

Dear Valued Travel Agents,

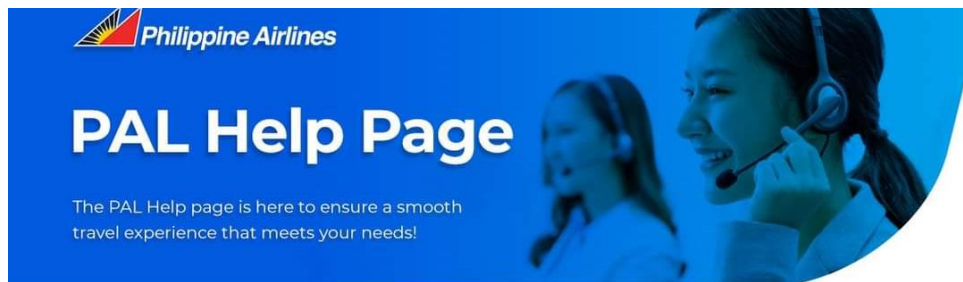
Please be advised of the following updates:

1. Introducing Our Enhanced PAL Help Page
2. Changes in New York Frequency eff. 01 April 2024
3. PAL Adds Manila – Toronto Flights eff. 05 April 2024
4. Philippine Airlines New International Mabuhay Lounge at NAIA Terminal 1 is Now Open
5. Changes to Dipolog Schedules while Runway Repairs Continue
6. Mandatory Registration to eTravel

1. **DAILY INTRODUCING OUR ENHANCED PAL HELP PAGE**

Need to submit a request that requires additional documents? Our new online forms make it easy and efficient. For requests related to flight disruptions, special services, refund follow-ups, and more, simply upload your documents and we'll handle the rest. And remember, our voice and non-voice channels are always open for immediate support.

Get the help you need when you need it.



These self-service request options have been made available!

- ▬ Flight Disruption Assistance
- ▬ Compliment or Feedback
- ▬ Complaint
- ▬ Travel Extras / Travel Boost
- ▬ Special Handling
- ▬ Existing Booking
- ▬ Refund
- ▬ Disability Assistance

This will be accessible through the philippineairlines.com under **Help & Support**

To book a flight or if you have concerns about your existing booking, please contact **PAL's Global Reservation and Customer Support**

 PhilippineAirlines    flyPAL  philippineairlines.com

2. CHANGES IN NEW YORK FREQUENCY EFF. 01 APRIL 2024

Philippine Airlines would like to share its changes in frequency for JFK flights:

Route	Flight No.	Frequency	Flight Schedule		Remarks
			ETD	ETA	
MNL-JFK	PR126	TU / TH / SA	1940H	2315H	01 APR 2024 - UFN
JFK-MNL	PR127	WE / FR / SU	0140H	0645H+1	

3. PAL ADDS MANILA-TORONTO FLIGHTS EFF. 05 APRIL 2024

Philippine Airlines (PAL) will introduce a third weekly nonstop frequency on its Manila - Toronto route starting April 5, 2024.

With three weekly frequencies to choose from between Manila and Toronto, passengers gain added flexibility to structure their travel plans.

PAL is the only airline offering nonstop flights between the Philippines and Canada and also serves Vancouver with daily flights from its Manila hub. Other points across Canada such as Edmonton, Winnipeg and Calgary are served via PAL's codeshare partner WestJet.

PAL operates the Toronto services with the new-generation Airbus A350-900, a long-range jetliner that accommodates 295 passengers across a tri-class layout with 30 passengers in Business Class, 24 in Premium Economy, and 241 in Economy.

The Manila-Toronto-Manila routes will have the following schedule from April 5, 2024 onwards:

Route	Flight No.	Frequency	Flight Schedule		Remarks
			ETD	ETA	
MNL-YYZ	PR118	WE / FR / SU	1635H	2000H	05 APR 2024 - UFN
YYZ-MNL	PR119		2330H	0345H+2	

(PAL's current twice-weekly service departs every Wednesday and Sunday from Manila and Toronto).

The early morning arrivals in Manila connect seamlessly to PAL's network in the Philippines, Southeast Asia, North Asia and China.

Canada recently included the Philippines in the electronic travel authorization (eTA) program, allowing Philippine passport holders to travel to Canada visa-free provided they hold a valid U.S. Visa or have been issued a Canadian tourist visa in the last 10 years. Canada has recently opened its borders to more immigrants, workers, and students and has seen steady growth of Filipinos in both Toronto and Vancouver.

Further on the increase in frequency, kindly refer to the link [PAL Adds Manila-Toronto Flights](#).

4. PHILIPPINE AIRLINES NEW INTERNATIONAL LOUNGE AT NAI A TERMINAL 1 IS NOW OPEN



Our highly impressive international lounge is now open - designed by Atelier Almario in collaboration with Philippine Airlines - has a floor area of 1,200 square meters and a seating capacity of 294.

Business class passengers, Elite/Premier Elite frequent flyers and Million Milers taking our international flights may now experience the comfort and convenience of this elegant and well-curated structure.

The lounge has the following:

- Seating area
- Exclusive room for Million Milers
- Quiet area
- Dining area - with buffet showcasing PAL's signature arroz caldo
- Bar - with a variety of beverages including Tanduay's drink selection
- Shower rooms, restrooms for males, females, the elderly and PWDs.
- Massage corner
- Nursing area
- Vaping area

Plane spotters may position themselves in a designated area providing a good view of the ramp and skyline.

Our lounge's cozy ambience, modern amenities and the warmth and hospitality of our lounge team make waiting for one's flight a truly delightful experience.

5. **CHANGES TO DIPOLOG SCHEDULES WHILE RUNWAY REPAIRS CONTINUE**

For the safety of our passengers, we are making certain adjustments to our services to and from Dipolog for the period from December 14 to 31, 2023. Due to ongoing repair work on the runway at Dipolog Airport airline flights are limited only to turboprop aircraft.

CEBU-DIPOLOG-CEBU SERVICES – FOR DECEMBER 14 TO 31, 2023, DAILY

PR 2559 Cebu-Dipolog – departing at 09:00 AM

PR 2560 Dipolog-Cebu – departing at 10:10 AM

MANILA-DIPOLOG-MANILA SERVICES – FOR DECEMBER 1 to 31, 2023,

DAILY Except on December 6, 10, 13, 17, 20, 24 and 27 2023

PR 2557 Manila-Dipolog - departing at 02:30 PM

PR 2558 Dipolog-Manila - departing at 05:15 PM

Alternate Flights

We will continue to operate alternate replacement flights between Manila and Pagadian to serve passengers from the cancelled Manila-Dipolog and Dipolog-Manila flights as follows:

December 6, 10, 13, 17, 20, 24 and 27, 2023:

PR 2751 Manila-Pagadian - departing at 05:15 AM

PR 2752 Pagadian-Manila - departing at 07:30 AM

Confirmed Dipolog-Manila and Manila-Dipolog passengers on the cancelled flights will automatically be rebooked on our Pagadian-Manila and Manila-Pagadian flights respectively.

Alternatively, you may also take our Ozamiz-Manila and Manila-Ozamiz routes or rebook to future Dipolog flights.

Philippine Airlines will coordinate closely with the local airport authorities to determine when the airport runway repairs will be completed and ready for the safe resumption of Airbus jet flights.

6. MANDATORY REGISTRATION TO ETRAVEL

Please be reminded that this e-Travel Registration is a mandatory requirement for departure/ arrival in the Philippines, imposed by the Inter-Agency Task Force for the Management of Emerging Infectious Diseases (IATF-EID).

The following travelers are required to register at the eTravel website (<https://etravel.gov.ph/>) at least 72 hours prior to the intended travel:

- a) Arriving Filipino and foreign crew members;
- b) Arriving Filipino and foreign passengers; and
- c) Departing Filipino passengers

The following are exempted from eTravel registration:

- a) Foreign diplomats and their dependents;
- b) Foreign dignitaries and members of their delegation;
- c) Holders of 9(e) visas; and
- d) Holders of diplomatic and official/service passports

Thank you.