

LE	SECTION I - GENERAL RULES																
24	<p><b>ANCILLARY FEES/CHARGES (Continued)</b> <b>PART II - SEAT CHARGES (Continued)</b></p> <p><b>CHOICE SEAT FORWARD FEE</b></p> <p>(A) Choice Seats Forward are seats in the forward economy zone except bulk head and exit rows which shall remain as Choice Seats Extra Legroom. Choice Seat Forward is offered to passengers who want a seat in the front rows of the economy cabin for easy and priority disembarkation. This will also ensure that the families and groups are seated together.</p> <p>(B) <b>CHOICE SEAT FORWARD FEES:</b></p> <table border="0"> <tr> <td>Between SFO, LAX, HNL and MNL</td> <td>USD 50</td> </tr> <tr> <td>Between YVR and MNL</td> <td>USD 50/CAD 50</td> </tr> <tr> <td>Between MNL and LHR</td> <td>USD 50</td> </tr> <tr> <td>Between PH &amp; Middle East</td> <td>USD 30/SAR 110/AED 110</td> </tr> <tr> <td>Between PH &amp; Australia/ New Zealand/POM</td> <td>USD [I]40</td> </tr> <tr> <td>HKG/TPE/MFM/CAN/JJN/XMN</td> <td>USD 30/HKD 120</td> </tr> <tr> <td>Other Regional (inc. Guam/SPN)</td> <td>USD 20/JPY 2000</td> </tr> <tr> <td>Domestic</td> <td>PHP 250/USD 7/JPY 700</td> </tr> </table> <p>(C) <b>RESERVATIONS AND PAYMENT</b></p> <ol style="list-style-type: none"> <li>(1) Seats are blocked in the seat map with a Star Symbol and can only be released by Employee Profile Records (EPR) with the "DISPLY" keyword (for Sales/Ticket Office/Contact Center) and "Select" keyword (for check-in counters).</li> <li>(2) Passenger must pay as soon as confirmation of Seat is received.</li> <li>(3) Only ticketed PNR/s (passenger name record) will be accommodated and will qualify to avail of the Choice Seats Forward.</li> <li>(4) Fee is not transferable.</li> <li>(5) Cut off time for airport to release paid Seat shall be one hour (1 hour) before ETD.</li> <li>(6) In case of involuntary changes in flight e.g. rebooking, passenger will need to coordinate again with PR, and will not be automatically reserved the same seat. Rebooking shall only take place during flight cancellations and disruptions and the passenger does not want to push through with his/her flight.</li> <li>(7) Seat number change request on the same flight number and date is permitted provided change is on the same paid charges i.e. Choice Seat Extra Legroom to Choice Seat Extra Legroom or Choice Seat Forward to Choice Seat Forward, otherwise forfeited.</li> <li>(8) For check-through passengers, FES shall be collected at the check-in at point of origin. If passenger is bumped off on the connecting flight, PR will refund Fee.</li> <li>(9) For involuntary displacement due to PR related reasons (i.e. change aircraft, flight delays, cancellations) refund of the fee shall be made following the standard refund procedure depending for the applicable Form of Payment.</li> </ol> <p>(D) <b>EXCEPTIONS:</b></p> <ol style="list-style-type: none"> <li>(1) Million Milers</li> <li>(2) Passenger with disability</li> </ol> <p>(E) <b>REFUND POLICY</b></p> <ol style="list-style-type: none"> <li>(1) Fee is nonrefundable however, in cases of flight disruptions, denied board or other reason wherein the paid seat is not provided (e.g. safety or operational requirements, etc.) Said fees may be refunded. An Electronic Miscellaneous Document (EMD) for compensation shall be issued by the airport station at the time the service is not rendered and with the amount previously paid by the passenger as documented/reflected in the miscellaneous sales receipt (MSR) issued. Said Electronic Miscellaneous Document (EMD) must immediately be processed for refund, depending on the form of payment indicated in the (MSR). For cash payments, outright refund. For Credit Card payments, standard refund procedure shall apply.</li> <li>(2) No refund for no-show.</li> <li>(3) No refund for voluntary changes, cancellation and involuntary upgrade.</li> </ol> <p>(F) <b>OTHERS</b></p> <ol style="list-style-type: none"> <li>(1) For A320 (4DEF) and A321 31HJK, seats are blocked for oxygen passengers and shall not be offered as Choice Seats forward at point of reservation or ticket issuance. These seats shall be released for purchase 48 hours prior flight departure or at the airport when there are no oxygen passengers taking the flight.</li> <li>(2) Not available for Premium Economy and Business Class passengers.</li> </ol>	Between SFO, LAX, HNL and MNL	USD 50	Between YVR and MNL	USD 50/CAD 50	Between MNL and LHR	USD 50	Between PH & Middle East	USD 30/SAR 110/AED 110	Between PH & Australia/ New Zealand/POM	USD [I]40	HKG/TPE/MFM/CAN/JJN/XMN	USD 30/HKD 120	Other Regional (inc. Guam/SPN)	USD 20/JPY 2000	Domestic	PHP 250/USD 7/JPY 700
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For unexplained abbreviations, reference marks and symbols see Pages 12 through 19.																	
<b>ISSUED:</b> August 7, 2019	<b>EFFECTIVE:</b> September 6, 2019																

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## SECTION I - GENERAL RULES

24

**ANCILLARY FEES/CHARGES (Continued)**  
**PART II - SEAT CHARGES (Continued)****CHOICE SEAT AISLE FEE**

(A) Choice Seat Aisle are standard Aisle Seats

(B) Choice Seat Aisle Surcharges:

US/CA	USD [I]20/CAD [I]20
Japan	USD 8/JPY 800
[C]HKG/MFM/ JUN/CAN/ XMN/TPE	USD 5/HKD 25
Middle East	USD [I]15/AED [I]60/SAR [I]60/INJQAR 60
Others	USD [I]10

**(C) PROCEDURES**

Reservations, Airport Travel Agents, Pal ticket Offices on Board &amp; WEB

- (1) This will be offered on all PR operated flights for Economy Class Passengers regardless of the reservations booking designator (RBD or BCC) where they are booked.
- (2) Seat are blocked in the Seat map with the Star symbol and can only be released by employees profile record (EPR) with the "DISPLY" keyword (for sales/Ticket offices/Contact Center) and "Select" keyword (for check-in counters)
- (3) Fee must be assessed/collected at the time the request is made and confirmed through the system.
- (4) Upon Passengers Request
  - (a) The receiving agent coordinates with the team leaders/Supervisor/Manager who has the Keyword in the EPR. Team Lead/Supervisor/Manager confirms the requested seats)
  - (b) Only ticketed PNR/S (passenger name record will be accommodated and will qualify to avail of the seat.
  - (c) Once seat has been confirmed, the applicable fee shall be assessed and documented using EMD.
- (5) Airport is authorized to release the choice seat aisle 2 hours before ETD. On a full flight airport will apply current procedures.
- (6) Airport will issue official receipt (or)
- (7) Payment can also be accepted in the internet prior to purchase of tickets booked through Phillipine Airlines Website as well as PAL ticket offices and contact center.
- (8) Travel Agents will be allowed to offer the choice seats aisle.
- (9) Seat can be purchase on board for all PR routes (except on the first point of a multilegged flight between YYZ and MNL (via YVR) between CGK and MNL (via SIN). This is to avoid double seating of passengers checking in on the second leg of the flight.
- (10) The fee is not transferable.
- (11) For voluntary flight changes on the same route, purchased choice seat may be used on the new flight or date, subject to remaining seat for selection. If the same seat category is not available on the new flight, passenger may choose any lower choice seat category but is not entitled to a refund.
- (12) Seat number change request on the same flight number and date permitted provided change is on the same paid charges i.e. choice seat aisle to choice seat aisle or otherwise forfeited.
- (13) For check thru passengers fee shall be collected at check-in at point of origin, if passenger is bumped off on the connecting flight outright refund of the fee for cash payments. For credit card payment such should be submitted to refunds section (full refund).
- (14) Only the passenger carrying the infant shall be exempted from the fee and children below 12 years old who is part of the travelling party.

**EXCEPTIONS**

Adult with infant (first adult only)

Million milers

Passengers booked on RBD (reservations booking designator) "Y"

Person with disability (and one travelling companion)

Non-revenue PR employees and other qualified dependents in involuntary basis.

Other cases requiring special handling current airport procedures to apply.

**(D) REFUND POLICY**

- (1) Fee is nonrefundable however, in cases of flight disruptions denied board or other reason wherein the paid seat is not provided e.g. safety or operational requirements etc. said fees may be refunded. An electronic miscellaneous document (EMD) for compensation shall be issued by the airport station at the time the service is not rendered and with the amount previously paid by the passenger as documented/reflected in the miscellaneous sales receipt (MSR) issued. Said electronic miscellaneous document (EMD) must immediately be processed for refund depending on the form of payment indicated in the MSR. For cash payments outright refund. For credit Card payments standard refund procedure shall apply.
- (2) No refund for no show at the gate.
- (3) No refund for voluntary changes and cancellation

**(E) OTHERS**

For B777 aircraft row 31 will not be locked for (will be controlled by the airport) and will not be offered at point of reservations and ticketing as these seats are reserved for WCHC. However such will be offered at the airport or 48 hours prior flight departure when there are no WCHC passengers and will be assessed the corresponding fee.

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ISSUED: August 7, 2019

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