

### Terms and Conditions and Mechanics on How To Use the E-UTC

1. UTCs are valid for one (1) year from the date of issuance and entitle the Member or Beneficiary to a one-sector, one-step service class upgrade, subject to seat availability.
2. UTCs can only be used on PAL-operated flights, code-share flights with a PAL document (ticket must start with 079) and in conjunction with an eligible ticket.
3. The Member or Beneficiary (traveling or non-traveling companion) must have a confirmed / eligible booking on a ticket that allows an upgrade. You should be booked and ticketed on the following Booking Class Codes (BCC):
  - > Economy Booking Class Code (BCC) upgrade to Premium Economy (if tri-class aircraft will be utilized) or upgrade to Business Class (if bi-class aircraft will be utilized) - Ticket with Booking Class Code (BCC): H/M/S/L/Y
  - > Premium Economy upgrade to Business Class (if tri-class aircraft will be utilized) - Ticket with Booking Class Code (BCC): W/N (except N9).
4. A Million Miler may have his upgrade confirmed upon issuance of his qualified ticket while a Premier Elite Member may have his upgrade confirmed 1 - 3 days prior flight departure. A Beneficiary may be confirmed a day prior flight departure.
5. Confirmation of the upgrade is subject to seat availability at the time of booking. For a Member or Beneficiary who does not call the Contact Center or visit a Ticket Office, an upgrade may be confirmed at the airport on a first come/first-served basis, subject to availability of seats.
6. PAL does not guarantee specific seat requests and/or loading of special meals for passengers using UTCs.
7. A ticket upgraded using a UTC will earn Miles based on the qualifying ticket's original class of service.
8. UTCs may not be combined with other upgrades using another UTC, MM Service Class Upgrade Award (SCU) or tickets used in conjunction with but not limited to the following: industry/agent discount tickets, infant (below 2years old) tickets, charter tickets, complimentary/non-revenue (including Mabuhay Miles award tickets), tickets issued subject to special provisions and discounted/promotional tickets.
9. Member or Beneficiary, who has a confirmed UTC upgrade, shall not be eligible for involuntary upgrade.
10. An infant not occupying a seat will only be upgraded together with the accompanying Member or Beneficiary who availed of a UTC, upon payment of the fare difference of the infant fare to the upgraded class of service.
11. UTCs have no cash value and may not be sold or transferred for value.

12. For UTC request, please call Philippine Airlines' Reservations Contact Center at (02) 8855-8888 or 1-800-4359725 or visit our Ticket Offices, advise the attending agent of your intention to use your UTC and quote the UTC# you wish to use.
13. UTCs booked and confirmed other than through Mabuhay Miles, PAL Reservations' Contact Center and/ or PAL Ticket Offices shall not be honored.
14. Failure to comply with the terms and procedures shall be a cause for denial of UTC usage.
15. For paper UTCs issued before 2021, lost or stolen shall not be replaced or re-issued. Tampered or mutilated UTCs shall not be honored for usage and shall not be replaced or re-issued UTCs.