

HANDLING GUIDELINES ON IRREGULAR OPERATIONS BY TRAVEL AGENTS

Dear Agent,

Please be advised of the handling guidelines regarding Waiver Code on Irregular Operations (IRROPS):

Tickets to be reissued due affected by IRROPS and where waiver code is no longer needed:

- 079 Tickets affected by flight cancellation
- 079 Tickets/coupons on PR point to point itinerary that are affected by schedule changes of two (2) hours and beyond
- 079 coupons within one (1) ticket and with PR to PR connecting flights, that are affected by schedule changes on either of the connecting segment that are less than two (2) hours and will not be able to meet the standard minimum connecting time.

Guidelines:

1. Waiver on penalties such as rebooking/change fee/refund shall only apply on ticket/coupons affected by the above-mentioned scenarios.
2. Waiver on rebooking to higher RBD/BCC (due original RBD/BCC is full) without additional fare collection may apply on the conditions: within the same class of service, same route and within the next thirty (30) days from the original flight date provided selected date is within the period of validity of the ticket (or within 30 days from date of ticket expiry).
3. Reissue ticket to reflect the new travel date, **must** indicate – “INVOL DUE PR____/ (flight date) (XLD OR SC, as applicable), in the Endorsement/Restriction field.
4. For scenarios/transactions not mentioned above (including rerouting, etc.), a waiver code **must be secured** by the Travel Agency from your PR Account Officer. Said waiver code must be indicated on the Endorsement/restriction field of the reissued ticket. In the absence of a waiver code, a corresponding Agent Debit Memo (ADM) will be issued.