

Issue 3

## HANDLING GUIDELINES AMID COVID-19 CONCERNS

Dear Valued Travel Agents,

The following handling guidelines shall apply to all affected passengers amid COVID-19 concerns.

These shall apply to all international and domestic routes on PR and 2P operational flights including codeshare and interline whether totally unused or partially used tickets.

### FOR INVOLUNTARY CHANGES

Applicable for the following:

- a. All passengers holding tickets from **15 March to 30 April 2020**.
- b. All passengers affected by cancelled flights due to COVID-19 and/or passengers covered by a travel ban (e.g. community quarantine, denial from thermal screening, mandatory quarantine/self-isolation, etc.) covering the period **02 February to 14 March 2020**.

Allow for processing even after 12 April 2020.

Applicable also to all sectors in the ticket provided that all sectors are in PR 079 plate.

Guidelines:

1. **Waive change fee once** and without additional fare collection if new travel date is on the **same cabin** (or class of service) and **same route**. Valid for travel until 30 November or within ticket validity, whichever comes first. Blackout dates for USA/Canada: Inbound- 15 June to 31 July 2020; Outbound- 15 July to 15 September 2020.

For rerouting, waive change fee once, collect fare difference and applicable taxes, within ticket validity.

Indicate in the new ticket **"INVOL COVID19"** in the endorsement/restriction field.

2. If passenger is undecided on new travel date, convert the full unused value of the refundable or non-refundable ticket into a Travel Voucher (EMD). For EMD issuance, refer to **PR Contact Center (+971)4 316-6632 for DXB and (+971)2 622-2462 for AUH or available PR ticket offices**.

*EMD Terms and Conditions: The Travel Voucher is valid for 1 year and can be used to purchase PAL tickets/baggage/seats. **This is not transferrable and not convertible to cash.** For more information, you may refer to the PAL Website.*

For international passengers with domestic connection within the lockdown period that will result to an out-of-sequence ticket and who will request to forfeit domestic sector, allow without fee (refer to your Account Officer for status change to USED).

## FOR VOLUNTARY CHANGES

Applicable for tickets issued on/before 31 March 2020 (not covered by cancellation or not covered by a travel ban).  
Applicable only for tickets on PAL 079 plate. Not applicable for previously waived change fees due to either fare rules, special handling guidelines or ad hoc requests.

### **Guidelines:**

For tickets with travel dates 01 May 2020 onwards, changes must be made at least 7 days before departure.

1. Waive change fee once within ticket validity. Collect fare difference / taxes, if applicable.

Indicate waiver code in the new ticket **"UAE0311RI001E"**, in the endorsement/restriction field.

2. Applicable penalties per fare brand shall apply if the above conditions are not met

Fare brands included are:

**Economy Supersaver / Economy Saver / Economy Value  
Business Value\* for Auckland and Middle East**

*Currently the following fare brands allow rebooking:*

*Economy Flex / Premium Economy/ Business Value\* (excluding AKL & ME) – 1st Rebooking Free  
Business Flex - No Penalty for Rebooking/Rerouting/Upgrading/Reissuance*

3. If passenger is undecided on new travel date, convert the full unused value of the refundable or non-refundable ticket into a Travel Voucher (EMD). For EMD issuance, refer to PR Contact Center (+971)4 316-6632 for DXB and (+971)2 622-2462 for AUH or available PR ticket offices.

*EMD Terms and Conditions: The Travel Voucher is valid for 1 year and can be used to purchase PAL tickets/baggage/seats. This is not transferrable. Convertibility to cash is subject to refund rule in the ticket. For more information, you may refer to the PAL Website.*

4. If passenger still insists refund, follow fare rules.

Failure to collect applicable fees / taxes and to follow fare rules will be subject to Debit Memo.

For international passengers with domestic connection within the lockdown period that will result to an out-of-sequence ticket and who will request to forfeit domestic sector, allow without fee (refer to your Key Account Manager for status change to USED).

For scenarios/transactions not mentioned above, refer to your Key Account Manager.