FEB 24 - FEB 29 PR 356 Manila - Jinjiang (M/W/F/Sa)
FEB 24 - FEB 29 PR 357 Jinjiang - Manila (M/W/F/Sa)
MAR 4 - MAR 25 PR 356 Manila - Jinjiang (Wed)
MAR 4 - MAR 25 PR 357 Jinjiang - Manila (Wed)
FEB 5 - FEB 29 PR 336 Manila - Shanghai Pudong (M/W/Sa)
FEB 5 - FEB 29 PR 337 Shanghai Pudong - Manila (M/W/Sa)
FEB 7 - FEB 28 PR 338 Manila - Shanghai Pudong (Fr)
FEB 7 - FEB 28 PR 339 Shanghai Pudong - Manila (Fr)
FEB 4 - FEB 28 PR 358 Manila - Beijing (Tues/ Fri)
FEB 4 - FEB 28 PR 359 Beijing - Manila (Tues/ Fri)
FEB 4 - FEB 25 PR 360 Manila - Beijing (Tues / Sun)
FEB 5 - FEB 26 PR 361 Beijing - Manila (Mon / Wed)
MAR 3 - MAR 31 PR 360 Manila - Beijing (Tues)
MAR 4 - APR 1 PR 361 Beijing - Manila (Wed)

All other Manila - China and China - Manila flights are still operational. Nonetheless, we expect that we will need to further reduce our China flights in the coming weeks, based on our daily assessment of the situation and subject to guidelines and instructions from the DOH/BOQ and concerned government authorities.

Please continue to check our advisories in the coming weeks for any further changes.

FOR TICKETS PURCHASED THROUGH TRAVEL AGENCIES: You may contact your travel agent for rebooking/ rerouting / refunding.

The following are the Guidelines valid for request on or before 29 February 2020:

- 1.Rebooking and rerouting allowed for travel until 30 June 2020 with waiver of penalty, collect fare/tax difference and no show fee if applicable. Seats are subject to availability.

2. Refund the cost of tickets with penalties waived. No show fee is not applicable for waiver. For partially used tickets, refund the value of the unused portion.

Example 1:

MNL

HKG PR K K 30SEP KXTHK 14OCT 25

MNL PR K K KXTHK

02OCT14OCT 25

USD 271.00 30SEP20MNL PR HKG135.50PR MNL135.50NUC
271.00END ROE1.000000

MNL to HKG flown or used, remaining coupon HKG to MNL coupon value 135.50 NUC
Amount to be refunded USD136 rounding, follow rounding off rule.

Example 2:

SHA

MNL PR X X 30SEP XFCN 14OCT 25

SHA PR U U U9FNYS 02OCT14OCT 25

CNY 1770 30SEP20SHA PR MNL186.59PR SHA63.85NUC
250.44END ROE7.047421

SHA to MNL used or flown, remaining coupon MNL to SHA coupon value 63.85
NUC63.85 multiplied by ROE7.047421 = CNY449.97
Amount to be refunded CNY450.

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

3. 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 any concerns, you may contact our hotline (+632) 8855-8888 or your respective PAL Account Officer.

Thank you.