

TEMPORARY SUSPENSION OF KALIBO FLIGHTS

Dear Valued Travel Agents,

PAL will temporarily suspend flights between Manila and Kalibo (KLO) starting from **01 March 2025** until further notice due to operational reasons. Passengers will be protected to an alternative flight from Manila (MNL) to Caticlan (MPH) v.v., as applicable.

For your passenger options, please refer to the *Handling Guidelines on Irregular Operations by Travel Agents* (Ref: CIRPR23-011 Dated 01 June 2023).

1. Travel Credits: Passengers may convert their tickets into travel credits for future use.
2. Rebook to an earlier flight with available space within 60 days from the original flight on the same BCC at no additional charge provided that the date is within the period of validity of the ticket or within thirty (30) days from date of ticket expiry (whichever comes first).
3. For reissuance, if unable to confirm on the same BCC, request confirmation from your PR representative. Reissued ticket to reflect the new travel date, must indicate – “INVOL DUE XLD KLO”, in the Endorsement/Restriction field and SSR Remarks of the PNR.
4. Refunds: If passenger decides not to use the ticket, refund the full fare including all taxes and surcharges of the affected sector or all sectors, must indicate – “INVOL DUE XLD KLO”, in the SSR Remarks of the PNR.
5. For scenarios/transactions not mentioned above, a waiver code **must be secured** by the Travel Agency from your PR Account Officer. Said waiver code must be indicated on the Endorsement/restriction field of the reissued ticket. In the absence of a waiver code, a corresponding Agent Debit Memo (ADM) will be issued.