

TICKET REISSUANCE BY BSP TRAVEL AGENTS GENERAL GUIDELINES

Philippine Airlines allows its partner travel agents to perform reissuance of tickets with international or with standalone domestic journey (if applicable) with the following guidelines. **Any deviation from the guidelines is subject to an administrative fee of USD25 and may also be assessed with additional collection on fare/tax difference, as necessary.**

1. Travel agents may reissue tickets provided that the tickets being presented are issued / reissued by the same agent using the same IATA code as reflected on the ticket.
2. Reissuance must only be performed on 079 plated tickets.
3. Travel agents may reissue tickets with purely PR sectors and/or with OAL sectors.
4. Travel Agents are **NOT** allowed to reissue the following:
 - a. Tickets with Name Corrections or Name Changes.
 - b. Tickets previously reissued by PR Ticket Office or PR Contact Center.
5. Travel Agents may reissue tickets of passengers affected by the following irregular operations.
 - a. PR flight Schedule Change
 - b. PR Flight Cancellation
 - c. PR Flight Cancellation due to force majeure

Note: Refer to Handling Guidelines on Irregular Operations (*current: ADV HKG C21-177 Dated 09Nov2021*).

However, in cases when the passenger is unable to travel only on PR flight due to the following reasons, a waiver code maybe secured provided that the required supporting documents be submitted to the airline:

- a. Rebooking of ticket due passenger was hospitalized. A copy of the passenger's hospital record must be submitted.
- b. Rebooking of immediate family member's ticket who are traveling with the deceased passenger. Immediate family member/s refers to grandfather, grandmother, father, mother, son, daughter, sibling. A copy of the deceased passenger's death certificate must be submitted.

Note: In cases when transactions are due to other airline's (OAL) Irregular Operations (IRRUPS), these shall be referred to the concerned OAL or PR office, whichever is applicable

6. No show fee must be assessed per transaction for International, and per sector for Domestic. In order to avoid assessment of No Show fee, the following shall apply:

- a. For International Tickets (including combination of domestic and international fares in one ticket)
- Cancellation of booking must be made at least 24 hours before the original flight departure (**based on the local time of the origin city of the affected sector**).

To illustrate:

ETD

NRT

MNL 01Sep 1600H

- If rebooking and/or cancellation is made in the origin city of the affected sector (TYO), booking must be cancelled on or before 31 August at 1559 (TYO local time).
- If rebooking and/or cancellation is made in a city different from the origin city of the affected sector, bookings must be cancelled on or before the equivalent local time of the city where the cancellation is being made e.g.
 - 31 August at 1459H MNL local time (if cancellation is made in MNL)
 - 30 August at 2359H LAX local time (if cancellation is made in LAX)
 - 31 August at 1659H SYD local time (if cancellation is made in SYD)

b. For purely Domestic Tickets / Stand Alone Domestic Fares

- Booking must be cancelled and ticket must be reissued 4 hours before the original flight departure

7. For combination of fares, the change fee of the coupon being adjusted shall apply. However, for totally unused tickets where there is a **fare adjustment specifically on the coupon with more restrictive fare rule**, the change fee of the more restrictive fare shall apply.

To illustrate:

Totally unused ticket issued 01 JAN 2022

Ticket to be reissued on 20 MAY 2022

SCENARIO	Sector to be rebooked	SECTOR	FARE BASIS	OLD FARE	NEW FARE	CHANG E FEE	Change fee to be collected
1. No fare adjustment on any of the sectors	LAX-MNL	MNLLAX LAXMNL	UHXTUS THXTUS	700 860	700 860	USD 300 USD 250	USD 250

REF: ADV HKG C22-113 Dated 08 July 2022

2. Fare adjustment on the more restrictive coupon	LAX-MNL	MNLLAX LAXMNL	UHXTUS THXTUS	700 860	750 860	USD 300 USD 250	USD 300
---	---------	------------------	------------------	------------	------------	--------------------	---------

Page 3 of 5

- a. For fare conditions for combination of domestic and international fares on one ticket:
- i. For tickets with a combination of domestic and international sectors and whose fare basis is not the same:

Where changes either on domestic or international/regional sector is separately being requested, assess only the penalty of the affected sector, based on the fare rule of the fare basis including the No Show fee/Non-user's fee (if applicable).

e.g. CEB-MNL (TPRBE) –CEB (XRREHK)-MNL HKG (TPRBE)

CEB-MNL is being changed
➤ follow penalty of TPRBE

- ii. Where both domestic and international sector are being changed and presented at the same time, assess only the most restrictive penalty including the No Show fee/Non-user's fee (if applicable).

e.g. CEB-MNL (TPRBE) –HKG (XRREHK)-MNL-CEB (TPRBE)
➤ apply the change fee of XRREXHK fare

- b. For tickets with a combination of domestic and international sectors and whose fare basis is the same. Assess applicable penalty per transaction (regardless if for both domestic and/or international sectors) based on the conditions of the fare.

- c. For tickets with combination of purely domestic sectors, assess penalty per sector.

8. For tickets to be rebooked to any higher fare **provided** that rebooking must be on same flight, same flight date/time/destination, shall not be subject to change fee and no-show fee/Non-user's fee.
9. All penalties such as Change fee, No Show Fee/Non-user's fee, etc. must be collectively (whenever applicable) reflected as tax using code **OD, OB, XP, CF or CP.**
10. All penalties such as Change fee, No Show Fee/ Non-user's fee, etc. are non-commissionable.
11. Fare rules and conditions shall strictly apply.
12. Revalidation is strictly NOT permitted. For any change, tickets must be reissued.
13. Computation of Fare Difference:

Assess fare difference based on the following:

- a. For Totally Unused tickets, recalculate based on gross to gross. However, for tickets that involve net fare and whereby a net fare is available for the new itinerary, recalculate based on net to net. The new fare shall be based on current applicable fare.
- b. For Partially Used tickets, compute and collect the fare difference based on historical pricing using gross to gross computation or net to net when available. The applicable gross/net fare shall be based on original commencement of travel.

REF: ADV HKG C22-113 Dated 08 July 2022

Collect taxes, fees, surcharges, change fee and no show fee, if applicable.
(Change fee / No-show fee: International – per transaction / Domestic – per sector)

14. Rebooking/Re-pricing to lower fare is not allowed. (Except rebooking/reissuance from weekend fare to weekday fare, where weekday is lower).

15. Tour code (if applicable):
 - a. If there will be no change in fare/fare basis on the new ticket, carry over the tour code as reflected on the original to the reissued ticket.
 - b. If there will be changes on the fare/fare basis on the new ticket (refer to item#13 for computation of Fare difference) the following must be observed:
 - i. Indicate the new tour code on transactions that would involve recalculation based on net to net.
 - ii. No Tour code must be indicated on transactions that would involve recalculation based on gross to gross.
16. The government-imposed taxes that are non-interlineable and OD, OB, XP, CF or CP (for change fee) should not be used to offset any additional charge/fare difference, when performing reissuances. Refer to tax rules for updates.
17. Coordination must be made with the respective GDSs for the reissuance entries.

Other Rebooking scenarios:

1. Rebooking from a weekend fare to a weekday fare, where weekday fare is lower.
 - a. Book on the same BCC/RBD, if available. Refund residual value.
 - b. Collect taxes, fees, surcharges, change fee and no-show fee, if applicable.
(Change Fee/No-Show Fee: International – per transaction / Domestic – per sector)
 - c. If same BCC/RBD is not available, standard policy applies.
2. Rebooking of tickets where the old fare is higher compared to current fare, or from a structural fare to a promotional fare.
 - a. Book on the same BCC/RBD, if available. DO NOT refund residual value.
 - b. Copy current fare level, fare basis, collect taxes, fees, surcharges, change fee, and no-show fee, if applicable.
(Change Fee/No-Show Fee: International – per transaction / Domestic – per sector)
 - c. If same BCC/RBD is not available, standard policy applies.
3. Rebooking an expired promotional fare (no longer available for sale).
 - a. Book on the BCC/RBD with equal or higher fare based on current fare.
 - b. For higher fare, collect fare difference based on gross to gross.
 - c. Collect taxes, fees, surcharges, change fee and no-show fee, if applicable.
(Change Fee/No-Show Fee: International – per transaction / Domestic – per sector)

Note:

- For all other rebooking scenarios, standard policy applies. In the absence of a gross fare basis for a promo fare, calculate based on the promo net as reflected on the ticket to the next higher applicable gross fare.

For Rerouting

- a. Rerouting must have a confirmed booking on BCC/RBD with equal or higher fare.
 - I. For Totally unused ticket
 - i. Rebook on the BCC/RBD with equal or higher current applicable fare.
 - ii. Recalculate the fare based on gross to gross. However, for tickets that involve nett fare and where a net fare is available for the new itinerary, recalculate based on nett to net. This shall apply only if the fare rule of the promotional fare allows rerouting.
 - II. Partially Used tickets
 - iii. Rebook on the BCC/RBD with equal or higher fare.
 - iv. Recalculate the fare based on historical pricing using gross to gross or net to net computation.
Collect fare difference, taxes, fees, surcharge, change fee and no show fee, if applicable.
(Change Fee / No-show fee: International – per transaction / Domestic – per sector)
- b. **Rerouting is allowed for all Fare Families/Brands (unless otherwise specified in the fare rule).**
 - The following conditions must be observed:
 - I. New ticket must have equal or higher value than previous ticket.
 - II. Rerouting from international to domestic is not allowed.
 - III. Rerouting from domestic to international is not allowed.