

Coronavirus – Philippines Customer Guidelines (February 2020)

Answer Id 8020 | Updated 26/03/2020 01.08 PM (GMT)

Summary

The Philippines Government has restrictions in place for customers on flights to/from Hong Kong due to the ongoing situation with the Coronavirus outbreak.

More information

You do not need to add any keywords or endorsements unless they have been mentioned below.

Philippines - 14 February 2020 at 1750 hours (UK) - Update 4

Advice for BA-125 customers whose BA flight is still OPERATING to HKG with a through ticketed journey to the Philippines

Airports/Flights affected	All BA flights to/from HKG with connecting flights on any carrier to/from: MNL - Manila, CRK - Clark CEB - Cebu DVO - Davao Must be a through ticketed journey
Tickets issued by	04 February 2020
Rebooking Allowance on QR	Original Ticket Travel Dates: up to 29 February 2020 New Travel Dates: up to and including 04 March 2020 Rebook onto a Qatar Airlines (QR) operated service to/from Manila (MNL) and Doha (DOH) Then rebook onto any British Airways connecting service between Doha (DOH) and London (LHR) vice versa Rebook into the same class as the original flight or lowest available in the same cabin Does not include Redemptions Must add OS QR INVOL DUE TO HONG KONG If BA Doha connection is inconvenient then may rebook onto a QR operated service between DOH and LON vice versa If changing Philippines gateway must advise customer that travel to/from original points are at their expense, including consequential costs, e.g. surface transport, hotel, etc. add remark into the booking stating that customer has been advised of the above

	<p>Advise customer to check the current entry and visa requirements for new journey</p> <p>If flights to/from HKG to the Philippines have been cancelled then follow standard customer guidelines</p>
Rebooking Allowance on MH	<p>Original Ticket Travel Dates: up to 29 February 2020</p> <p>New Travel Dates: up to and including 04 March 2020</p> <p>Rebook onto a Malaysian Airlines (MH) operated service to/from Manila (MNL) and Kuala Lumpur (KUL)</p> <p>Then rebook onto any British Airways connecting service between Kuala Lumpur (KUL) and London (LHR) vice versa</p> <p>Rebook into the same class as the original flight or lowest available in the same cabin</p> <p>Includes Redemptions</p> <p>Must add OS MH INVOL DUE TO HONG KONG</p> <p>If changing Philippines gateway must advise customer that travel to/from original points are at their expense, including consequential costs, e.g. surface transport, hotel, etc. add remark into the booking stating that customer has been advised of the above</p> <p>Advise customer to check the current entry and visa requirements for new journey</p>
Rebooking Allowance on PR	<p>Original Ticket Travel Dates: up to 03 April 2020</p> <p>New Travel Dates: up to and including 03 April 2020</p> <p>Rebook onto a Philippine Airlines (PR) operated service to/from Manila (MNL) and Singapore (SIN) or Bangkok (BKK).</p> <p>Alternatively rebook PR between Cebu (CEB) and Bangkok (BKK)</p> <p>Then rebook onto any British Airways connecting service between Singapore/Bangkok and London (LHR) vice versa</p> <p>Rebook into the same class as the original flight or lowest available in the same cabin</p> <p>Includes Redemptions</p> <p>Must add OS PR INVOL DUE TO HONG KONG</p> <p>If changing Philippines gateway must advise customer that travel to/from original points are at their expense, including consequential costs, e.g. surface transport, hotel, etc. add remark into the booking stating that customer has been advised of the above</p>

	Advise customer to check the current entry and visa requirements for new journey
Origin/Destination/Stopover changes	Yes only as specified above
Refunds Allowed	No If any of the original flights have been cancelled then refund using standard customer guidelines
Redemptions included	No
Important Information	<p>one involuntary ticket change allowed from the above options</p> <p>BA operated connecting flights may be rebooked under these guidelines</p> <p>If flights to/from HKG to the Philippines have been cancelled then these rebooking options may be used</p> <p>This policy only applies to customers with connections to the Philippines. All other connecting services e.g. LHR-HKG-SYD are not included in this guideline</p> <p>Terms and conditions from original ticket apply for any voluntary changes</p> <p>Adherence to commercial policies/conditions of carriage guidelines remains entirely the responsibility of the user. BA reserves the right to withdraw guidelines at any time</p>

Philippines - 04 February 2020 at 1620 hours (UK) - Update 3

Advice for BA-125 customers whose BA flight is still OPERATING to HKG with a through ticketed journey to the Philippines

Airports/Flights affected	<p>All BA flights to/from HKG with connecting flights on any carrier to/from:</p> <p>MNL - Manila,</p> <p>CRK - Clark</p> <p>CEB - Cebu</p> <p>DVO - Davao</p> <p>Must be a through ticketed journey</p>
Tickets issued by	04 February 2020
Ticket travel dates	04 February – 29 February 2020
New travel dates	Up to and including 04 March 2020
Rebooking Allowance on QR	<p>Rebook onto a Qatar Airlines (QR) operated service to/from Manila (MNL) and Doha (DOH)</p> <p>Then rebook onto any British Airways connecting service between Doha (DOH) and London (LHR) v.v</p>

	<p>Rebook into the same class as the original flight or lowest available in the same cabin</p> <p><u>Important Information</u></p> <p>Does not include Redemptions</p> <p>Must add OS QR INVOL DUE TO HONG KONG</p> <p>If BA Doha connection is inconvenient then may rebook onto a QR operated service between DOH and LON v.v</p> <p>If changing Philippines gateway must advise customer that travel to/from original points are at their expense, including consequential costs, e.g. surface transport, hotel, etc. add remark into the booking stating that customer has been advised of the above</p> <p>Advise customer to check the current entry and visa requirements for new journey</p> <p>If flights to/from HKG to the Philippines have been cancelled then follow standard conditions of carriage</p>
Rebooking Allowance on MH	<p>Rebook onto a Malaysian Airlines (MH) operated service to/from Manila (MNL) and Kuala Lumpur (KUL)</p> <p>Then rebook onto any British Airways connecting service between Kuala Lumpur (KUL) and London (LHR) v.v</p> <p>Rebook into the same class as the original flight or lowest available in the same cabin</p> <p><u>Important Information</u></p> <p>Includes Redemptions</p> <p>Must add OS MH INVOL DUE TO HONG KONG</p> <p>If changing Philippines gateway must advise customer that travel to/from original points are at their expense, including consequential costs, e.g. surface transport, hotel, etc. add remark into the booking stating that customer has been advised of the above</p> <p>Advise customer to check the current entry and visa requirements for new journey</p>
Rebooking Allowance on PR	<p>Rebook onto a Philippine Airlines (PR) operated service to/from Manila (MNL) and Singapore (SIN) or Bangkok (BKK).</p> <p>Alternatively rebook PR between Cebu (CEB) and Bangkok (BKK)</p> <p>Then rebook onto any British Airways connecting service between Singapore/Bangkok and London (LHR) v.v</p> <p>Rebook into the same class as the original flight or</p>

	<p>lowest available in the same cabin</p> <p><u>Important Information</u></p> <p>Includes Redemptions</p> <p>Must add OS PR INVOL DUE TO HONG KONG</p> <p>If changing Philippines gateway must advise customer that travel to/from original points are at their expense, including consequential costs, e.g. surface transport, hotel, etc. add remark into the booking stating that customer has been advised of the above</p> <p>Advise customer to check the current entry and visa requirements for new journey</p>
Origin/Destination/Stopover changes	Yes only as specified above
Refunds Allowed	No
Redemptions included	No
Important Information	<p>one involuntary ticket change allowed from the above options</p> <p>BA operated connecting flights may be rebooked under these guidelines</p> <p>If flights to/from HKG to the Philippines have been cancelled then follow standard conditions of carriage for the operating carrier</p> <p>This policy only applies to customers with connections to the Philippines. All other connecting services e.g. LHR-HKG-SYD are not included in this guideline</p> <p>Terms and conditions from original ticket apply for any voluntary changes</p> <p>Adherence to commercial policies/conditions of carriage guidelines remains entirely the responsibility of the user. BA reserves the right to withdraw guidelines at any time</p>

Philippines - 04 February 2020 at 1620 hours (UK) - Update 2

Advice for BA-125 customers whose BA flight is still OPERATING to HKG with a through ticketed journey to the Philippines

Airports/Flights affected	<p>All BA flights to/from HKG with connecting flights on any carrier to/from:</p> <p>MNL - Manila,</p> <p>CRK - Clark</p> <p>CEB - Cebu</p> <p>DVO - Davao</p> <p>Must be a through ticketed journey</p>
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Tickets issued by	04 February 2020
Ticket travel dates	04 February – 29 February 2020
New travel dates	Up to and including 04 March 2020
Rebooking Allowance on QR	<p>Rebook onto a Qatar Airlines (QR) operated service to/from Manila (MNL) and Doha (DOH)</p> <p>Then rebook onto any British Airways connecting service between Doha (DOH) and London (LHR) v.v</p> <p>Rebook into the same class as the original flight or lowest available in the same cabin</p> <p><u>Important Information</u></p> <p>Does not include Redemptions</p> <p>Must add OS QR INVOL DUE TO HONG KONG</p> <p>If BA Doha connection is inconvenient then may rebook onto a QR operated service between DOH and LON v.v</p> <p>If changing Philippines gateway must advise customer that travel to/from original points are at their expense, including consequential costs, e.g. surface transport, hotel, etc. add remark into the booking stating that customer has been advised of the above</p> <p>Advise customer to check the current entry and visa requirements for new journey</p> <p>If flights to/from HKG to the Philippines have been cancelled then follow standard conditions of carriage</p>
Rebooking Allowance on MH	<p>Rebook onto a Malaysian Airlines (MH) operated service to/from Manila (MNL) and Kuala Lumpur (KUL)</p> <p>Then rebook onto any British Airways connecting service between Kuala Lumpur (KUL) and London (LHR) v.v</p> <p>Rebook into the same class as the original flight or lowest available in the same cabin</p> <p><u>Important Information</u></p> <p>Includes Redemptions</p> <p>Must add OS MH INVOL DUE TO HONG KONG</p> <p>If changing Philippines gateway must advise customer that travel to/from original points are at their expense, including consequential costs, e.g. surface transport, hotel, etc. add remark into the booking stating that customer has been advised of the above</p> <p>Advise customer to check the current entry and visa requirements for new journey</p>

	If flights to/from HKG to the Philippines have been cancelled then follow standard conditions of carriage
Origin/Destination/Stopover changes	Yes only as specified above
Refunds Allowed	No Except redemption tickets can be refunded
Redemptions included	No – but Redemptions can be refunded
Important Information	<p>one involuntary ticket change allowed from the above options</p> <p>BA operated connecting flights may be rebooked under these guidelines</p> <p>Customers with connections on the same ticket involuntary rebook into the same class as original</p> <p>This policy only applies to customers with connections to the Philippines. All other connecting services e.g. LHR-HKG-SYD are not included in this guideline</p> <p>Terms and conditions from original ticket apply for any voluntary changes</p> <p>Adherence to commercial policies/conditions of carriage guidelines remains entirely the responsibility of the user. BA reserves the right to withdraw guidelines at any time</p>

Philippines - 04 February 2020 at 1550 hours (UK) - Update 1

Advice for BA-125 customers whose BA flight is still OPERATING to HKG with a through ticketed journey to the Philippines

Airports/Flights affected	All BA flights to/from HKG with connecting flights on any carrier to/from: MNL - Manila, CRK - Clark CEB - Cebu DVO - Davao Must be a through ticketed journey
Tickets issued by	04 February 2020
Ticket travel dates	04 February – 29 February 2020
New travel dates	Up to and including 04 March 2020
Rebooking Allowance	Rebook onto a Qatar Airlines (QR) operated service to/from Manila (MNL) and Doha (DOH) Then rebook onto any British Airlines connecting service between Doha (DOH) and London (LHR) v.v Rebook into the same class as the original flight or lowest available in the same cabin

	<p><u>Important Information</u></p> <p>Does not include Redemptions</p> <p>Must add OS QR INVOL DUE TO HONG KONG</p> <p>If BA Doha connection is inconvenient then may rebook onto a QR operated service between DOH and LON v.v</p> <p>If changing Philippines gateway must advise customer that travel to/from original points are at their expense, including consequential costs, e.g. surface transport, hotel, etc. add remark into the booking stating that customer has been advised of the above</p> <p>Advise customer to check the current entry and visa requirements for new journey</p> <p>If flights to/from HKG to the Philippines have been cancelled then follow standard conditions of carriage</p>
Origin/Destination/Stopover changes	Yes only as specified above
Refunds Allowed	<p>No</p> <p>Except redemption tickets can be refunded</p>
Redemptions included	No – but Redemptions can be refunded
Important Information	<p>one involuntary ticket change allowed from the above options</p> <p>BA operated connecting flights may be rebooked under these guidelines</p> <p>Customers with connections on the same ticket involuntary rebook into the same class as original</p> <p>This policy only applies to customers with connections to the Philippines. All other connecting services e.g. LHR-HKG-SYD are not included in this guideline</p> <p>Terms and conditions from original ticket apply for any voluntary changes</p> <p>Adherence to commercial policies/conditions of carriage guidelines remains entirely the responsibility of the user. BA reserves the right to withdraw guidelines at any time</p>