

myPAL TRAVEL VOUCHER

NO NEED TO WORRY, TRAVEL WHEN YOU'RE READY

WHO CAN AVAIL



If you have a confirmed Philippine Airlines ticket, you can convert the unused value of your ticket to a myPAL Travel Voucher due to uncertainties from COVID-19.

HOW TO AVAIL

Passengers may contact the following channels to convert their ticket to a myPAL Travel Voucher:



For tickets booked through Philippine Airlines Website, Mobile App, Ticket Office or Reservations Hotline, please visit your nearest **PAL Ticket Office** or **contact the hotlines** below

24/7 RESERVATIONS HOTLINE / US/CANADA TOLL FREE HOTLINES
(+632) 8855 8888 1-800-I-FLY-PAL OR 1-800-435-9725



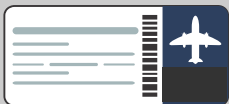
For tickets booked through travel agency, please contact your issuing travel agent.

WHEN TO AVAIL



1. If you are travelling from March 15 to April 30, 2020 or affected by COVID-19 disruptions, you may submit your request even AFTER your flight.
2. If you are for voluntary changes (initially travelling May 1, 2020 onwards, ticketed on or before March 31, 2020) – please submit your request 7 days before departure.

VALIDITY AND TERMS



1. Your converted myPAL Travel Voucher is valid for one year and can be used to purchase new PAL tickets or PAL Travel Extra/s.
2. A maximum of two (2) myPAL Travel Vouchers can be used in a single transaction.
3. You may top-up with cash or credit card to avail of tickets or PAL Travel Extras with prices higher than the voucher.
4. The myPAL Travel Voucher is non-transferable.
5. If you are affected by an involuntary change, your myPAL Travel Voucher is refundable. Otherwise, the refundability of your myPAL Travel Voucher (full or partial) will be subject to the fare rules and conditions of your ticket.
6. When you are ready to travel, you may contact any Philippine Airlines Channel to use your myPAL Travel Voucher.