

HANDLING GUIDELINES AMID COVID-19 CONCERNS

(GSA – ISSUE 15)

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 from **15 March to 30 April 2020**.
- b. All passengers affected by the cancelled flights due to COVID-19 and/or passengers covered by the travel ban (e.g. community quarantine, denial from thermal screening, mandatory quarantine/self-isolation, etc.) covering the period **02 February to 31 December 2020**. *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 also to all sectors in the ticket provided that all sectors issued in 079 place/document.

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 **31 March 2021** (travel completion) or within ticket validity, whichever comes first. **IMPORTANT NOTE: Use the same booking class. If same BCC is not available, kindly email dalpo request to your PAL 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 follow original BCC. First rebooking applies for involuntary case (for as long as the cancellation is attributable to COVID-19).

1.a For 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 and 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 (1) year from ticket issuance.**

1.c For rerouting, waive change fee once, collect fare difference and taxes, within ticket validity.

Indicate **"INVOL COVID19"** in the endorsement / restriction field of the new ticket.

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) and Booking Service Charge. Refer to the attached procedures on Ticket Reissuance to EMD Deposit (DEPO). Request must be made until **31 March 2021.**

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.**

For EMD issuance, refer to PR Reservations Hotline or available PR ticket offices, General Sales Agents.

EMD Terms and Conditions: The Travel Voucher is initially valid for 1 year. Extension for another year must be requested by the passenger 7 days before the expiry of the initial validity date through PAL direct channels. EMD can be used to purchase PAL tickets/baggage/seats. This is not transferrable but refundable subject to original ticket's refundability rules. 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). *To illustrate:*

PAYMENT DETAILS

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

FARE DETAILS

Fare: USD 1185.00

Manila to LAX used or flown, remaining coupon LAX to MNL, coupon value USD580.00
USD580 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 (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 DECEMBER 2020

| 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 Rkg FREE, succeeding with Fee | First 2 Rbkg FREE, succeeding with Fee | Unlimited FREE Rebooking |
| Rebook (Tickets Issued until 26Nov20 – 31Dec20) | Unlimited FREE Rebooking | | | Unlimited FREE Rebooking | Unlimited FREE Rebooking | | Unlimited FREE Rebooking |
| Refund | Non-Refundable | Totally Unused refundable with Fee; Partially used non-ref | Totally Unused refundable with Fee; Partially used non-ref | 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 be done at least 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.

5. For Domestic Refund, status quo (refer to the table below).

DOMESTIC TICKETS ISSUED UNTIL 31 DECEMBER 2020

| 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 20Sep20) | 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-31Dec20) | UNLIMITED FREE REBOOKING | | | | | | |
| Refund Per Sector** | Non-Refundable | Php 2,300 | Php 2,000 | Refundable without Fee | Php 1,100 | 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 Flex, rebooking must be made 72 hours 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 Agency 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 (refer CPC for status change to USED).

For your information and strict compliance.

**GSA RELATIONS OFFICE
PHILIPPINE AIRLINES, INC.**