



CHANGE IN ARRIVALS OF SOME INTERNATIONAL FLIGHTS TO CEBU

Dear partners,

Due to the opening of processing and quarantine facilities at the Mactan Cebu International Airport for international arrivals, we would like to advise that some of our international flights will be changed to land in Cebu, instead of in Manila.

The rerouting to Cebu is necessary to avoid a full cancellation of international flights and to help find ways to bring passengers home to the Philippines as early as possible.

1. Passengers whose flights are rerouted to land in Cebu will receive an advanced notice through their updated contact information. This notice contains their recommended flight details, as well as options for their booking.
2. They shall undergo the mandatory COVID testing in Cebu rather than in Manila. Passengers will also be required to undergo quarantine at a Cebu hotel accredited by the Department of Health (DOH) until they receive a negative test result. Once a negative test result is confirmed, PAL will fly them from Cebu to

Manila (or their final point of arrival) free of charge.

3. Because of an additional domestic flight from Cebu, an airport terminal fee (or Passenger Service Charge / PSC) amounting to PHP 345.00 will be collected for all passengers EXCEPT Overseas Filipino Workers in Mactan Cebu Airport upon check-in. This is a fee charged by the Philippine Government or Philippine airport authorities for the use of airport terminal facilities, and in this case, the use of Mactan Cebu Airport for your domestic flight. The PSC is then remitted to the government or airport authorities upon the passengers' flight departure from the airport. To avoid inconvenience, passengers are requested to prepare the said PSC amount in Philippine Peso currency. Please refer to the following page for procedures on collection of PSC.

4. In case passengers do not accept this flight change, they may also opt to:

- Convert their original ticket value (from original board point) to a Travel Voucher (no bonus)
- Rebook or reroute to a later flight (30 days from original date of travel), or
- Refund their booking (without penalties).

We thank everyone for your patience and understanding, as the Philippine health authorities do their best to cope with major challenges in fighting the COVID-19 pandemic to protect the health and safety of everyone.

Here are some information to aid passengers when they arrive in Mactan Cebu International Airport:

 <p>On General Arrival Rules</p>	<p>1. Who are eligible to travel to the Philippines?</p> <ul style="list-style-type: none">• Filipino citizens• Spouses and children of Filipino citizens• Diplomats and foreign officials accredited to the Philippines <p>Passengers must bring their passports and other documents to prove their eligibility for travel.</p> <p>2. What are the general requirements upon arrival to the Philippines?</p> <p>Passengers must ensure that they fill-out the following documents prior to their arrival in Cebu:</p> <ol style="list-style-type: none">1) Health Declaration Form,2) Patient Profile Form (2 copies),3) Passenger Undertaking Form,4) Laboratory Request Form,5) Case Investigation Form for COVID-19,6) OWWA Project Care Form (for Overseas Filipino Workers). <p>Immediately upon arrival in Cebu, passengers from international flights shall go through the Bureau of Quarantine for a thermal scan and submit the Health Declaration Form, Patient Profile Sheet, and Passenger undertaking form. After which, international passengers must go through the Immigration counters and next steps.</p> <ul style="list-style-type: none">• Take a mandatory COVID-19 test upon arrival.• Stay in a room in a DOH Accredited Hotel until the COVID-19 test result is released.• Travelers whose test results are negative will be allowed to move out or carry on to their connecting flight/s and undergo a 14-day quarantine at home or at a local facility.
 <p>On Testing and Quarantine Procedures</p>	<p>1. Are hotel reservations required prior to my flight?</p> <p>Except for OFWs and Seafarers, all passengers are required to hold a confirmed / paid hotel booking before checking in their flight. Please refer to the succeeding attachments for the list of hotels which have been inspected and accredited by the Philippines' Department of Health.</p> <p>2. Who will shoulder the costs for testing and hotel fees?</p> <p>The test and hotel fees will be shouldered by the traveler in Cebu.</p> <p>For land-based Overseas Filipino Workers (OFWs), the testing and quarantine stay shall be handled and shouldered by the Overseas Workers Welfare Administration.</p> <p>For sea-based OFWs, the testing and quarantine stay shall be handled and shouldered by the Maritime Industry Authority or by their local manning agency.</p> <p>3. I am a returning OFW. Who can I contact for assistance?</p> <p>OFWs are requested to approach the Overseas Workers Welfare Association (OWWA) counter, while Seafarers are requested to approach the Marina counter at the arrival reclaim hall in Mactan Cebu Airport for a briefing. They will also assist OFWs and Seafarers in settling the required hotel and test fees. OFWs are also requested to fill-out the OFW Assistance Information System (OASIS) by logging on to http://oasis.owwa.gov.ph before their flight. OASIS is an online form hosted by the Philippine Department of Labor and Employment (DOLE), which is intended to facilitate better government service for Overseas Filipino Workers.</p> <p>4. How long should I wait in the accredited hotel before my test results are released?</p> <p>The test results in Cebu may be released in 24 to 48 hours, however, the timings are not definite and may be shortened or extended. In cases of extensions due to required additional medical tests or quarantine days, passengers must let us know as soon as possible.</p>

	<p>Passengers may rebook their succeeding domestic flight/s (e.g. Cebu to Manila) up to the next available flight after three additional days (72 hours) from his or her original flight out of Cebu without penalties and without fare difference.</p> <p>To make changes on their connecting flight/s while in Cebu, passengers may contact our PAL Hotline in Cebu at (+6332) 340-0191. Our PAL Hotline in Cebu is open daily from 8:00AM to 8:00PM Philippine Time.</p> <p>Any additional hotel fees due to required extensions must be shouldered by the traveler (except for OFWs, where fees will be shouldered by their governing agency).</p> <p>5. Will there be transportation provided to and from the hotel? Passengers must arrange the transportation to the hotel and back to the airport with their selected hotel. Some hotels provide free transportation services included in their room fees. Passengers must contact their hotel to confirm the transportation details for their quarantine stay.</p> <p>6. What will happen if the test results come out as positive? Travelers whose test results are positive will be transferred to a designated hospital for further medical management.</p>
 <p>On flight connections</p>	<p>1. My final point of arrival is in Manila. How will I reach Manila? PAL will fly passengers from Cebu to Manila free of charge. Their flight from Cebu to Manila will be scheduled on the next available flight which falls after at least 48 hours from their initial date of arrival in Cebu. They may proceed to take this flight once a negative test result is confirmed.</p> <p>2. My final point of arrival is in another province or city outside of Manila and Cebu (e.g. Davao). How will I get there? PAL will accommodate passengers in the next available domestic flight/s out of Cebu free of charge. They may proceed to take this flight once a negative test result is confirmed. For concerns on their connecting flights, passengers may contact the PAL Reservations Hotline in Cebu at (+6332) 3400191.</p> <p>3. I will extend my stay in Cebu. Can I rebook my succeeding domestic flight/s? In cases when passengers will not be able to take their original domestic flight, we would like to request them to advise us as soon as possible. Passengers may rebook their succeeding domestic flight/s (e.g. Cebu to Manila) up to the next available flight after three additional days (72 hours) from his or her original flight out of Cebu without penalties and without fare difference.</p> <p>If the passenger will extend further, additional fees, penalties, and taxes will apply.</p> <p>If the extension is due to mandatory additional tests or quarantine days, the passenger must provide a proof of extension (e.g. test results or medical certificate containing the extended date from the handling agency/medical facility) for the rebooking fees and penalties to be waived.</p> <p>To make changes on their connecting flight/s while in Cebu, passengers may contact the PAL Reservations Hotline in Cebu at (+6332) 340-0191. Our PAL Hotline in Cebu is open daily from 8:00AM to 8:00PM Philippine Time.</p> <p>4. If I need to take another domestic flight out of Cebu, do I need to undergo testing and quarantine procedures in my final point of arrival? Passengers are no longer required to take another round of tests or quarantine procedures in their final point of arrival once they are cleared in Cebu.</p>





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