

HANDLING GUIDELINES AMID COVID-19 UPDATE FOR TICKETS ISSUED POINT OF SALE UK

Dear Valued Travel Agents,

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 for travel from **15 March to 30 June 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.) with tickets issued from **02 February to 31 May 2020**.
- c. **Valid for tickets issued in the UK ONLY - (POS UK)**

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

Guidelines:

1. Waiver change fee and additional fare collection if new travel date is booked within the same fare family (see table below for details) and exact same route. If RBD within same fare family is not available ADCOL for fare difference must be collected.
2. **Valid for travel until 28 February 2021 or within ticket validity, whichever comes first.**

Applicable fare penalties and additional collection will apply if the above conditions are not met.

Failure to comply with the guidelines will result in the issuance of Agent Debit Memos.

FARE BRAND	ECONOMY CLASS						BUSINESS CLASS		
	Economy Supersav	Economy Saver	Economy Value	Economy Classic	Economy Flex	Premium Economy	Business Promo	Business Classic	Business Flex
BCCs	O, U	T, E	K, X, B, V	Q, H, M	L, S, Y	N, W	Z	I, D	C, J

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.

1. If passenger is undecided on new travel date, original ticket issued on/before 11 March 2020 can be kept with open coupon status:
 - Fully unutilised: Tickets are valid 24 months from the date of issue
 - Partially utilised: Tickets are valid 24 months from travel date of first coupon on the ticket.

This ticket will be accepted at face/residual value as payment for new ticket with new travel dates

When passengers decide alternative date to travel, rebook in GDS and reissue new ticket utilising face/residual value of original ticket as form of payment plus any applicable ADCOL.

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 reissue without fee (refer to UK Sales Team uksales@pal.com.ph for status change to USED).

FOR VOLUNTARY CHANGES

Applicable for tickets issued **on/before 31 May 2020** (not covered by cancellation or not covered by a travel ban).

Applicable only for tickets on PAL 079 plate.

Not applicable for previously waived change fees due to either fare rules, special handling guidelines or ad hoc requests.

Guidelines:

For tickets with travel dates 01 May 2020 onwards, changes must be made at least 7 days before departure.

1. Waive change fee once within ticket validity. Collect fare difference / taxes, if applicable.

Contact uksales@pal.com.ph for waiver code and indicate waiver code in the endorsement/restriction field of the new ticket.

2. Applicable penalties shall apply if the above conditions are not met
3. If passenger is undecided on new travel date, original ticket issued on/before 11 March 2020 can be kept with open coupon status:
 - Fully unutilised: Tickets are valid 12 months from the date of issue
 - Partially utilised: Tickets are valid 12 months from travel date of first coupon on the ticket.

This ticket will be accepted at face/residual value as payment for new ticket with new travel dates

When passengers decide alternative date to travel, rebook in GDS and reissue new ticket utilising face/residual value of original ticket as form of payment plus any applicable ADCOL.

Failure to comply with the guidelines will result in the issuance of Agent Debit Memos.

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 the UK Sales Team uksales@pal.com.ph for status change to USED).

For scenarios/transactions not mentioned above, refer to UK Sales Team uksales@pal.com.ph