

ECQ Extension Handling

TO : CEB PARTNER AGENCIES

FROM : SOUTHEAST ASIA & MIDDLE EAST, INTERNATIONAL SALES

In view of the directive of the Philippine government to protect the citizenry from COVID-19 (POLI), please be advised of the following flight schedule cancellations on the periods/date specified below.

CANCELLED FLIGHTS				
Station	Flight No.	Route/Sector	Frequency	Effective Period/Dates
Thailand	5J931/5J932	MNL-BKK-MNL	Daily	April 15-30, 2020
	5J929/5J930			
Brunei	5J409/5J410	MNL-BWN-MNL	TU/TH/SA	April 15-30, 2020
Indonesia	5J279/5J280	MNL-DPS-MNL	Daily	April 15-30, 2020
	5J759	MNL-CGK	Daily	April 15-30, 2020
	5J760	CGK-MNL	Daily	April 16 - May 1, 2020
United Arab Emirates	5J14/5J15	MNL-DXB-MNL	Daily	April 15-30, 2020

In relation to above cancellations, we are extending special handling below:

1. For guests affected by **CANCELLED** flights:
 - a. Rebook within three (3) months from the date of scheduled flight without penalties
 - b. Full Travel Fund valid for one (1) year. May be requested for full refund if remains unused after one (1) year for cancelled flights starting March 15, 2020.
 - c. Full Refund

2. For voluntary changes until **30 September 2020**:
 - a. Free rebooking, subject to fare difference – No limit on the new flight date
 - b. Full Travel Fund valid for one (1) year

For your guidance.