

TRAVEL VOUCHER

NO NEED TO WORRY, TRAVEL WHEN YOU'RE READY
AND GET MORE VALUE FOR YOUR TICKET WITH 10% BONUS*

WHO CAN AVAIL

If you have a confirmed Philippine Airlines booking affected by COVID-19 cancellations or travel ban, or with flights from June 1, 2020 onwards, you can convert your ticket to a Travel Voucher. For involuntary changes, the Travel Voucher will contain the full unused value of your ticket PLUS an additional 10% of the unused base fare.

HOW TO AVAIL

Passengers may contact the following channels to convert their ticket to a Travel Voucher:

For tickets booked through Philippine Airlines Website, Mobile App, Ticket Office or Reservations Hotline:

- Log on to myPAL Request Hub at <https://mypal.vip/url/RequestHub>
- Visit your nearest PAL Ticket Office or contact the hotlines below:
8:00AM-8:00PM (PH TIME) RESERVATIONS HOTLINE: (+632) 8855 8888
US/CANADA TOLL FREE HOTLINES: 1-800-I-FLY-PAL OR 1-800-435-9725

5:00AM-5:00 PM (Hawaii Time), 8:00AM-8:00PM (Pacific Time), 11:00AM to 11:00 PM (Eastern Time)

For tickets booked through travel agency, please contact your issuing travel agent.

WHEN TO AVAIL

1. If you're affected by COVID-19 disruptions (from February 2 to May 31, 2020) or travel ban, you may submit your request even AFTER your flight until November 30, 2020.
2. If you opt for voluntary changes (flight is initially scheduled June 1, 2020 onwards, issued on or before April 30, 2020, but flight is not cancelled or affected by travel ban), please submit your request 7 days before new flight departure and until November 30, 2020.

TERMS AND CONDITIONS

1. *For involuntary changes, the Travel Voucher is equivalent to the unused value of your ticket plus an additional 10% of the unused base fare. This benefit is available only among passengers who have not made previous changes to their booking. The additional 10% value is non-refundable.
2. For voluntary changes, the Travel Voucher is equivalent to the unused value of your ticket.
3. Your converted Travel Voucher is initially valid for one year and can be used to purchase new PAL tickets or PAL Travel Extra/s. Travel is subject to fare rules of the redeemed ticket. Minimum and maximum stay of new PAL tickets are subject to applicable fare conditions (e.g., 8-day maximum stay for an Economy Supersaver fare).
4. If you are affected by an involuntary change and are still undecided on your travel date, the Travel Voucher may be extended by another one year. No further extensions are allowed. For requests on validity extension, contact PAL seven (7) days before the expiry of the voucher. Requests made after the initial one year validity date will not be accepted.
5. A maximum of two payment options can be used when availing tickets or PAL Travel Extras using the Travel Voucher in a single transaction. You can use:
 - a) a combination of two (2) Travel Vouchers or
 - b) one (1) Travel Voucher plus a top-up payment via cash or credit card.
6. The Travel Voucher is non-transferable.
7. When availing tickets or PAL Travel Extra/s, any residual amount can be used as:
 - a) partial or full payment for other PAL Travel Extra/s or
 - b) partial or full payment for another passenger's ticket or PAL Travel Extra/s (a different itinerary is allowed).

Note: Processing of tickets or PAL Travel Extra/s and any residual amount must be done at the same date and time, in the same Philippine Airlines channel, and with the same handling PAL agent.

8. If you are affected by an involuntary change, your Travel Voucher (full or partial) is refundable. For voluntary changes, the refundability of your Travel Voucher (full or partial) will be subject to the fare rules and conditions of your converted ticket.
9. When you are ready to travel, you may contact any Philippine Airlines Channel to use your Travel Voucher.
10. The terms and conditions above are subject to change without prior notice.