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Handling Guidelines for Passengers Traveling to the United States on ESTA

Introduction

In light of the ongoing renewal process for our affiliation with the Electronic System for Travel Authorization (ESTA) under the Visa Waiver Program (VWP), Philippine Airlines (PAL) is temporarily unable to accommodate passengers traveling to the United States on ESTA. This comprehensive guideline articulates the procedures and protocols for effectively managing affected passengers.

Applicability

This guideline applies to passengers who are citizens or nationals of countries listed under the Visa Waiver Program (VWP) traveling to the United States via ESTA. This includes passengers who are transiting through another country and landing at any U.S. airport, irrespective of whether the United States is their final destination.

Eligible VWP Countries:

Andorra, Australia, Austria, Belgium, Brunei, Chile, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Japan, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, New Zealand, Norway, Poland, Portugal, San Marino, Singapore, Slovakia, Slovenia, South Korea, Spain, Sweden, Switzerland, Taiwan, United Kingdom.

Proactive Assistance

Our Flight Disruption (FD) Team will proactively engage with affected passengers through email notifications to assist with transfers to other airlines. In instances where direct contact is not possible through email, alternative channels, including social media customer care, ticketing offices, General Sales Agents (GSAs), travel agencies, and the contact center, may be used for outreach. All actions should be in strict accordance with the protocols stipulated herein.

Options Available to Affected Passengers

- **PRIMARY OPTION:** Transfer to Another Airline

PAL representatives will consult passenger records to identify suitable alternatives with other airlines that are VWP signatories. Passengers are advised not to purchase tickets from another airline independently; PAL will facilitate this.

Alternative Options:

- **Travel Credits or Refund** - Passengers may convert the ticket's value into travel credits valid for two years.
- **Hotel Accommodation** - Assistance will be provided for passengers who experience extended layovers or are stranded. This includes up to two nights of hotel accommodation facilitated by ground staff or the FD Team for passengers not yet at the airport.
- **Incremental Expense Reimbursement** - Passengers can submit claims for reasonable additional expenses incurred due to travel disruptions. Claims should be directed to Wecare@pal.com.ph for evaluation.
- **Additional Compensation** - For passengers seeking further compensation without incurring incremental expenses, please guide them to submit a request to Wecare@pal.com.ph for assessment. The emphasis should be on our commitment to their satisfaction.

Airport Procedures for Affected Passengers

- **Customer Service Desk** - Affected passengers should consult our Customer Relations Office (CRO) for immediate aid.
- **Meal and Accommodation** - Meal vouchers will be distributed, and accommodations can be coordinated until the next available flight or for up to two nights' hotel stay, as needed.
- **Ground Transportation** - Complimentary transportation between the airport and the hotel will be arranged.
- **Home Transportation Allowance** - A stipend will be offered for passengers who prefer to return home while awaiting their rescheduled flight.
- **Incremental Expense Reimbursement** - Airport staff can directly process claims for incremental expenses. If on-site funds are unavailable, passengers should be directed to email their claims and pertinent receipts to Wecare@pal.com.ph for assessment.

When passengers are already at the airport and cannot be accommodated for a transfer to another airline within six hours, the compensation limits for Denied Boarding shall apply as specified in the Customer Recovery Guidelines (CRG). Suppose the new flight is scheduled to depart less than six hours from the original departure time. In that case, the airport team may offer compensation through various means such as a Travel Voucher, Electronic Miscellaneous Document (EMD), Frequent Flyer Miles, or Travel Credits. Compensation will be based on the following cabin class-specific limits: USD 100 for Economy, USD 200 for Premium Economy, and USD 300 for Business Class. Cash compensation may be provided only if the passenger is not amenable to any of the other compensation options presented.

This guideline remains effective until further notice or until Philippine Airlines renews its VWP signatory status.