

HANDLING GUIDELINES AMID COVID-19 CONCERNS

Dear Valued Travel Agents,

The following handling guidelines shall apply to all affected passengers amid COVID-19 concerns.

These shall apply to all international and domestic routes on PR and 2P operational flights including codeshare and interline whether totally unused or partially used tickets.

FOR INVOLUNTARY CHANGES

Applicable for the following:

- a. All passengers holding tickets with travel from **15 March to 30 April 2020**.
- b. All passengers affected by cancelled flights due to COVID-19 and/or passengers covered by a travel ban (e.g. community quarantine, denial from thermal screening, mandatory quarantine/self-isolation, etc.) covering the period **02 February to 31 May 2020**.

Allow for processing even after 12 April 2020.

Applicable also to all sectors in the ticket provided that all sectors are in PR 079 plate.

Guidelines:

1. Waive change fee once and without additional fare collection if new travel date is on the same cabin (or class of service) and same route. **IMPORTANT NOTE:** If the same BCC is not available, please use Booking Class "Y", indicate old fare basis/fare of original ticket. To reiterate, for tickets with beyond routes (PR-OAL), please follow original BCC on old ticket of OAL sector. Valid for travel until 30 November only or within ticket validity, whichever comes first. Not valid on Peak season dates for USA/Canada: Outbound (Ex-PH) 15 July to 15 September 2020; Inbound (Ex-US/Canada) 15 June to 31 July 2020.

1.a For succeeding rebookings: waive **UNLIMITED** rebooking fees, must book on original BCC, collect additional fare difference/tax versus original BCC, and collect no-show fee, if applicable. Travel within original ticket validity.

1.b For passengers who opt to travel on 01 December 2020 and onwards and during peak season for above date for US/CA, waive change fee (unlimited) on the same route, within ticket validity, collect fare/tax difference.

1.c Partially Used Tickets (with expired NVA) are allowed to extend ONCE without additional fare collection on the same cabin until 31 July 2020 travel only. If the same BCC is not available, please use Booking Class "Y," **not valid on peak season for USA/Canada**.

1.d For rerouting, waive change fee once, collect fare difference and applicable taxes, within ticket validity.

Indicate in the new ticket "INVOL COVID19" in the endorsement/restriction field.

2. If passenger is undecided on new travel date, convert the full unused value of the refundable or non-refundable ticket into EMD, excluding TSC (ticketing service charge). For EMD issuance, refer to PR Contact Center (8855-8888) or available PR ticket offices.

2.a **Travel Voucher (EMD) Incentive - passengers who opt to convert unused value of ticket to EMD, will have additional 10% of unused value as incentive.**

EMD Terms and Conditions: The Travel Voucher is valid for 1 year and can be used to purchase PAL tickets/baggage/seat. This is not transferrable but refundable. For more information, you may refer to the PAL Website.

For international passengers with domestic connection within the lockdown period that will result to an out-of-sequence ticket and who will request to forfeit domestic sector, allow without fee (agent to refer to CPC for status change to USED).

FOR VOLUNTARY CHANGES

Applicable for tickets issued on/before **30 APRIL 2020** (not covered by cancellation or not covered by a travel ban). Applicable only for tickets on PAL 079 plate. Not applicable for previously waived change fees due to either fare rules, special handling guidelines or ad hoc requests.

Guidelines:

For tickets with travel dates 01 May 2020 onwards, changes must be made at least 7 days before departure.

1. Waive change fee once within ticket validity. Collect fare difference / taxes, if applicable.

Indicate waiver code in the new ticket **“xxx0311RI001E”**, in the endorsement/restriction field.

2. Applicable penalties per fare brand shall apply if the above conditions are not met

Fare brands included are:

**Economy Supersaver / Economy Saver / Economy Value
Business Value* for Auckland and Middle East**

Currently the following fare brands allow rebooking:

Economy Flex / Premium Economy/ Business Value (excluding AKL & ME) – 1st Rebooking Free*

Business Flex - No Penalty for Rebooking/Rerouting/Upgrading/Reissuance

3. If passenger is undecided on new travel date, convert the full unused value of the refundable or non-refundable ticket into EMD, excluding TSC (ticketing service charge). For EMD issuance, refer to PR Contact Center (8855-8888) or available PR ticket offices.

EMD Terms and Conditions: The Travel Voucher is valid for 1 year and can be used to purchase PAL tickets/baggage/seat. This is not transferrable. For refund, follow fare rule of the ticket. For more information, you may refer to the PAL Website.

4. If passenger still insists refund, follow fare rules.

Failure to collect applicable fees / taxes and to follow fare rules will be subject to Debit Memo.

For international passengers with domestic connection within the lockdown period that will result to an out-of-sequence ticket and who will request to forfeit domestic sector, allow without fee (agent to refer to CPC for status change to USED).

For scenarios/transactions not mentioned above, refer to your Account Officer.