

## **PAL TO RESUME TAIWAN FLIGHTS AFTER LIFTING OF TRAVEL BAN (as of 14 February 2020, 7:30PM)**

The Philippine Government has announced the lifting of the travel ban to and from Taiwan, as recorded in the official Civil Aeronautics Board Advisory dated 14 February 2020.

The decision clears the way for Philippine Airlines to resume service between Manila and Taipei after operational arrangements can be finalized and secured.

We are thus operating the following flight schedule to and from Taipei Taoyuan International Airport starting from 21 February 2020, as follows:

- PR890/891 Manila-Taipei-Manila
  - Every Monday, Wednesday, Friday and Sunday (21 February to 29 February)
  - Daily (from 01 March 2020)
- PR890 to depart Manila at 6:05 AM and arrive in Taipei at 8:30 AM
- PR891 to depart Taipei at 9:30 AM and arrive in Manila at 11:40 AM

From 29 March 2020 onwards, our standard regular schedule of twice daily flights (PR890/891 and PR894/895) is still in effect.

Passengers originally confirmed on cancelled MNL-TPE and TPE-MNL flights now have the opportunity to book on the restored PR890 and PR891 flights:

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

**FOR TICKETS PURCHASED THROUGH THE PAL WEBSITE, or PAL CONTACT CENTER:** You may contact our hotline (+632) 8855-8888 for rebooking.

**FOR TICKETS PURCHASED THROUGH A PAL TICKET OFFICE:** You may visit the PAL ticket office nearest you.

PAL passengers who are in Taipei may contact PAL TAIPEI RESERVATIONS AT 02-2506-7255 or 8862-2506-7255.

We thank you for your patience and understanding.

**The following are the Handling Guidelines for passengers holding tickets with cancelled flights to and from Xiamen, Jinjiang, Guangzhou (Canton), Shanghai, Beijing, Hongkong, Macau and Taipei for travel until 28 March 2020, and shall be valid for request on or before 29 February 2020:**

1. Rebooking and rerouting allowed for travel until 30 June 2020 with waiver of penalty. Must follow ticket validity and book on the same booking class, otherwise, collect difference in fare/tax/surcharge if applicable. Seats are subject to availability.
2. For passengers holding tickets on OAL cancelled flights to/from Xiamen, Jinjiang, Guangzhou (Canton), Shanghai, Beijing, Hongkong, Macau and Taipei with separate tickets on PR domestic sector, please be advised that we are also waiving penalties for rebooking (collect applicable fare/tax diff and NUF) and refund of the PR domestic sector, provided passenger will show proof of OAL ticket.
3. Refund the cost of tickets with penalties waived. For partially used tickets, refund the value of the unused portion.

**Example 1: MNL**

HKG PR 300 H H 20MAY 0755 HXTHK 25  
MNL PR 313 H H 27MAY 0805 HXTHK 25

USD 561.00 20MAY20MNL PR HKG280.50PR MNL280.50NUC  
561.00END ROE1.000000

MNL to HKG flown or used, remaining coupon HKG to MNL coupon value 280.50 NUC  
Amount to be refunded USD281 rounding, follow rounding off rule.

**Example 2: SHA**

MNL PR 337 K K 20MAY 1600 KFCN 20JUN 25  
SHA PR 336 X X 25MAY 1050 XFCN 20JUN 25

CNY 2560 20MAY20SHA PR MNL178.20PR SHA188.98NUC  
367.18END ROE6.958176

SHA to MNL used or flown, remaining coupon MNL to SHA coupon value 188.98  
NUC188.98 multiplied by ROE6.958176= CNY1,314.95  
Amount to be refunded CNY1,320.

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

4. 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.