

HANDLING GUIDELINES FOR CANCELLED FLIGHTS DUE TO TYPHOON OMPONG FOR OFFLINE GENERAL SALES AGENT OFFICE

With reference to PAL GSA News: **ADV GSAN18-026 dated 17SEP2018**, the following guidelines shall apply to passengers with confirmed bookings affected by the cancelled flights caused by Typhoon Ompong (International name “Mangkhut”) **from September 14-17, 2018.**

- Rebooking is allowed for travel within thirty (30) days from the original travel date without penalty, provided the tickets are still valid or within the ticket validity period.
- Rebooking must be made using the same BCC/RBD as reflected on the original ticket. However, in cases when the original BCC/RBD is full, ticket maybe rebooked using the next higher BCC within the same class of service. Waive penalty / change fee.
- For Tickets affected by the cancelled flights that will require reissuance, the following information must be indicated in the reissued ticket.
 - ✓ The new flight details and all other information on the old ticket (such as the fare, taxes, surcharges, fare basis, fare calculation, validity dates, forms of payment, etc.).
 - ✓ Annotate the Endorsement/Restriction field of the new ticket with **“INVOL RERTE PR (flight number)/ (date) DUE TYPHOON OMPONG”**
- Passengers who are booked and ticketed on the cancelled flights and who opted to refund their tickets or EMD for ancillaries, shall be allowed. Waiver Refund Penalty.
- Electronic Miscellaneous Documents (EMD) that are issued for ancillaries such as CESS, FESS and prepaid baggage may be rebooked/reassociated to the passenger’s new flight/flight date.
- Non-user’s fee, Rebooking, Change Fee and Reissuance Penalties shall be waived on tickets booked on the affected cancelled flights.
- For scenarios/transactions not mentioned above (including rerouting, etc.), a waiver code must be secured. Said waiver code must be indicated in the Endorsement/Restriction Field of the new ticket. An Agency Debit Memo (ADM) will be issued to those who failed to indicate the waiver code.

*****This Handling Guidelines should not be released to your BSP Agents****

For your offices’ strict compliance.

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