

PHILIPPINE AIRLINES, INC. ACCESSIBILITY PLAN AND FEEDBACK PROCESS
(For Flights to and from Canada)

As of January 31, 2024

Philippine Airlines (PAL) adheres to the principles set out under the [Accessible Canada Act \(ACA\)](#), Accessible Transportation for Persons with Disabilities Regulations (ATPDR) and Air Transportation Regulations, Part VII (ATR).

PAL supports the principles that:

- All persons must be treated with dignity regardless of their disabilities.
- All persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities.
- All persons must have barrier-free access to full and equal participation in society, regardless of their disabilities.
- All persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities.
- Laws, policies, programs, services, and structures must consider the disabilities of persons, the different ways that persons interact with their environments and the multiple and intersecting forms of marginalization and discrimination faced by persons.
- Persons with disabilities must be involved in the development and design of laws, policies, programs, services, and structures.

General

For information regarding PAL's accessible travel services for passengers with special needs, you may send your inquiry or request to **PAL's Customer Relations Office (CRO)**. Passengers can send their feedback about PAL's accessibility or disability assistance services by filling out our [online customer feedback](#) form or by emailing us at wecare@philippineairlines.com.

- Passengers may also send us a letter and address it to:

Philippine Airlines, Inc.
Manager – Customer Relations
PNB Financial Center, Pres. Diosdado Macapagal Ave., Pasay City, Philippines
PO Box 1300

- Passengers can request for assistance at the airport, during the flight, or during transit as the passenger connects to another destination by filling-out the [Online Disability Assistance Form](#).

Please send your requests for special assistance you need during your journey at the time of booking or at least forty-eight (48) hours before your flight.

- Passengers who plan to transport their own wheelchair or other mobility aids may review below the applicable liability limitations for damaged, delayed or lost baggage, and the option to make a special declaration in case a baggage claim is expected to be in an amount over and above the maximum limits provided under applicable convention, regulation and PAL's baggage tariffs:

- **Liability Limitations**

For damaged, delayed or lost baggage, the liability limitations under the Montreal Convention (for International Flights), the Philippine Air Passenger Bill of Rights (for Domestic flights) and PAL's Conditions of Carriage shall apply.

- **Special Declaration**

Before departure, a Passenger may declare a baggage value in excess of PAL's liability limitations, provided that, that if a sector (s) of the Carriage is performed by another carrier that applies different excess value charged, PAL may refuse to accept a special declaration with respect to such sector(s).

- In the event a special declaration is made, an additional valuation fee shall be charged as follows:
 - For a declared baggage value in excess of the airline's liability limitations, the charge is USD1.00 for every USD100.00.
 - The declared value of goods must be based on evidence, with a maximum limit of USD 2,500.00
 - For more information, please reach out to any of our check-in agents.

- For alternate formats of the PAL Accessibility Plan, you can download a print (PDF) or an audio version:
 - **Print (download as PDF): PAL Accessibility Plan**
 - **Audio (MP4 format): PAL Accessibility Plan Audio (available on February 07, 2024)**

You can also request for a copy sent through e-mail filling-out the [Online Disability Assistance Form](#). Please indicate in your request the preferred format of the PAL Accessibility Plan.

- If your needs are not covered in this form, or if you have other special assistance request or inquiries, please call our Hotlines for further assistance.

Location	PAL Reservations Hotline
Manila, Philippines	(+632) 8855-8888
United States / Canada (Toll-free Reservation Hotline)	1-800-435-9725
Other Cities in the Philippines (Reservation Hotline)	Click Global Reservations Hotline for the full list

Information and communication technologies (ICT)

- PAL's information systems and website are compatible with adaptive technology. PAL is WCAG version 2.1 AA compliant.
- Aside from telephone systems, PAL will continue to provide alternative means of communication such as emails, mobile chat channels (Viber, Whatsapp, Messenger), Web Chat, and VoIP (Voice over internet protocol).
- In collaboration with its terminal partners, PAL's public announcements in terminals are provided in both audio and visual formats. These announcements include information concerning departure delays, gate or track assignments and schedule or connection changes.

Communication, other than ICT

- PAL shall continue to ensure that its personnel who interact with passengers with disability shall take into account: the nature of the person's disability; the need for assistive devices; the use of available augmentative or alternative communication systems such as clear, concise and plain language and audio or visual formats; the need to confer with persons with disability regarding their preferred physical assistance; and the importance of meaningful engagement with persons with disability as to their needs at the time of reservation, clearly identifying available services in relation to said needs.

Procurement of goods, services, and facilities

- PAL shall continue to include accessibility requirements as criteria in its procurement of goods, services and facilities, such as in catering (meals), ground handling procurement on wheelchair assistance at terminals, and constant partnerships with terminals to ensure needful compliance with accessibility requirements.
- For procurements, PAL shall strive to ensure that the goods and/or services are accessible upon delivery.

Design and delivery of programs and services

- PAL shall continue to design and deliver its accessibility services and programs, such as in assisting with check-in, boarding, and disembarking, the transportation of support persons or service dogs, the

transportation of mobility aids, curbside assistance, training provided to personnel, etc. in accordance with relevant and applicable Canada Accessibility Laws and Regulations,

- PAL shall ensure to consider feedback from its frontliners regarding the design and delivery of its accessibility programs and services.
- PAL shall continue to consult with persons with disabilities in the continuing development of services directed to them, as well as in the enhancement of training programs to support new insights from representatives of the disability community.

Transportation

- PAL shall ensure the provision of accessible transportation not only inflight, but also to and from a terminal, such as wheelchair accessible taxis or shuttle buses between terminal airports.
- PAL shall ensure that agreements or arrangements with its service providers for the provision of ground transportation take into consideration accessibility requirements.

Built Environment

- As a foreign carrier, PAL's Built Environment includes passenger aircraft and ancillary services provided in relation to the transport by air, as well as partner terminals.
- PAL shall ensure the accessibility of its passenger aircraft, including the means to board and disembark therefrom, as well as any may be necessary to facilitate this, such as aisle and onboard wheelchairs, seats with movable arm rests, accessible lavatories.
- PAL shall ensure to maintain meaningful collaboration with its partner terminals for accessibility requirements on accessible terminal wash areas, service animal relief areas, accessible parking and an accessible path of travel to and from a terminal, and the like.

Provisions of CTA accessibility-related regulations

PAL shall ensure that passengers with disabilities have access to the following:

- [Accessible Transportation for Persons with Disabilities Regulations](#) (ATPDR) – for large TSPs
- [Air Transportation Regulations, Part VII](#) – for air carriers not captured under the ATPDR

Consultations

PAL's Commitment to an Inclusive Passenger Experience

PAL's commitment to accessibility is reflected in its collaborative approach with disability organizations and adherence to Philippine disability regulatory standards. The airline actively engages in continuous

consultations to gather insights and feedback from disability groups, acknowledging the evolving nature of lived experiences. This iterative process informs and shapes PAL's accessibility programs and services, ensuring they align with the dynamic needs of individuals with disabilities. The airline places a strong emphasis on incorporating these perspectives, fostering an inclusive and adaptive framework for its accessibility-related initiatives.

Who we consulted

Passengers

Our inclusive consultation process engaged a diverse range of stakeholders, encompassing customers, employees, and other relevant groups. To glean insights from customers with disabilities, we routinely analyze feedback from our post-trip survey, gauging passenger sentiments toward our current accessibility services. Additionally, customer touchpoint assessments are conducted both at the airport and in-flight, involving interviews with passengers with disabilities to gather recommendations for enhancing airline services.

We have actively involved our frontline staff, including ground operations teams, inflight cabin services, and contact center personnel, in shaping the initiatives we have for our PWD passengers. Our commitment extends to employees who are actively encouraged to participate in company-led initiatives promoting awareness of accessibility and disability assistance. Through these initiatives, employees are educated and sensitized to the services the airline provides, actively contributing recommendations for additional services that can enhance customer experiences across various touchpoints.

Other involved stakeholders

In addition to robust customer and employee engagement, we participate in trainings, seminars and other activities with government agencies such as the Philippine Civil Aeronautics Board Taskforce on Accessibility and Senior Citizen Concerns (CAB-TFAS) and the National Council on Disability Affairs, as well as regulators and industry stakeholders. Active participation in their initiatives ensures a thorough understanding of accessibility considerations and enables us to address any pertinent concerns with diligence.

Our next steps

Philippine Airlines shall continuously engage in consultations and active feedback-seeking from the public, customers, diverse organizations, and our employees to improve the experience of our passengers with disabilities. We are committed to:

- Regular consultations with Employees, key internal teams, and senior management for initiatives that will benefit our passengers with disabilities.
- Strengthening partnerships with government agencies and community-based organizations focused on fostering inclusive and barrier-free spaces, and advocating for accessibility.
- Enhancing customer feedback channels and metrics, actively encouraging input to enhance the overall customer experience.
- Establishing a PWD Committee led by our Customer Experience group to oversee and ensure that policies are regularly reviewed, and that special handling and procedures are complied with.

- Facilitation of quarterly performance reviews with our internal stakeholders to ensure the effective progression of ongoing projects for PWDs.
- Conduct regular audits, addressing any challenges or issues faced by PWDs at each PAL touchpoint.
- Regular consultations with disability groups to ensure that services and facilities are inclusive, meeting the diverse needs of passengers with disabilities and fostering an accessible and accommodating travel experience.
- Continuously conduct PAL's annual certification training for all our front liners that will highlight all necessary information revolving around proper special handling of our PWD passengers. Training materials will continuously evolve following the needs of our PWD passengers.

In our commitment to transparency and accountability, we will endeavor to regularly provide updates on our Accessibility Plan and diligently track our progress toward achieving our accessibility goals for better customer experience.

Available Travel Services for Passengers with Special Needs:

You may choose from our self-service request options on our [PAL Help Page](#), to ensure a smooth travel experience that is tailored to your needs.

- [Disability Assistance Form](#)
- [Expectant Mothers](#)
- [Inflight Oxygen](#)
- [Medications and Medical Oxygen](#)
- [Onboard Stretcher](#)
- [Passengers With Nut Allergy](#)
- [Persons with Disability \(Discount\)](#)
- [Senior Citizens and PWDs](#)
- [Service Dogs](#)
- [Special Assistance for Persons with Cognitive Disabilities](#)
- [Traveling With Infants](#)
- [Unaccompanied Minors](#)