FREQUENTLY ASKED QUESTIONS:

1. GENERAL INQUIRY

1. How do I contact support?

Flight Operations ONCALL Support is available from 9PM – 12Mid, you can request for a

CBR or Call Back Request through our PORTAL and our support team is happy to assist you.

2. How do I know if my booking is successful or confirmed?

You may check your Ticket History under AIRLINE Tab, and view your PNR with status of “LIVE”.

If you cannot find the booking details/PNR you booked, you may proceed to contact our customer support for further assistance.

3. Should I reconfirm the flight of the ticket I booked?

You can reconfirm the ticket you book, to check for any flight changes. Just contact our support and or login to Airline website for flight status checking.

4. What is the maximum passenger count that I can book through portal?

You can book maximum of 9 seats at one time. For more than 9 passengers, you may book it separately in 2 or more record, or have the option to send request directly to our groupdesk@gicorpphil.com for morethan 12 passengers

B. BOOKING RELATED

1. How can I get a print out of my itinerary?

You may retrieve your booking online through Ticket History, once you retrieve your booking, you have the option to print or email the itinerary page.

2. My passenger has a single name, how do I enter this in the passenger details page?

Just enter your name on both the First and Last name fields.

3. The Passenger has a “JR” in the name, how do I enter this in the passenger details page?

Just enter your suffix in the Last name field with your surname.

4. How can I see the fare rules?

You may send your PNR to the support to request the fare rules. (helpdesk@gicorpphil.com)

5. How do I enter my name in the guest details page?

It is mandatory that the name should be identical to the passport, visa and other travel documents as these items will be checked at point of check-in and also to meet the entry requirements of your destination city.

6. What time should I check in for my flight?

You are required to check-in at least two hours before the scheduled departure time for domestic flights and at least four hours before the scheduled departure time for international flight. If you check in after

the counter closure cut-off time, you may not be accepted for the flight even if you are holding a confirmed

booking.

7. What is the minimum connecting time required in taking my flight?

Minimum connecting time depends on what carrier/terminal the passenger is arriving and the

carrier/terminal where the passenger is connecting or departing. But it is recommended to least 3-4hrs for International flight. For connecting time between NAIA Terminal 2 and NAIA Terminal 3, and among PAL,and other airlines vary. Visit: (<http://www.philippineairlines.com/about-pal/frequently-askedquestions/minimum-connecting-time/>)

8. How much airport terminal fee will I pay for my flight?

Airport terminal fees are PHP550 (effective 01Feb12) for international departures and PHP200 for local/domestic departures. Out-manila and Out-Cebu flights booked online are inclusive of terminal fee.

9. What is Travel Tax?

The Travel Tax is a levy imposed by Philippine government on individuals who are leaving the Philippines irrespective of the place where the air ticket is issued and form or place of payment, as provided for by Presidential Decree (PD) 1183. For tax exemptions, passenger must provide valid documents and proof that they are entitle for tax exemptions prior to the ticket issuance, this must be sent directly to International OPS support.

10. How much is the Travel Tax?

PH Travel Tax on Economy and Business Class: P1620 per passenger

PH Travel Tax on First Class Fare: P2700 per passenger

Visit www.tieza.com.ph for more details

11. Who are exempted and how can I avail the tax exemption?

You may visit www.tieza.com.ph for the complete list of qualified passengers for exemption in paying the

Philippine Travel Tax and how to apply the exemption.

12. What services can I pre-book while making a booking?

Meals, Check-in Baggage, Seat Reservations & Travel Insurance

13. How do I handle guests needing special assistance?

Expectant Mothers - It is the responsibility of the pregnant guest to advise us of the progress of their pregnancy during booking and upon check-in. We refuse carriage to pregnant guests 34 weeks and above. For pregnant guests less than 34 weeks, please bring a medical certificate stating the age of gestation with

notation "Fit to Travel" and signed by your personal physician. The guest must complete travel within the validity period of the medical certificate which is seven (7) days from the date of issuance for both domestic and international flights. Kindly fill out the Special Handling Form and present at check-in

Unaccompanied Minors - Children below 7 years old will not be accepted for carriage unless they are accompanied by a person of at least 15 years of age. Children aged 7 to below 12 years old will be accepted only after the Unaccompanied Minors Form is accomplished and submitted

and the prescribed Unaccompanied Minor Handling Fee is paid.

Guests with Medical Case and Portable Oxygen Concentrators (POC) - Guests with medical cases are allowed for carriage provided that the following documents are properly filled out and accomplished:

1. Special Handling Form

2. Medical certificate stating the guest is "fit to travel" and signed by your personal physician.

14. Can I change the time or date for my book flight?

Rebooking and Rerouting is possible subject to corresponding fees and restrictions. For Domestic, you may

request using TO RESCHEDULE in our AIRLINE TAB. For International please contact our International flight support.

15. I booked a wrong flight details, can I void the ticket?

For Domestic, only Philippine Airlines flights are possible for voiding subject to Php 139.00 within same day

issuance. For International, LCC flights does not have voiding option while GDS flights may be voided subject

to Php 300 within same day issuance.

16. What are the requirements for government workers to travel on official business trip?

Government workers are required to secure a Travel Authority prior to their travel date. This document

should be presented to the Immigration officer upon departure.

17. What LCC stands for?

LCC stands for LOW-COST-CARRIERS. All LCC offers 7kg hand carry baggage and no Free Baggage Allowance.

The following are the LCC operating in Philippines: Jetstar, Air Asia, Cebu Pacific and Tiger Airways.

18. What does GDS stands for?

GDS also known as legacy carriers are those airlines which are booked under Global Distribution System.

Refer to below list of airlines which are available for issuance.

Airline Code Airline

KC AIR ASTANA

AC AIR CANADA

CA AIR CHINA LIMITED

NX AIR MACAU COMPANY LI

NZ AIR NEW ZEALAND

FJ AIR PACIFIC LIMITED

NH ALL NIPPON AIRWAYS

AA AMERICAN AIRLINES

OZ ASIANA AIRLINES INC

PG BANGKOK AIRWAYS PUBL

BA BRITISH AIRWAYS

CX CATHAY PACIFIC AIRWA

CI CHINA AIRLINES

MU CHINA EASTERN AIRLIN

CZ CHINA SOUTHERN AIRLI

DL DELTA AIRLINES

LH DEUTSCHE LUFTHANSA A

MS EGYPTAIR

LY EL AL ISRAEL AIRLINE

EK EMIRATES

ET ETHIOPIAN AIRLINES

EY ETIHAD AIRWAYS

BR EVA AIR

AY FINNAIR OYJ

GF GULF AIR

KA HONG KONG DRAGON AIR

UO HONG KONG EXPRESS AI

JL JAPAN AIR LINES

9W JET AIRWAYS (INDIA)

SU JSC AEROFLOT-RUSSIAN

KQ KENYA AIRWAYS

KL KLM ROYAL DUTCH AIRL

KE KOREAN AIR

KU KUWAIT AIRWAYS

MH MALAYSIAN AIRLINE SY

PR PHILIPPINE AIRLINES

GA PT GARUDA INDONESIA

QF QANTAS AIRWAYS LTD

QR QATAR AIRWAYS COMPAN

BI ROYAL BRUNEI AIRLINE

RJ ROYAL JORDANIAN

SV SAUDI ARABIAN AIRLIN

SQ SINGAPORE AIRLINES

SA SOUTH AFRICAN AIRWAYS

UL SRI LANKAN AIRLINES

TG THAI AIRWAYS INTERNA

TK TURKISH AIRLINES

UA UNITED AIRLINES

US US AIRWAYS

VN VIETNAM AIRLINES

19. Who are entitled to Reduce PH Travel Tax?

The following passengers are entitled to a standard reduce travel tax provided the passenger can submit a

REDUCE TRAVEL TAX CERTIFICATE (RTT) upon ticket issuance.

1. Minors from 2-12 years

2. Filipino journalists on journalistic assignment

3. Those authorized by the President of the Republic of the Philippines

4. Legitimate Spouse of Overseas Contract Workers (OCW) travelling to worksite 5. Legitimate unmarried

children of OCW below 21 years old travelling to worksite

20. What is the airline rate of exchange or ROE?

All International Fares are actually quoted in USD, we use standard airline rate of exchange to calculate

the fare in PHP on daily basis. You may refer to: http://www.oanda.com/currency/converter/

21. Can I book a flight with expired passport?

The passport must be valid for 6mos travel. In case of expired passport, we strongly recommend the passenger to renew his passport. In case booking is course through our OPS Support we require a guarantee letter indicating that they are aware the passport is not valid and in case issue may arise, eBiyahe will not be held liable against PASSENGER who accepted the booking.

22. Can I also manage/ exchange ancillary services I purchased such as prepaid seats or prepaid baggage?

Prepaid baggage and seats, are non-refundable and non-re-bookable. Changes in your itinerary may forfeit pre-arranged seats and/or baggage.

23. My passenger is a SENIOR CITIZEN, how can I avail the discount?

Senior Citizen Passengers are entitled of 20% discount provided the required OSCA ID for Domestic. But this are not applicable to International flights.

24. The passenger is infant during the travel, but he/ she will be a child already in the return flight, how will I book him/ her?

You should book him/ her as a child already and enter the valid birth date.

25. How can I purchase baggage allowance in the portal?

Click ADD BAGGAGE in the search page and input your BK PNR and/or go to Airline Tab and select ADD Baggage.

26. How much luggage can I bring on board?

You are allowed to carry one piece of carry-on luggage small enough to be placed in the overhead rack or under the passenger seat of the aircraft cabin. The carry-on luggage should not exceed 45 in. or 115 cm. and weighing not more than 7 kgs. or 15 lbs.

27. What are your guidelines in bringing pets/animals?

Varied rules and regulations on carriage of animals as baggage may apply for specific countries depending on restrictions imposed by local Government Authorities Visit:

http://www.philippineairlines.com/flights/all-about-baggage/special-baggage/)

28. Will the existing baggage be forfeited if the flight is rebooked/rerouted?

Philippines AirAsia (PQ) / AirAsia Zest (Z2) - Rebooking: YES | Rerouting: not applicable

Philippines Airlines (PR) - Rebooking: NO | Rerouting: NO

Sky Jet (M8) - Rebooking: not applicable | Rerouting: not applicable

29. What is the maximum amount of checked baggage allowance that I can pre-book online?

You can pre-book up to 40 kgs per guest. Please be advised that there is no limit of number of baggage to be checked in as long as the total weight does not exceed the pre-booked weight and if it exceeds the prebooked baggage weight, every kilo after will be charged an Excess Baggage Fee. There are also destinations that has baggage limit such as, 10KG baggage allowance depends to the flight carrier are limited to some

destinations: MBT, TBH, CYP, BSO, USU, WNP, SUG, CRM, MPH, ZAM, TUG

30. How will I know if my baggage has been facilitated successfully?

Your ticket will be updated showing the new baggage information. You may reprint your new itinerary by

clicking the TICKET HISTORY or VIEW PNR.

C. PAYMENT RELATED

1. What are the payment options for Portal top up?

Agents can pay deposit using bank deposit or net banking. Our Bank Partners are BDO, UCPB, BPI,METROBANK and SECURITY BANK. We also have M. LHUILLIER FINANCIAL SERVICES, INC. at any authorized M. LHUILLIER branch; PALAWAN EXPRESS – DIY Branch only, and RD PAWNSHOP INC. just provide your Terminal Id (Agent Terminal Id).