

HANDLING GUIDELINES AMID COVID-19 CONCERNS

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

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

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.

本规定适用于 PR 和 2P 运营航班的所有国际和国内航线，包括代码共享，无论是否完全未使用或部分使用的机票

FOR INVOLUNTARY CHANGES

非自愿更改

Applicable for the following:

适用于以下情况

- a. 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

- 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 30 June 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.

允许在社区隔离期后进行处理

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

适用于开立在 079 票本上的所有机票上的所有航段

Handling 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. Valid for travel until 30 NOVEMBER 2020 only (travel completion) or within ticket validity, whichever comes first. **IMPORTANT NOTE:** Use the same booking class. If same BCC is not available, refer to applicable BCC per travel date.

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。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）**原始舱等无法预订的，请参考下表：**

旅行日期	2020年6月2日-6月30日	2020年7月1日 - 11月30日
经济舱	原始舱等无法预订的，经济舱请使用 Y舱订座	原舱位
超经/公务舱	原舱位 或者下一个更高的舱位	原舱位

* Indicate old fare basis/fare of original ticket

请标注原客票票价类别和票价

If unable to confirm on original BCC, please email dalpo request to your PAL Representatives.

如不能确认舱位，请联系菲航。

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. First rebooking applies for involuntary case (for as long as the cancellation is attributable to COVID-19).

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。代码共享航班同样用原始舱位。第一次改期只要是受疫情影响的均可视为非自愿改期

1.a For succeeding rebookings: UNLIMITED waiver of rebooking fees, must book on original BCC, collect additional fare difference/tax versus original BCC, and collect no-show fee, if applicable. Travel must be completed until 30 JUNE 2021 or 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。

1.b For passengers who opt to travel between 01 DECEMBER 2020 to 30 JUNE 2021 (travel completion), 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/加拿大的旺季期间，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。

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, refer to BCC table above.](#)

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，同样请参照上表。**

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.

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

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 (8855-8888) 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

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

EMD Terms and Conditions: The Travel Voucher is initially valid for 1 year. Extension for another year must be requested by passenger 7 days before expiry of the initial validity date through PAL direct channels. EMD 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. Last Option: 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

Handling 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:

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* for Auckland and Middle East

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*

(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

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. Request for EMD conversion 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 4001002752 或就近的菲航办事处。EMD 转换申请必须在 2020 年 11 月 30 日前提出

EMD Terms and Conditions: The Travel Voucher is valid for 1 year only 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. **Last Option:** 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

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

未按规定收取手续费/税差/票价差的将以 ADM 单形式收取

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

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

未尽事宜，请询问就近办事处。