

CANCELLED FLIGHTS

TO : CEB PARTNER AGENCIES

FROM : SOUTHEAST ASIA & MIDDLE EAST, INTERNATIONAL SALES

Over the past several days, we have seen a rapid escalation of developments surrounding the spread of the Coronavirus Disease (COVID-19). The aviation industry - including Cebu Pacific - has been significantly impacted by COVID-19.

We have had to cancel flights to key international markets, and more recently, majority of our domestic operations due to community quarantines and air travel restrictions.

Today, we have decided to suspend all our Cebu Pacific and Cebgo domestic and international passenger flights from March 19 to April 14, 2020, while the Enhanced Community Quarantine measures of the Philippine government are in effect.

It is a difficult, but necessary decision, as part of our efforts to ensure the safety of our passengers and operations teams, and to comply with stricter quarantine measures, and air, sea, and land restrictions - in the Philippines and other jurisdictions.

On March 18, we will operate our last flights until April 14, and these will be from Manila to Bangkok, Tokyo, Osaka, Nagoya, Ho Chi Minh, Singapore, Taipei, and Bali and vice versa. We will work with the authorities to assist in flying stranded passengers in and out of the Philippines.

Prior to the Enhanced Community Quarantine, we operated 2,800 weekly flights to over 60 destinations across Asia, Australia and the Middle East, the most of any Philippine carrier.

Below is a summary of the options for our guests on cancelled flights due to COVID-19. These options may be processed online via the “Manage Booking” portal in the Cebu Pacific website bit.ly/CEBmanageflight.

	Rebooking	Travel Fund	Refund
Airline cancellation options due to COVID-19 (March 15 – April 14, 2020)	<ul style="list-style-type: none"> - Yes, waived fare difference and change fee - Valid up to June 30 travel 	<ul style="list-style-type: none"> - Yes, full travel fund - Extended validity from 90 days to 180 days - Travel validity up to 12 months - Redemption: If GetGo member, can redeem online. If non-GetGo member, can redeem through hotline (+632-87020-888). Ticket offices will reopen April 15 onwards. 	<ul style="list-style-type: none"> - Yes, full refund - To be made according to mode of payment. If payment was made through debit or credit card, please allow at least 3-4 billing cycles for refund to be credited into the account.
Voluntary cancellation options due to COVID-19 (April 15 – April 30, 2020)	<ul style="list-style-type: none"> - Yes, waived change fee only. Fare difference may apply. - No limit on travel validity, as long as available in the website 	<ul style="list-style-type: none"> - Yes, full travel fund - Extended validity from 90 days to 180 days - Travel validity up to 12 months - Redemption: If GetGo member, can redeem online. If non-GetGo member, can redeem through hotline (+632-87020-888). Ticket offices will reopen April 15 onwards. 	<ul style="list-style-type: none"> - Not applicable

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We are working round-the-clock to ensure guests can conveniently manage their bookings online, and our customer care and frontliner teams are on hand to assist. FAQs may also be found here: bit.ly/CEBCOVID-19FAQ

During this flight suspension period, we will base our 75-strong fleet in three operating hubs: Ninoy Aquino International Airport (MNL), Cebu-Mactan International Airport (CEB), and the Clark International Airport (CRK).

We continue to monitor the situation and will provide updates as soon as possible. Let us assure you that this situation, while difficult and unprecedented, will pass.

With your much-needed support, we will emerge from this stronger, so we can continue making moments happen for each and every Juan.

Please allow us to thank you for your patience, understanding, and support. May we also request you to join us in thanking our flight, operational and frontliner teams for doing all they can to assist our guests.

We look forward to flying you and your clients to more places again soon, but everyone's safety is the priority at this time.

Stay safe everyone!

Until your next Cebu Pacific flight,

Your Cebu Pacific Team