

Dear Valued Travel Agents,

Please be advised of the following updates:

1. Daily Manila-Tuguegarao Flights to Start in October
2. Adjustment in Fuel Surcharge for Travel Originating and Within the Philippines
3. Name Correction Policy for IATA Agents

## 1. DAILY MANILA-TUGUEGARAO FLIGHTS TO START IN OCTOBER



We are happy to resume services to Tuguegarao City with daily flights between Manila and Tuguegarao (TUG) starting 29 October 2023.

Our new PAL route will offer convenient mid-morning schedules linking Cagayan Province and the Cagayan Valley region to Metro Manila, with connections beyond Manila to other points in PAL's domestic and international network.

## 2. ADJUSTMENT IN FUEL SURCHARGE FOR TRAVEL ORIGINATING AND WITHIN THE PHILIPPINES

Philippine Airlines will implement changes in fuel surcharge for sales/ticketing on or after **01 November 2023**.

### Imposition and Collection:

1. The fuel surcharge in effect on the day of ticketing shall be applied and shall be the same for all passengers— adults, children and infants occupying seats. Infants without seats are exempt from the fuel surcharge.
2. The applicable fuel surcharge shall be collected per passenger, and per segment.
3. For international flights originating in the Philippines, fuel surcharge in accordance with the approved CAB matrix may be imposed in any equivalent foreign currency. (Converted to NUC using

- the ROE at time of ticketing).
4. Shown as -YQ- in the box of the ticket.
  5. Assessed for ticket re-issuances of totally unused tickets, where applicable surcharge was not collected.
  6. NON-commissionable and the amount will accrue to PR.
  7. For codeshare flights, the applicable YQ/Q shall be that as quoted by the system.
  8. For routings involving interlining, the applicable YQ/Q shall be that as quoted by the system.

**Rule on Refund and Adjustment of Fuel Surcharge Previously Collected:**

1. When an unused portion of the ticket is refunded, the fuel surcharge collected for such sector/s will be refunded in full.
2. When a ticket is rebooked and fuel surcharge was previously collected, the fuel surcharge will be adjusted to the prevailing rate at the time when it was rebooked.

***Note: Passengers affected by involuntary cases shall not apply collection on difference of fuel surcharge.***

All other conditions remain unchanged. System has been updated accordingly.

### 3. NAME CORRECTION POLICY FOR IATA AGENTS

Effective 01 November 2023, **Philippine Airlines will allow travel agency to reissue ticket** due to name correction with the current USD25 fee on international except for the following areas as applicable:

- a. Australia - AUD 100
- b. Japan - JPY 2,500
- c. Canada - CAD 80
- d. Domestic - PHP 1,000 inclusive of VAT

As a general policy, transfer of name to another person's name is not allowed. However, we shall allow name correction for **Travel Agency reissuance** with a fee for the following cases:

1. To correct spelling, add or delete two (2) missing letters of passenger's surname or first name.
2. To add Maria or Ma to the first name.
3. Transposition of foreign name of the passenger provided all names are included.
4. To correct gender.

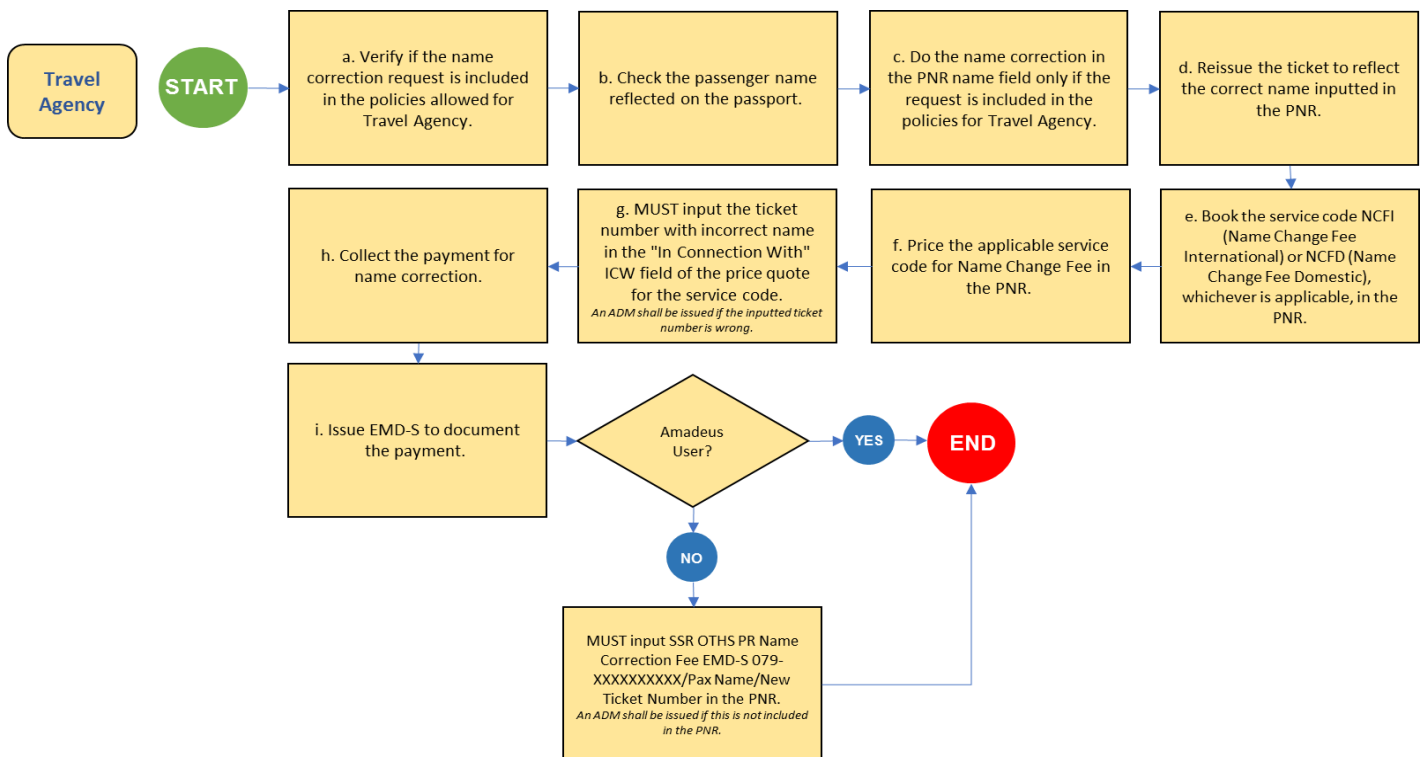
***Note: Applicable to 079 document on PR routes only. Applicable to all GDS except for Infini.***

For below cases, reissuance must be created through **PAL Direct Channel** (PR contact center or ticket offices):

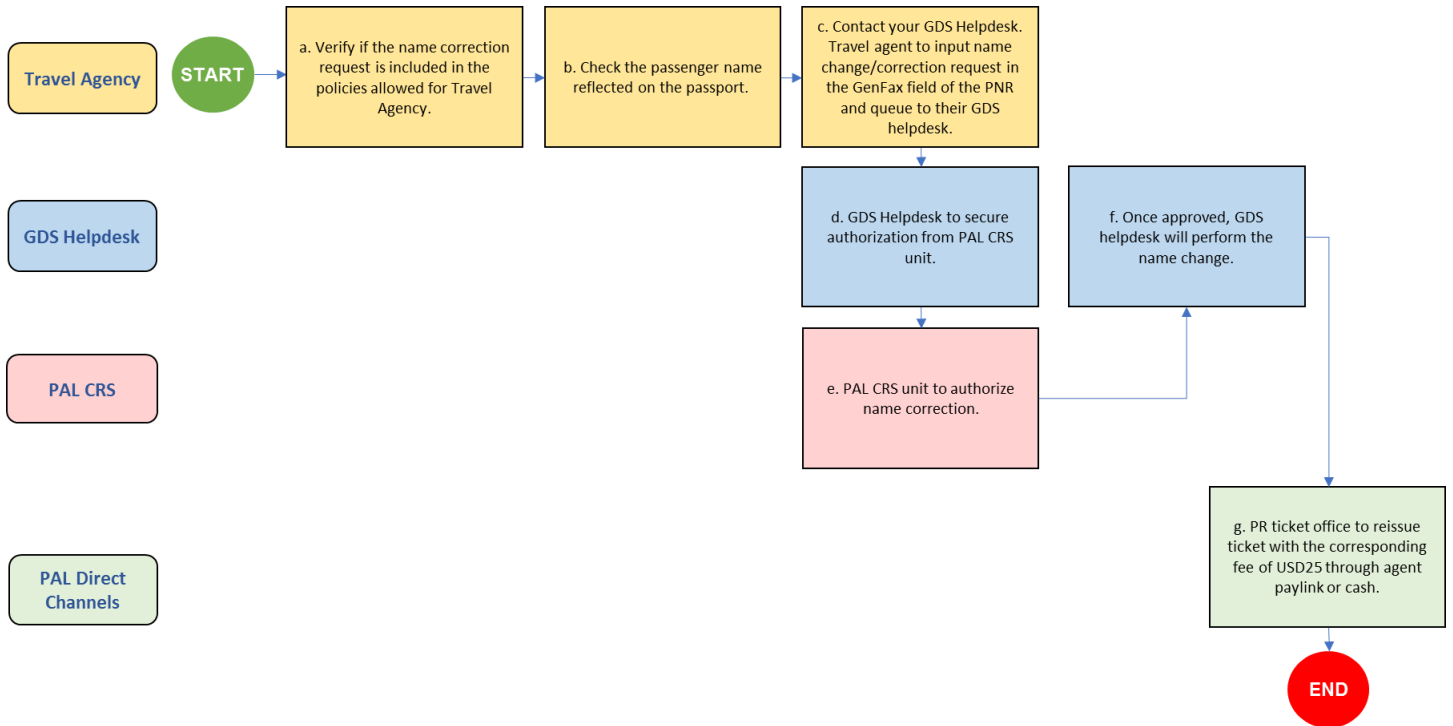
5. To correct maiden name to married name
6. Passenger preference to use other name, only if specified in the passport with A.K.A.

For all other changes not mentioned above, the change fee as specified in the fare rules shall apply.

**Procedure of Travel Agency on Reissuance for Name Correction:**



**For items 5 and 6 requiring name correction to be handled through PR direct channels only. For proper handling, please refer to the following procedure:**



In cases where PNR contains other airlines (OAL) booking:

- i. Secure authority to amend name from OAL first, to be inputted in the PNR (by OAL).
- ii. Once approved, perform steps a-g.
- iii. Travel agents are enjoined to check with OAL if the new ticket has generated in the OAL side.