

Dear Travel Partners,

Please refer to the following guidelines on how to manage disrupted flights online.

Affected passengers will receive a notification via PH mobile numbers and email addresses found in the PNR booking reference.

MFDO can be accessed thru the following:

a) Click any of the links found in the notification:

- **Email notification**

Please let us know which of the following options works for you, so we can process accordingly:

- **Rebook** up to 3 months from original flight schedule without charges*
- Get a **full travel fund** valid for 1 year which can be used on any Cebu Pacific flights within the next 12 months
- **Full refund**

*Rebook option subject to seat availability

Click [here](#) for the "Manage Booking" portal in the Cebu Pacific website to choose your option.

- **SMS notification**

Our apologies for any inconvenience this may have caused. Please visit the link <https://bit.ly/CEBmanageflight> to make changes with your booking.

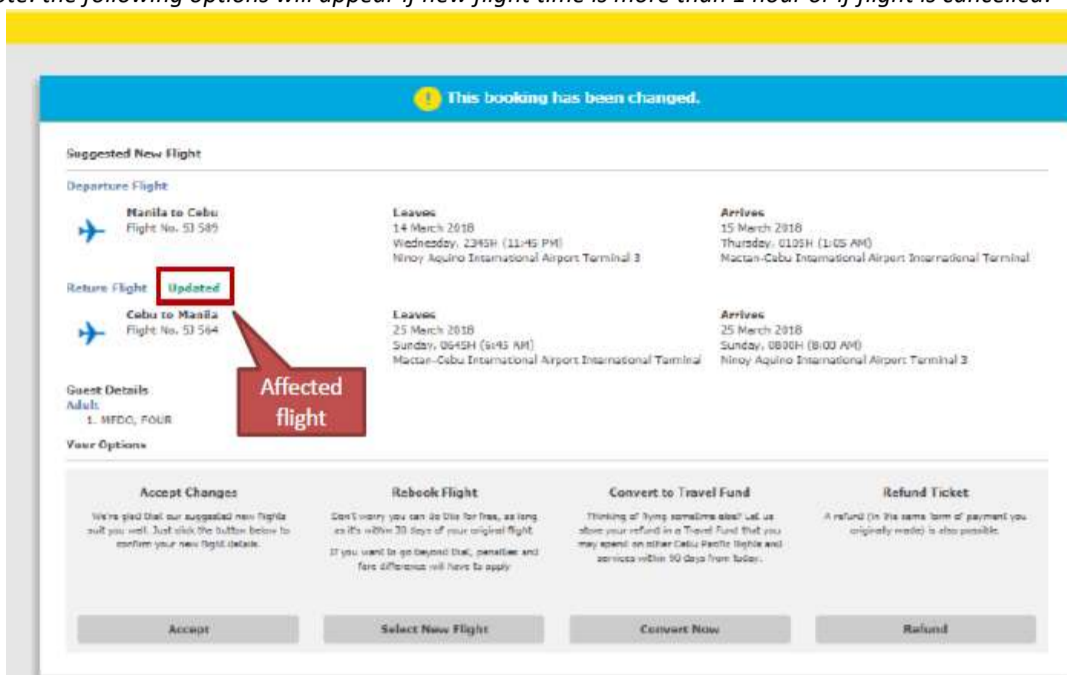
b) Visit the Cebu Pacific website and click Manage Booking. Kindly take note that MFDO is not yet available in the mobile app.

PROCESS:

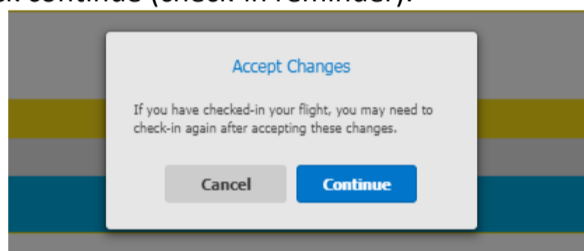
1. Retrieve the booking.

2. Select ACCEPT option if amenable with the updated schedule.

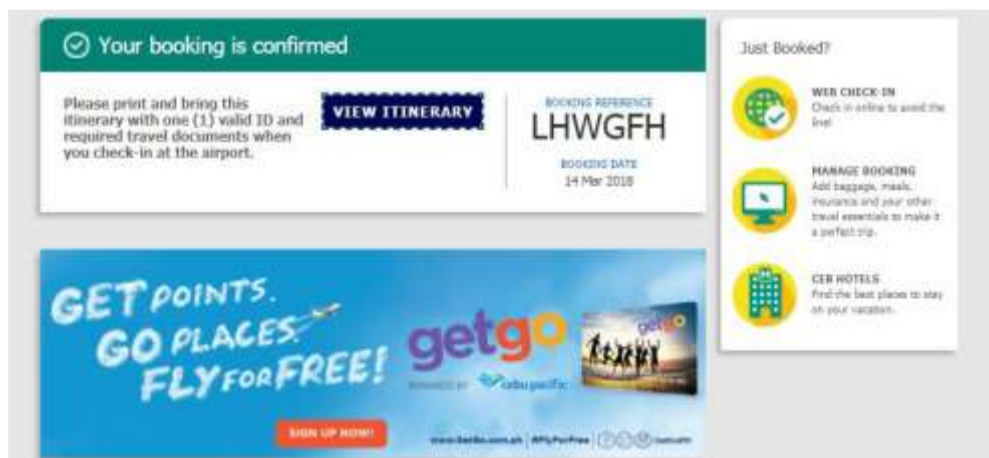
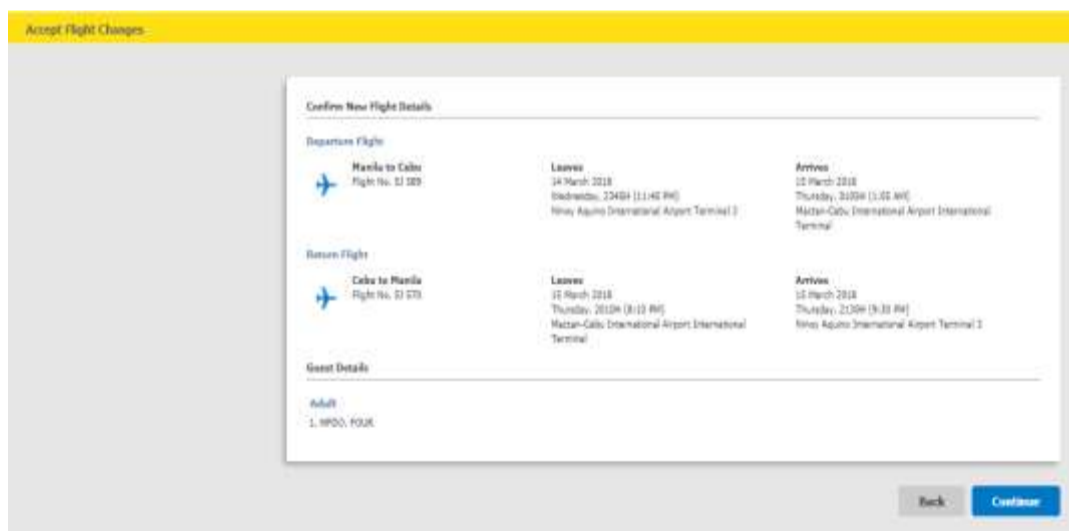
Note: the following options will appear if new flight time is more than 1 hour or if flight is cancelled.



3. Click continue (check-in reminder).

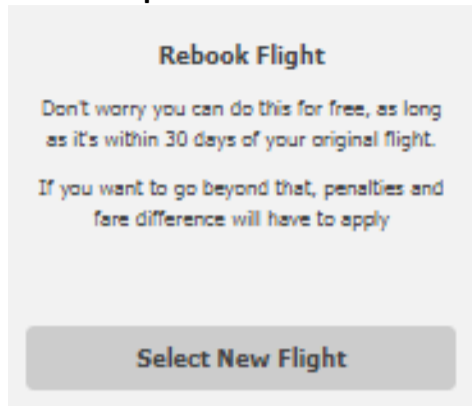


4. Summary of new flight details will be displayed. Click Continue to view Confirmation page.

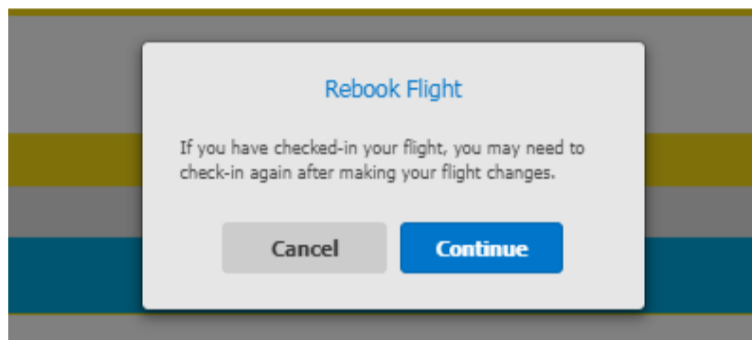


Other options in MFDO

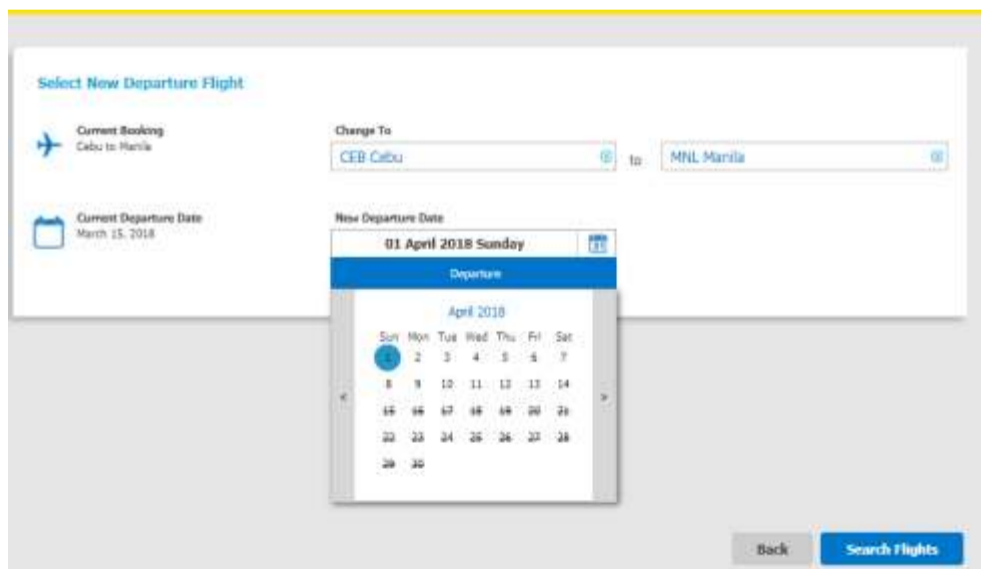
I. Rebook/Reroute Option



a. Click Continue (check-in reminder).



b. Search new flight (+/- 30 days & alternate routes).



c. Select new flight.

Select your return flight

Cebu (CEB) → **Manila (MNL)**

<

Thu | Mar
22

Fri | Mar
23

Sat | Mar
24

Sun | Mar
25

Mon | Mar
26

Tue | Mar
27

Wed | Mar
28

>

FLIGHT NO.	DEPART/ARRIVE	AIRPORT	DURATION	
53 564	0645 H 0800 H	CEB MNL	1h 15m	<input checked="" type="radio"/> Select this flight
53 572	1805 H 1720 H	CEB MNL	1h 15m	<input type="radio"/> Select this flight
53 570	1835 H 1990 H	CEB MNL	1h 15m	<input type="radio"/> Select this flight

FLIGHT OPERATED BY: ✈ Cebu Pacific ✈ Cebu

[Information and updates on baggage fees here.](#)

Learn more about Fare Rules ⊖

DEPARTURE
Cebu (CEB) → Manila (MNL)

The following applies to Year-round Special Fare

Cancellation/ Rebooking - Allowed and subject to penalties. Balance of the fare (excluding ancillaries) is stored in a Travel Fund which must be used within 90 days.

Rebooking - Allowed but subject to applicable fees and penalties.

No Show - Fares and all other fees are forfeited or considered flown.

Name Change - Not allowed.

Baggage Allowance - Not included. You may purchase this on the next few pages.

Meals - Not included. You may purchase this on the next few pages.

[Essays sa Pilipino](#)

[Click to view the Air Passenger Bill of Rights and Conditions of Carriage](#)

Back
Continue

d. Review page then confirmation page will be displayed.

Review

Departure Flight

Current Booking
Manila to Cebu
Flight No. 53 589

Current Departure Date
14 March 2018
Wednesday, 2345 H (11:45 PM)
Ninoy Aquino International Airport Terminal 3

Return Flight

<div style="background-color: #f9f9f9; padding: 5px; border: 1px solid #ccc;"> <p>Current Booking Cebu to Manila Flight No. 53 570</p> <p>Current Departure Date 15 March 2018 Thursday, 2010 H (8:10 PM) Mactan-Cebu International Airport International Terminal</p> </div>	<div style="background-color: #f9f9f9; padding: 5px; border: 1px solid #ccc;"> <p>New Booking Cebu to Manila Flight No. 53 564</p> <p>New Departure Date 25 March 2018 Sunday, 0645 H (6:45 AM) Mactan-Cebu International Airport International Terminal</p> </div>
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Flight Details

<p>Departure Flight</p> <p>✈ Manila to Cebu Flight No. 53 589</p>	<p>Leaves 14 March 2018 Wednesday, 2345H (11:45 PM) Ninoy Aquino International Airport Terminal 3</p>	<p>Arrives 15 March 2018 Thursday, 0105H (1:05 AM) Mactan-Cebu International Airport International Terminal</p>
<p>Return Flight</p> <p>✈ Cebu to Manila Flight No. 53 564</p>	<p>Leaves 25 March 2018 Sunday, 0645H (6:45 AM) Mactan-Cebu International Airport International Terminal</p>	<p>Arrives 25 March 2018 Sunday, 0800H (8:00 AM) Ninoy Aquino International Airport Terminal 3</p>

Guest Details

Adult

1. MFDO, FOUR

Your booking is confirmed

Just Booked!

WALK CAREFULLY
Check in online to avoid the line

MANAGE BOOKING
Add baggage, meals, insurance and your other travel amenities to make it a perfect trip

CEB HOTELS
Find the best place to stay on your vacation

Please print and bring this itinerary with you (1) valid ID and required travel documents when you check-in at the airport.

VIEW ITINERARY

BOOKING REFERENCE
LHWGFH

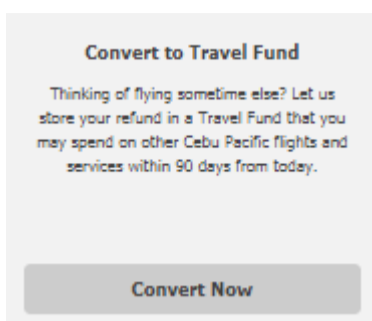
BOOKING DATE
14 Mar 2018

GET POINTS. GO PLACES. FLY FOR FREE!

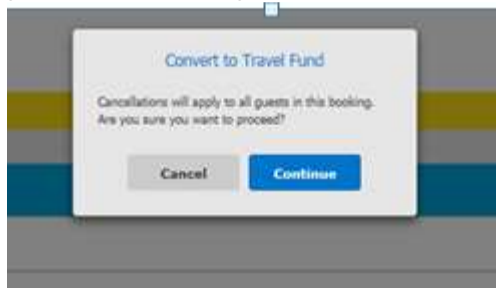
getgo

Member of the Cebu Pacific Group

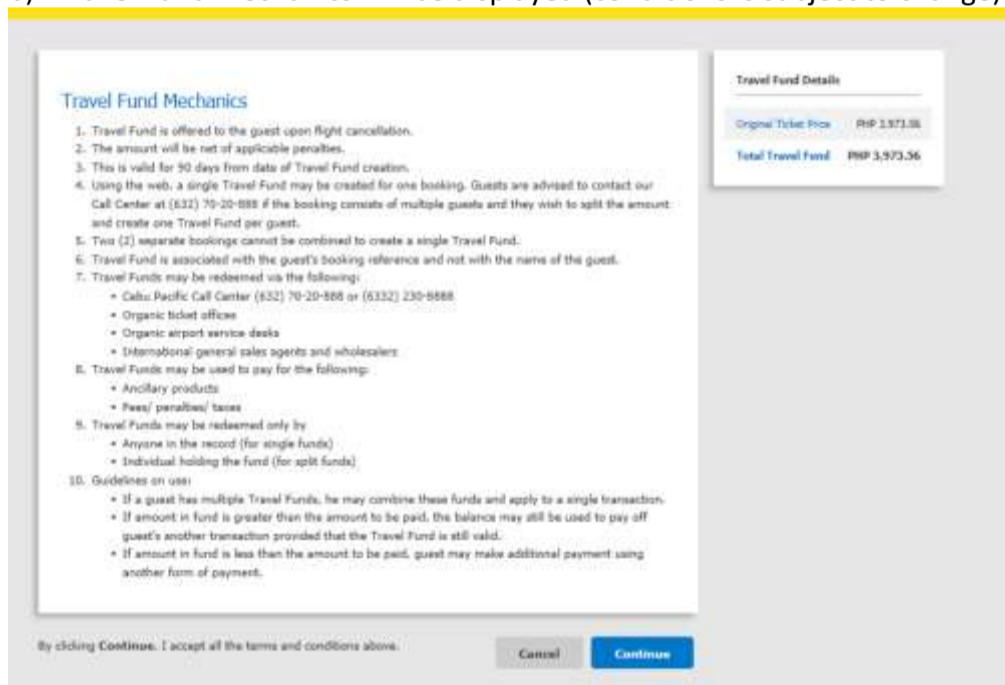
(II) Travel Fund



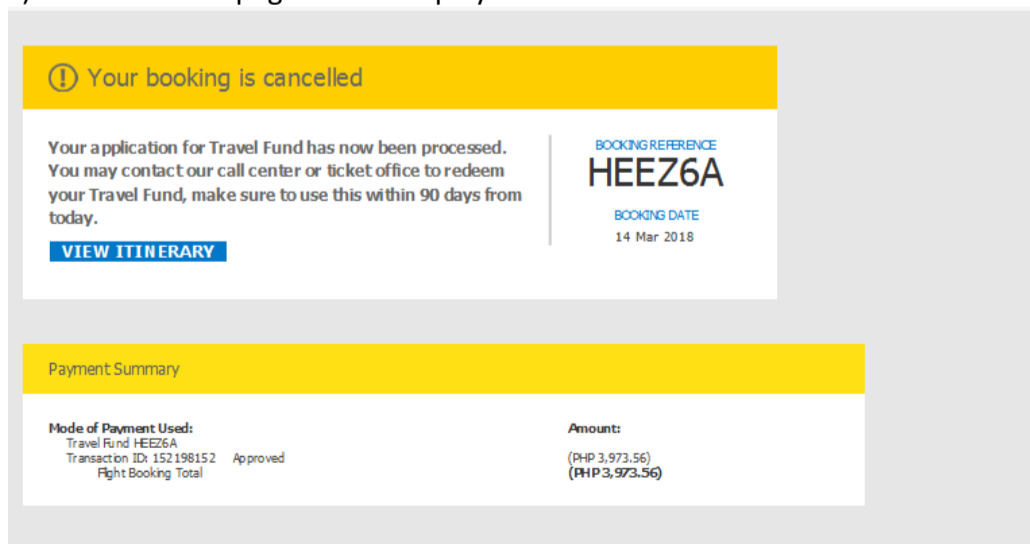
a) Click Continue (cancellation reminder).



b) Travel Fund mechanics will be displayed (conditions is subject to change).

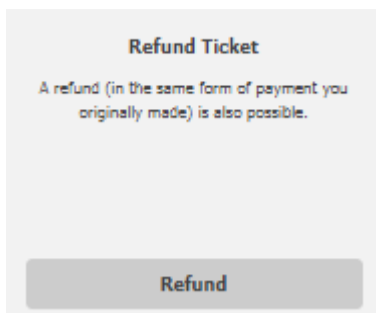


c) Confirmation page will be displayed.

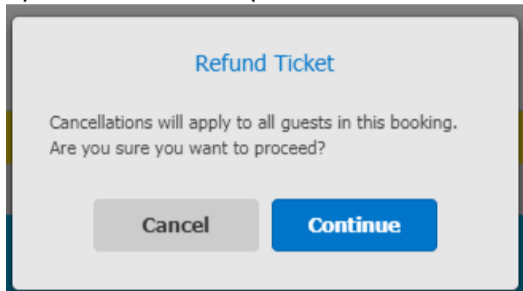


(III) Refund

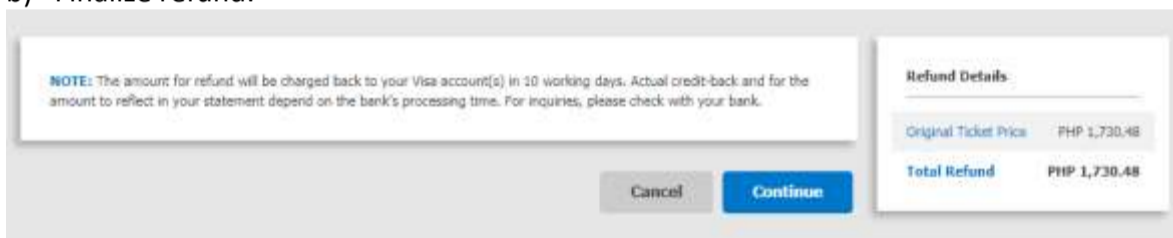
(Forms of Payment: Credit Card, GetGo Points, Agency Credit)



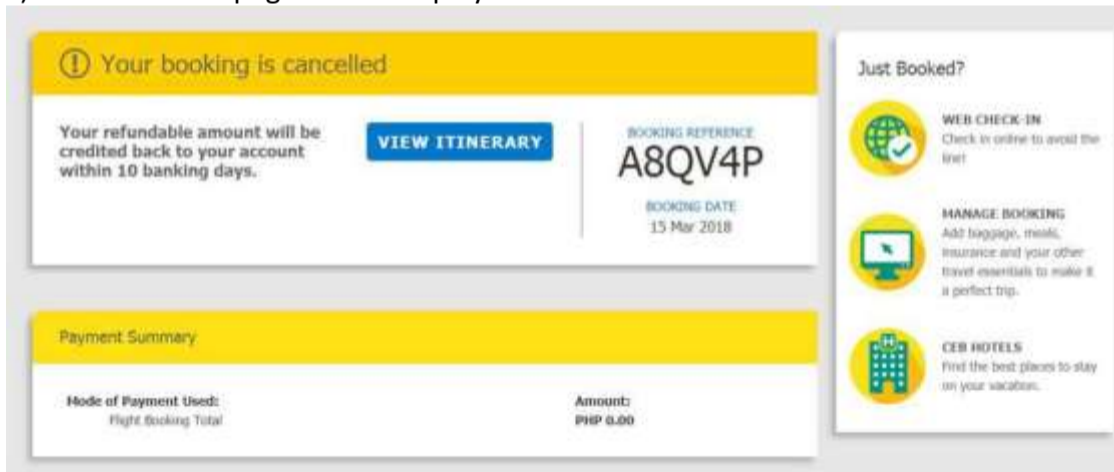
a) Click Continue (cancellation reminder).



b) Finalize refund.

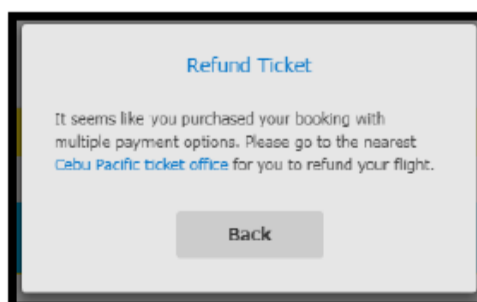
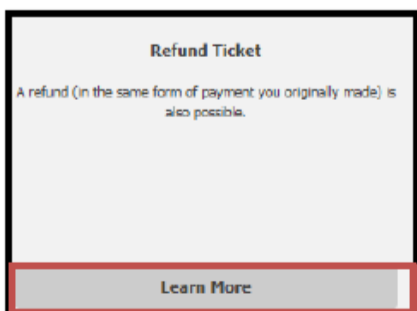


c) Confirmation page will be displayed.



Refund (Other FOPs)

Cash / Payment Center / Multiple FOPs



NOTE: Ticket Offices will remain closed until May 31, 2020.

REMINDERS:

- Rebooking / rerouting on alternate station is allowed up to 3 months from date of disrupted flight.
- Travel Fund is valid for one (1) year.
- Refund of PNRs with mixed or multiple forms of payments should be requested to agent-assisted channels.
- Travel insurance amount will not be included for travel fund and refund options. Passenger will have to contact Chubb for insurance claim/refund.
- Chosen option will be applied to all passengers in the booking. Dividing of passengers should be requested to agent-assisted channels.
- For past dated flights, only rebooking/rerouting option will be offered up to 30 days from the date of disrupted flight.
- MFDO is available for customers' use up to 30 days of the disrupted flight.

Please disseminate to all concerned.

Thank you.