

Dear Valued Travel Agents,

各位尊敬的代理人：

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.

以下票务安排适用于所有受新冠肺炎影响的由菲律宾航空 PR 和菲律宾飞鹰航空 2P 实际承运的菲律宾国际和国内航线，以及所有开在菲律宾航空票本上的共享航班及外航段，包括部分使用和全程未使用的相关机票。

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#### **FOR INVOLUNTARY CHANGES**

#### **非自愿更改：**

Applicable for the following:

适用于以下情况：

1. All passengers holding tickets with **travel from 15 March to 30 April 2020**.  
所持机票旅行日期为 **2020 年 3 月 15 日至 4 月 30 日**之间的乘客；
2. 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 30 Jun 2020**.  
所持机票旅行日期为 **2020 年 2 月 2 日至 2020 年 6 月 30 日**之间，而因受疫情影响航班取消的乘客，以及受地方旅行禁令(如社区隔离/体温异常禁止出行/强制隔离/居家隔离，等)影响而无法出行的旅客。

Allow for processing even after community quarantine period.

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

允许在社区隔离期后进行处理。适用于开立在 079 票本上的所有机票上的所有航段。

Guidelines:

操作指南：

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 "M" for economy, and next available BCC for premium economy/business class tickets](#). 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. Booking for codeshare will also follow original BCC. Valid for travel until 30 NOVEMBER 2020 only (travel completion) 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. First rebooking applies for involuntary case (for as long as the cancellation is attributable to COVID-19).

新客票舱等及路线均与原始机票相同的，豁免第一次更改费用。如**原始舱等无法预订的，经济舱请使用 M 舱订座，超级经济舱和商务舱使用比原舱高一档的定座舱位(系统中显示可预定的)预定并输入原始客票的票价基础/票价**。请注意，如持有机票包含外航段(菲律宾航空接其他航空公司航班)的，请在预订外航段时使用原始舱位。允许新客票更改至原客票有效期内或 2020 年 11 月 30 日前任意日期出行(以较严格的日期为准)。美国及加拿大线不得更改至当地旺季时间出行，旺季日期：始发(菲律宾始发)日期 2020 年 7 月 15 日至 9 月 15 日，入境(美国/加拿大始发)日期 2020 年 6 月 15 日-7 月 31 日。

- 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.

第二次及以上的更改：无限次豁免更改手续费，但新客票订座舱位必须与原始客票保持一致，如和原始客票舱位存在票价差/税差或产生误机费用的，需于重新开票时补缴。新客票有效期遵循原始客票。

- b. For passengers who opt to travel between 01 DECEMBER 2020 to 30 JUNE 2021 (travel completion) and during peak season for above date for US/CA, apply UNLIMITED waiver of rebooking fees on the same route, within ticket validity, collect fare/tax difference

对于选择在 2020 年 12 月 1 日至 2021 年 6 月 30 日(旅行完成)之间旅行的乘客，以及在上述日期美国/CA 的旺季期间，在同一条航线上申请无限豁免再预订费，在机票有效期内，收取票价/税差

- 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 "M" for economy, and next available BCC for premium economy/business class tickets](#). Not valid on peak season for USA/Canada.

部分使用的机票，其新客票超出有效期的，允许免手续费延长一次有效期。订座舱等需与原始客票保持一致，且新客票需于 2020 年 7 月 31 日(含)前出行。

**如原始舱等无法预订的，经济舱请使用 M 舱订座，超级经济舱和商务舱使用比**

**原舱高一档的定座舱位(系统中显示可预定的)**。本条规定不适用于美国及加拿大旺季出行。

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

对于更改路线的机票，客票有效期不变，豁免其首次更改手续费。但需收取票价差及税差。

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

新客票签注栏需备注"INVOL COVID19"。

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 (400-100-2752) or available PR ticket offices. Request must be made until 30 November 2020.

如客人尚未决定新行程日期的，客票剩余价值可转换为电子代金券。需开具电子代金券的客票，请联系菲律宾航空服务热线 400-100-2752 或就近的菲航办事处。申请截止日期为 2020 年 11 月 30 日

- 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.

选择将剩余票价转换为电子代金券的乘客，可获得剩余票价的额外 10%奖励金额。

- b. 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.

电子代金券使用条款：代金券有效期为一年，可用于购买菲律宾航空机票票/行李/选位服务。不可转让。如需以现金形式退还，退还金额为原始剩余票价（不包含 10% 的额外奖励金额）。更多详情，请查阅菲航官网。

3. If passenger still insists, refund full unused value without penalties, excluding TSC (ticketing service charge).

如客人坚持以现金形式退还剩余票价的，将以原付款形式退还。

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).

持有于封城期间出行的菲律宾境内段机票的国际旅客，受封城禁令影响，无法搭乘 菲律宾境内航班因而造成您的整张机票必须跳段使用的，请联系您的购票代理将境内段机票状态更改为 USED 后续国际段机票方可继续使用。此更改不产生任何手续费用。

## **FOR VOLUNTARY CHANGES**

### **自愿更改：**

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.

适用于所有开在 079 票本上且于 2020 年 4 月 30 日及之前开票、未产生航班取消或受旅行禁令影响的机票。已受上述豁免、票价规定或特殊票务安排豁免的，不在此例。

Guidelines:

操作指南：

For tickets with travel dates **01 JUNE 2020 onwards**, request for rebooking must be made **until 30 NOVEMBER 2020** and at least 7 days before new flight departure.

2020 年 6 月 1 日以后出发的机票，所有更改不得晚于 2020 年 11 月 30 日且需于航班始发日期 7 天前操作完毕。

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. 客票有效期内豁免初次更改手续费。但需收取票价差和税差。新客票签注栏需备注 "xxx0311RI001E" ( xxx 为出票地城市三字代码 )。

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

未提及的其他更改，需按票价类别收取手续费。

票价类别具体如下：

Economy Supersaver / Economy Saver / Economy Value  
Business Value\* 仅奥克兰和中东线路

Currently the following fare brands allow rebooking:

目前以下票价类别允许重新订座：

Economy Flex / Premium Economy/ Business Value\* (excluding AKL & ME) – 1st Rebooking Free  
Economy Flex / Premium Economy/ Business Value\* (奥克兰及中东线路除外) – 初次更改免手  
续费

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

Business Flex – 免改期/更改路线/升舱/换开手续费

Remark 备注:

Economy Supersaver: O,U / Economy Saver: T,E,K / Economy Value: X,B,V,Q

Economy Flex: H,M,L,S,Y / Premium Economy: N,W

Business Value: Z,I /Business Flex: D,C,J

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 (4001002752) or available PR ticket offices.

如客人尚未决定新行程日期的，客票剩余价值可转换为电子代金券。需开具电子代金券的客票，请联系菲律宾航空服务热线 4001002752 或就近的菲航办事处。

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.

电子代金券使用条款：代金券有效期为一年，可用于购买菲律宾航空机票票/行李/选位服务。不可转让。如需以现金形式退还，请参照原始客票规定。更多详情，请查阅菲航官网。

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

如客人坚持以现金形式退还剩余票价的，参照原始客票规定执行。

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).

持有于封城期间出行的菲律宾境内段机票的国际旅客，受封城禁令影响，无法搭乘 菲律宾境内航班因而造成您的整张机票必须跳段使用的，请联系您的购票代理将境内段机票状态更改为 USED 后续国际段机票方可继续使用。此更改不产生任何手续费用。

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

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

未按规定收取手续费/税差/票价差的将以 ADM 单形式收取。

未尽事宜，请询问就近办事处。

感谢广大代理的支持与配合。我们将会密切关注事态发展，并第一时间更新相关票务协助和航班信息。