



# Philippine Airlines New Normal Pre-Departure Experience



## To our valued partners:

Due to the evolving COVID-19 situation, PAL and various governments around the world have issued precautionary measures, mandatory protocols, and requirements for travelers. While it is the traveler's sole responsibility to verify and comply with all these requirements, Philippine Airlines does its best to extend help and guide travelers in ensuring they are accepted to our flights and are allowed entry to the countries they will be arriving in.

We are pleased to inform you that Philippine Airlines will be launching its New Normal Pre-Departure Experience—a facility that ensures departing passengers from the Philippines are well informed of the current requirements of their destination. **This includes a two-step registration procedure and access to PAL's testing facility and multiple PAL laboratory and testing partners for discounted rates and/or quicker release of results.** The registration portal opens on November 10, 2020 for flights starting November 12, 2020.

We understand that one of the major passenger concerns in flying is missing to secure a negative RT-PCR test result before flight departure. Aside from **8 accredited laboratory and testing partners with over 50 branches across Metro Manila and neighboring provinces**, we are also setting up a **walk-in and drive-thru testing site at the Philippine Airlines Learning Center (PLC)** in Ermita, Manila for greater accessibility and a hassle-free experience to our passengers. Testing through our partners are available now, while testing via the PAL facility at PLC starts on November 11, 2020.

This primer lays out the pre-departure guide for passengers departing from the Philippines. We have also added a section on Frequently Asked Questions (FAQs).

We look forward to working with you. Stay safe and Mabuhay!

**Philippine Airlines**



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## Pre-Departure Guide for Passengers Departing from the Philippines



### REGISTER VIA THE PASSENGER PROFILE AND HEALTH DECLARATION FORM

All passengers must register via the Passenger Profile and Health Declaration (PPHD) Form as early as 5 days prior to departure via <https://bit.ly/PALIntPPHD>. Please take note that this is a two-step registration process.

In compliance with international regulations, **passengers bound for the US, Canada, and Australia do not need to register online**, but are required to fill out a paper form strictly upon airport check-in. **Passengers bound for Singapore are required to fill out a separate form upon airport check-in in addition to the PAL PPHD online registration.**

Note: Local Manning Agencies (LMAs) may register on their passenger's behalf.



### SECURE TRAVEL AND HEALTH DOCUMENTS

After successfully registering, **passengers must fulfill and secure all needed travel and health documents of their destination**, which may include downloading a mobile app, accomplishing other online forms, booking a quarantine hotel, and/or securing a negative COVID-19 test result in the specified validity timeframe. Please take note that there may be additional requirements if passengers have onward connecting flights to another country until their final point of arrival.

See below the schedule of the PAL testing facility and the list of PAL laboratory and testing partners:

#### PAL TESTING FACILITY

Undergo your RT-PCR test at  
Philippine Airlines Learning Center

Address: 540 Padre Faura St., Ermita Manila  
Opening Date: November 11, 2020  
Operating Hours: 8AM-5PM, Daily  
Testing Mode: Walk-in and Drive-Thru  
Testing Rate: Php 4,500  
Partner Laboratory: Detoxicare Philippines Inc.



#### PRIVATE RT-PCR TESTING PARTNERS

Book an appointment through any of PAL's testing partners.  
Full contact information at <https://bit.ly/PALInternationalTestingPartners>



### UNDERGO A DOCUMENTS CHECK

At the airport, passengers shall undergo a documents check to ensure the validity and completeness of all requirements, including presentation of the QR code indication successful registration to the PPHD. Once cleared, passengers may proceed to check in for their flight.



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## PAL Testing Facility at PAL Learning Center

Starting November 11, 2020, you can arrange for your RT-PCR Test through a testing facility at **Philippine Airlines Learning Center, Manila City**. The tests will be conducted by our DOH-accredited partner, **Detoxicare Molecular Diagnostics Laboratory**. **Testing is available via drive-thru or walk-in and is open daily (Monday-Sunday) at 8AM to 5PM (no noon break)**. **The testing fee is at Php 4,500 and results are released within 24 hours**. You may pay in cash (PHP only), card (debit or credit), GCash, PayPal™, WeChat Pay, or Alipay.

Upon entering the facility, please present your ID, PAL ticket, and QR code indicating successful registration to the PAL PPHD. You shall then be asked to fill out a Health Assessment Checklist in compliance with the PH Department of Health requirements on entering public places.

You may input "PAL Learning Center (PLC)" in your GPS software app or [click this Google Maps pin](#) for easier navigation.

## PAL TESTING FACILITY

Philippine Airlines  
Learning Center

IN PARTNERSHIP WITH:



The operating days and hours of the PAL Testing Facility may change without prior notice. The services provided and results released by our testing partners are independent of Philippine Airlines operations. PAL shall not be liable for any claim for damages in relation to the services provided and results released by said testing partner/s.



# Philippine Airlines New Normal Pre-Departure Experience



## Frequently Asked Questions

### 1. Do I need to register before my departure from the Philippines?

All passengers must register via the Passenger Profile and Health Declaration (PPHD) Form as early as 5 days prior to departure via <https://bit.ly/PALIntPPHD>. Please note that this is a two-step registration process.

In compliance with international regulations, **passengers bound for the US, Canada, and Australia do not need to register online**, but are required to fill out a paper form strictly upon airport check-in. **Passengers bound for Singapore are required to fill out a separate form upon airport check-in in addition to the PAL PPHD online registration.**

### 2. I have an onward flight on another airline to another country, which requirements do I need to secure?

To ensure entry in all points of arrival, you must secure travel and health documents required by the countries you will transit through and arrive in. For more information, visit <https://bit.ly/PALTravelsFromPH>.

### 3. Do I need to undergo an RT-PCR test before departure?

Some countries require travelers to undergo an RT-PCR test before departure. Validity of the test results may also vary. For a guide on which countries (where PAL flies to) require an RT-PCR test, visit <https://bit.ly/PALTravelsFromPH>.

### 4. Where can I get an RT-PCR Test?

Please be reminded that some countries require travelers to take an RT-PCR Test at specific hospitals/laboratories. Unless specified, you may book an appointment at the [PAL testing facility](#) or [PAL laboratory and testing partners](#) for discounted rates and/or quicker release of results. You may also undergo the swab test at other testing sites as long as they are accredited by the country of destination or the Philippine government, as specified. [Click here for a full list of these testing facilities.](#)

### 5. How do I avail of the discounted testing rate with PAL's testing partners?

To avail, contact and book an appointment with our testing site or testing partner, proceed to the testing facility and present your ID, PAL Ticket, and QR Code indicating completion of registration via the PAL Passenger Profile and Health Declaration Form. Pay and undergo the test and wait for your electronic results sent via e-mail or accessible through the testing partner's portal. If you are under a Local Manning Agency (LMA), your LMA may book and pay for the swab test on your behalf. Please coordinate with them directly.

### 6. I have a Local Manning Agency, can they secure the requirements for me?

Depending on the arrangement, your Local Manning Agency may secure the travel and health documents on your behalf, which may include registering you to the PAL PPHD, securing your testing appointment, among others. Please contact your LMA for any concerns or needed arrangements.



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## Frequently Asked Questions

### 7. Where is PAL Learning Center?

Philippine Airlines Learning Center (PLC) is located at 540 Padre Faura St., Ermita, Manila. This is near Robinsons Manila. You may pin "PAL Learning Center (PLC)" on your GPS software app or [click this Google Maps pin](#) for easy navigation.

### 8. Can I go to PAL Learning Center without a prior booking?

No prior booking is needed. If you wish to take your COVID-19 test at the PAL facility in PAL Learning Center, please bring your ID, PAL Ticket, and QR code indicating completion of registration to the PPHD. Upon entry, you will be asked to fill out a Health Assessment Checklist in compliance to the PH Department of Health requirement on entering public places.

### 9. How much is the testing fee at PAL Learning Center?

The testing fee costs Php 4,500 and results are released within 24 hours. You may pay in cash (PHP only), card (debit or credit), GCash, PayPal™, WeChat Pay, or Alipay.

### 10. I am an LMA, can I request for PAL to conduct the group testing in my office or in a facility of my choice?

Group testing (minimum of 10) in another facility can be arranged. Contact +639685539214 (Smart), +639062613074 (Globe), or e-mail [booking.detoxicare@molecularlabph.com](mailto:booking.detoxicare@molecularlabph.com).

## Hotlines

CONTACT NAME	CONTACT NUMBER	HOURS
Manila Reservations Hotline	+632 8855-8888	Daily 08:00 AM to 08:00 PM Philippine Time
Toll-Free Hotline	1-800-435-9725	Daily 08:00 AM to 08:00 PM Pacific Time Daily 11:00 AM to 11:00 PM Eastern Time

## Quick Links

Departing from the Philippines Travel Rules and Requirements	<a href="https://bit.ly/PALTravelsFromPH">https://bit.ly/PALTravelsFromPH</a>
International Passenger Profile and Health Declaration Form	<a href="https://bit.ly/PALIntPPHD">https://bit.ly/PALIntPPHD</a>
PAL Laboratory and Testing Partners	<a href="https://bit.ly/PALInternationalTestingPartners">https://bit.ly/PALInternationalTestingPartners</a>
PAL Testing Facility	<a href="https://bit.ly/PALTestFacility">https://bit.ly/PALTestFacility</a>