

UPDATES ON PLANS FOR PARTIAL RESUMPTION OF FLIGHTS

As of today, we wish to keep you updated on our plans to resume some international and domestic flights on selected routes in the coming weeks.

However, we caution you that these plans are highly subject to change, depending on a number of crucial factors related to the COVID-19 outbreak. These factors include the duration of current Philippine community quarantine, the status of relevant travel bans and restrictions imposed by various government and their effect on passenger demand, and above all on the public health and safety situation in each of the cities and countries that PAL serves.

INTERNATIONAL FLIGHTS

April 15 to 30

PAL will not operate any international routes for the rest of April 2020.

However, we shall continue to consider operating ad hoc special flights to retrieve stranded passengers as well as cargo flights to keep intact critical supply chains across our islands and within the Asia/Pacific region.

May 1 to 31

We are setting plans to operate a reduced number of weekly flights on our routes to Japan, the USA, Canada, Guam, Australia, the U.K., Singapore, Thailand, Cambodia, Vietnam, Malaysia, Indonesia, mainland China, Hong Kong, Taipei, Macau, Saudi Arabia and Korea.

We will announce the list of operating flights as soon as possible, in an updated advisory, once the details are finalized.

However, we shall not be operating any flights to and from the following international destinations for the month of May: Auckland, New York JFK, Dubai, Doha, Perth, Melbourne, Port Moresby, and Sapporo. All flights on these routes have been cancelled for the month of May.

DOMESTIC FLIGHTS

April 15 to May 31

We are readying plans to resume partial domestic operations at some point within the period from April 15 to May 31. The start date will depend on the lifting of the community quarantine restrictions vs. domestic air travel. We will await the final government decisions and will announce the list of domestic flights to be operated once finalized.

However, in any case, we shall not be operating any flights to and from Clark International Airport for the month of April.

E-mail notifications are in the process of being sent to our passengers booked on cancelled flights (many of you may have already received a notification recently).

SPECIAL REMINDER TO CHECK ON UPDATES:

This is a developing situation, and thus it is likely that our plans may change. Kindly check our website www.philippineairlines.com, or follow our social media accounts, so that you will be updated the moment we release advisories on new developments.

We recognize that it is challenging to adjust to all these uncertainties, even as the world continues to grapple with the COVID-19 outbreak. Our deepest concerns and prayers go out to all the families who are coping with the illness, especially those who lost loved ones, and with the severe economic fallout. We join the global community in saluting the courageous frontliners from the medical profession and other essential services, who are battling the outbreak for the safety of everyone.

In our nearly 80 years of service to the world, PAL has never experienced a complete disruption of this scale, with the exception of World War II. The challenges are immense, but we can only ask for the cooperation and support of all our valued customers, our partners in government and the transport and tourism industry, and our family of PAL personnel, as we devote our energies to recovery and a gradual restoration of our flights and network.

In all these efforts, rest assured that your health and safety is always our first and most important concern.

Thank you.