

## HANDLING GUIDELINES ON IRREGULAR OPERATIONS BY TRAVEL AGENTS

Please see handling guidelines by travel agents for passengers affected by irregular operations effective 29 November 2021:

- 079 Tickets affected by flight cancellation
- 079 Tickets/coupons on PR point to point itinerary that are affected by schedule changes of two (2) hours and beyond.
- 079 coupons within one (1) ticket and with PR to PR connecting flights, that are affected by schedule changes on either of the connecting segment that are less than two (2) hours, and will not be able to meet the standard minimum connecting time.

Below waiver code must be indicated in the endorsement box/restriction field of the reissued ticket.

Waiver code: Rebooking -> **CGK2911RI1043E**  
: Refund -> **CGK2911RF1043R**

### Guidelines:

1. Waiver on penalties such as rebooking/change fee/refund shall only apply on ticket/coupons affected by the above-mentioned scenarios.
2. Rebook to an earlier flight within 3 days or to another flight with available space within 60 days after the original flight on the same BCC at no additional charge (if unable to confirm on the same BCC, request confirmation from your PR representative) 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).

NOTE: Ticket validity refers to the period for which the ticket is valid (NVB / NVA)

3. Refund full fare including all taxes and surcharges of the affected sector or all sectors if passenger decides not to use the ticket.
  - Fully Unused : Auto Refund and put waiver code **(CGK2911RF1043R)** in Endorsment Box.
  - Half used : Manual Refund, change status to Refund or (R) and put waiver code **(CGK2911RF1043R)** in Endorsment Box & BSP link.
4. Reissued ticket to reflect the new travel date, **must** indicate – “INVOL DUE TO (XLD NUMBER DATE WAIVER CODE)”, in the Endorsement/Restriction field. Example :

**“INVOL DUE TO XLD PR536 CGK-MNL 1JAN23/”CGK2911RI1043E”**

5. For scenarios/transactions not mentioned above (including rerouting, etc), 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.