

## HANDLING GUIDELINES AMID COVID-19 CONCERNS

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 **15 September 2020**.

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.

### **Handling 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. 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.

Travel Date	02- 30 Jun 2020	01 July 2020 – 30 November 2020
Economy BCC	Y BCC if original BCC is not available*	original BCC
Premium/Business Class BCC	original BCC or next available BCC	original BCC

\* Indicate old fare basis/fare of original ticket

*If unable to confirm on original BCC, please email dalpo request to your Philippine Airlines Representative/Account Officer.*

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). -

- 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.
- 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.
- 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.
- 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 nonrefundable 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.
  - 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.**

*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.*

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

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**

For passengers not affected by cancellations and travel bans holding tickets issued until 14 June 2020, apply fare conditions per fare brand.

Fare Brand Attributes	Economy Supersaver	Economy Saver	Economy Value	Economy Flex	Premium Economy	Business Value	Business Flex
<b>BCCs</b>	O,U	T,E,K	X,B,V,Q	H,M,L,S,Y	N,W	Z,I	D,C,J
<b>Rebook</b>	1 <sup>st</sup> Rbkg FREE succeeding with Fee	First 2 Rbkg FREE succeeding with Fee	First 2 Rbkg FREE succeeding with Fee	Unlimited FREE Rebooking	First 2 Rbkg FREE succeeding with Fee	First 2 Rbkg FREE succeeding with Fee	Unlimited FREE Rebooking
<b>Refund</b>	Non-Refundable	Totally Unused refundable with Fee; Partially used non-ref	Totally Unused refundable with Fee; Partially used non-ref	Totally Unused refundable for free; Partially used refundable with fee	Refundable with Fee	Totally Unused refundable with Fee; Partially used non-ref	Totally Unused refundable for free; Partially used refundable with fee
<b>Travel Voucher*</b>	Convert the unused value of the ticket to Travel voucher	Convert the unused value of the ticket to Travel voucher	Convert the unused value of the ticket to Travel voucher	Convert the unused value of the ticket to Travel voucher +10% bonus	Convert the unused value of the ticket to Travel voucher	Convert the unused value of the ticket to Travel voucher	Convert the unused value of the ticket to Travel voucher +10% bonus

\*Travel voucher is applicable for tickets issued until 15 September 2020; valid for 1 year from date of voucher issuance.

1. Rebooking must be done atleast 7 days prior original departure.
2. Subject to fare difference if booked on a higher BCC.
3. All changes shall be made within ticket validity.
4. Change fee will be based on Fare conditions per route.

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 Philippine Airlines Representative/Account Officer.