

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 2020 to 31 March 2021**. Please see important reminder for PH-Australia bound passengers (reference COVID-19 Issue 17.A dated 27 November 2020).

Note: Passengers with incomplete travel requirements (ie. Failure to present travel pass, medical certificate, and/or negative COVID-19 test results) are not involuntary, therefore collect applicable penalties and fare difference.

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

Handling Guidelines:

- ± Waive change fee and fare difference (collect government tax difference if applicable) if new travel date is on the same cabin (or class of service) and same route. Valid for travel **until 31 MARCH 2021** (travel completion) or within ticket validity, whichever comes first. **IMPORTANT REMINDER:** Use the same booking class. If unable to confirm on the same BCC, please email dalpo request to your PAL Representatives.

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 affected passengers who opt to travel between **01 April to 30 JUNE 2021** (travel completion), UNLIMITED waiver of rebooking fees on the same route, within ticket validity, collect fare/tax difference if applicable.
- 1.b Partially Used Tickets (with expired NVA) are allowed to rebook with waiver of penalty and fare difference on the same cabin provided travel must be completed until **31 March 2021 or one (1) year from ticket issuance whichever comes first**. Ticket must be booked on the same BCC (apply dalpo). Option for travel voucher or refund if within one year from ticket issuance.
- 1.c 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 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 31 March 2021.

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) and BSC (Booking Service Charge). To Illustrate :

PAYMENT DETAILS

Fare Calculation: MNL PR LAX605.00PR
MNL580.00NUC1185.00END ROE1.000000 XF LAX4.5

FARE DETAILS

Fare: USD 1185.00

MNL to LAX used or flown , remaining coupon LAX to MNL coupon value 580.00

USD580.00 to be refunded to the passenger.

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, apply fare conditions per fare brand.

INTERNATIONAL TICKETS ISSUED UNTIL 31 MARCH 2021

Fare Brand Attributes	Economy Supersaver	Economy Saver	Economy Value	Economy Flex	Premium Economy	Business Value	Business Flex
BCCs	O,U	T,E,K	X,B,V,Q	H,M,L,S,Y	N,W	Z,I	D,C,J
Rebook (Tickets Issued until 25Nov20)	1 st 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
Rebook (Tickets Issued 26 Nov-31 MARCH 2021)	Unlimited FREE Rebooking			Unlimited FREE Rebooking	Unlimited FREE Rebooking		Unlimited FREE Rebooking
Refund	Non-Refundable	Totally Unused refundable with Fee; Partially used non-refundable	Totally Unused refundable with Fee; Partially used non-refundable	Refundable without Fee	Refundable with Fee	Totally Unused refundable with Fee; Partially used non-ref	Refundable without Fee
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	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

- 1. Rebooking must made atleast 7 days prior departure.**
2. Subject to fare difference if applicable
3. All changes shall be made within ticket validity.
4. Change fee will be based on Fare conditions per route.
5. For domestic refund, status quo (refer to table below)
6. Travel voucher is valid for 1 year from date of voucher issuance.

DOMESTIC TICKETS ISSUED UNTIL 31 MARCH 2021

Fare Brand Attributes	Economy Supersaver	Economy Saver	Economy Value	Economy Flex	Premium Economy	Business Value	Business Flex
BCCs	O,U	T,E,K	X,B,V,Q	H,M,L,S,Y	N,W	Z,I	D,C,J
Rebook (Tickets Issued until 20 Sep20)	1 st 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
Rebook (Tickets Issued 21Sep-31 MAR 21)	Unlimited FREE Rebooking						
Refund Per sector	Non-Refundable	Php2,300	Php2,000	Refundable without Fee	Php1,100	Php1,200	Refundable without Fee
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	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

1. For Economy Supersaver, rebooking must be made 7 days prior departure date.
2. For Economy Saver to Business Value, rebooking must be made 72 hrs prior departure date.
3. Subject to fare difference if booked on a higher BCC.
4. All Changes shall be made within ticket validity.
5. Fare conditions apply.
6. Travel voucher is valid for 1 year from date of voucher issuance.

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).