

## HANDLING GUIDELINES ON THE MANILA – ABU DHABI FLIGHT SUSPENSION

The following are the guidelines in handling passengers with confirmed MNL-AUH v.v. bookings from January 15 to March 30, 2019.

- All passenger holding tickets that are booked and ticketed on the cancelled MNLAUH or v.v. may be reprotected on PR's flight via MNL-DXB or v.v.

- Book the passenger on the PR flight using the same RBD as reflected on the MNL-AUH or v.v. ticket.

However, in cases when the original BCC/RBD as reflected on the ticket is full, reprotect the passenger on the next available BCC.

- Reissue the ticket to reflect the new MNL-DXB or v.v. flight details.
- Indicate all information of the old ticket (such as the fare/taxes/surcharges; fare basis, fare calculation, validity dates forms of payment, etc.) to the reissued ticket. No additional YQ and fare difference shall be collected from the passenger.

For tickets issued outside of the Philippines but to be reissued in the Philippines, the PH tax must still be assessed (i.e. whether passenger need to pay tax or is exempted).

- Annotate the Endorsement/Restriction field of the new ticket with "INVOL RERTE DUE (flight no.) / (date) NOOP"

- A shuttle service from DXB to AUH or AUH to DXB, shall be provided to the affected passengers. Observe the following procedure:

- i. Send an email with the following information for the proper coordination of the shuttle service:

**a. Email must be addressed to:**

prsales\_abudhabi@pal.com.ph  
pr\_dubai@pal.com.ph  
gsa\_dubai@pal.com.ph  
gsa\_abudhabi@pal.com.ph

**Copy:**

nness\_pagaduan@pal.com.ph  
roy\_bareng@pal.com.ph  
dxbasd@pal.com.ph

**Email Subject: SHUTTLE SERVICE**

- b. Indicate the table below in the body of the email

PAX NAME	RELOC	DATE OF SHUTTLE SVC	ROUTE OF SHUTTLE SVC	PAX MOBILE	PAX EMAIL ADDRESS

where:

**ROUTE OF SHUTTLE SVC** – refers to the actual route of the shuttle service to be availed of by the passenger e.g. AUH-DXB

**DATE** – refers to the actual date when the shuttle service will be availed by the passenger i.e. the arrival date in DXB (for the MNL-DXB) or departure in AUH (for DXB-MNL).

**Note:** In cases when passenger has a return ticket and will avail of the shuttle service, request for said service can already be included in the above table.

- ii. Advise passengers who would avail of the shuttle service with the following arrangement.

**a. FOR PASSENGERS AFFECTED BY THE MNL-AUH FLIGHT CANCELLATION**

- i. Shuttle service meeting/pick-up point in DXB is at the airport Terminal 1 from 1900H – 2000H. PR representative shall meet and handle the transfer.

Contact Persons:

PAL DXB Contact Center Number +9714-3166632 (Open Sat-Thurs except Fri) from 09:00H to 18:00H.

- ii. After immigration and customs clearance, PR representative shall direct the passengers to the shuttle service / pick-up area. As soon as all expected passengers are in the shuttle, it will depart from DXB to AUH.

- iii. Drop-off point in AUH

**Atlas Travel**

Ground Floor, Al Darmaki Bldg.

Zayed the 2<sup>nd</sup> Street (Elektra Street), beside Holiday Inn Downtown

**b. FOR PASSENGERS AFFECTED BY THE AUH-MNL FLIGHT CANCELLATION**

- i. Shuttle service meeting / pick-up point in AUH is at

**Atlas Travel**

Ground Floor, Al Darmaki Bldg.

Zayed the 2<sup>nd</sup> Street (Elektra Street), beside Holiday Inn Downtown

Contact Persons:

Tin/Roy/Penkie +971-2-6222462

Email: [prsales\\_abudhabi@pal.com.ph](mailto:prsales_abudhabi@pal.com.ph)

Office Hours:

Saturday to Thursday 0830H – 1330H resumes 1630H-1930H

ii. Passengers must be at the meeting point in AUH is at 1400H. ETD of shuttle service is at 1430H.

ii. Drop-off point – DXB International Airport Terminal 1

Note: Shuttle service travelling time is approximately 2 ½ hours.

- Passengers booked and ticketed on the affected/cancelled flights MNL-AUH or v.v. and who opted to refund their tickets shall be permitted. Refund penalties waived.
- Non-user's fee, rebooking, change fee and reissuance penalties shall be waived on tickets booked on the affected cancelled MNL-AUH or v.v. flights.
- 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 PR operated flight/flight date.

For your offices' strict compliance.

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