

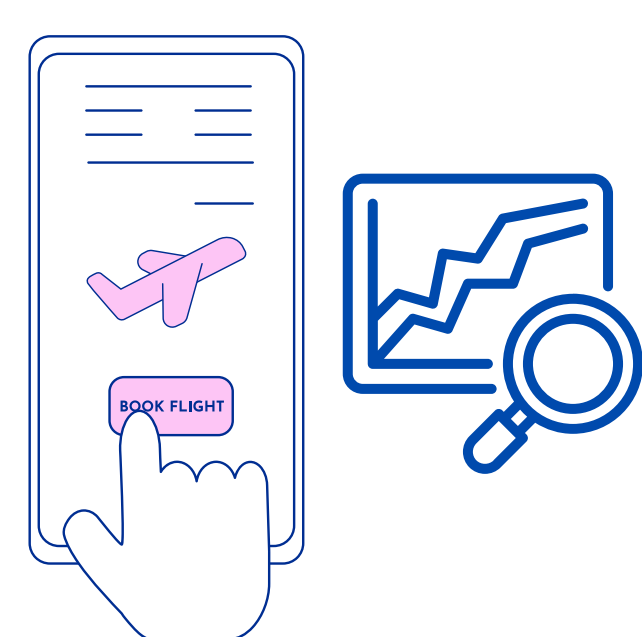


AIR PASSENGER BILL OF RIGHTS

CAB ECONOMIC REGULATION NO. 9, AS AMENDED

SUMMARY OF PASSENGER RIGHTS

RIGHT TO INFORMATION



ON TIME PERFORMANCE

Persons searching for, booking, or purchasing tickets must have **ready access** to the On-Time Performance (OTP) information of the flight(s) **during all steps, regardless of the channel used.**

RIGHT TO SERVICE PURCHASED



RIGHT TO CHECK-IN

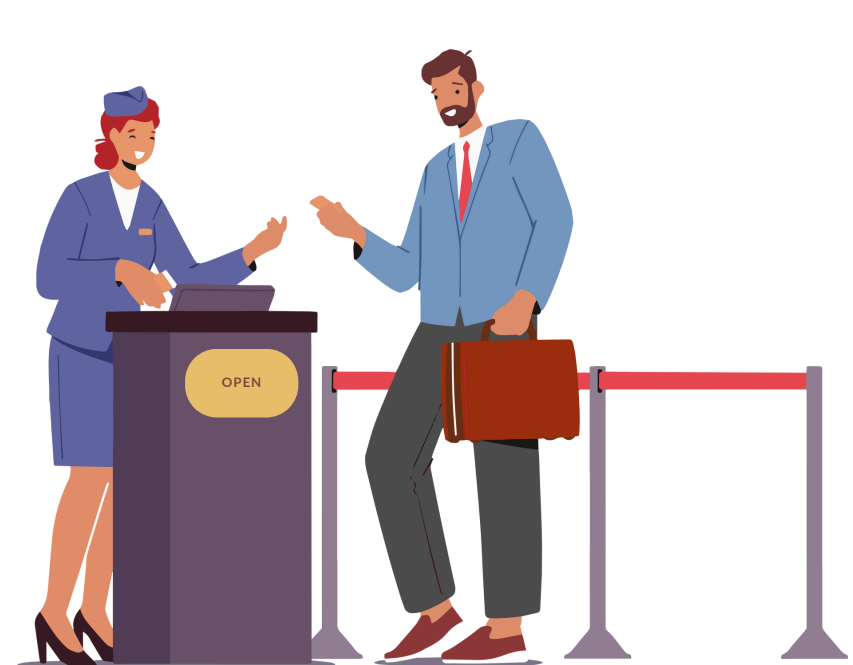
General Rule: A passenger within the airline's designated check-in area **at least one (1) hour before the Scheduled Time of Departure (STD)** shall not be considered late or a no-show, and shall not be denied check-in.

Exceptions:

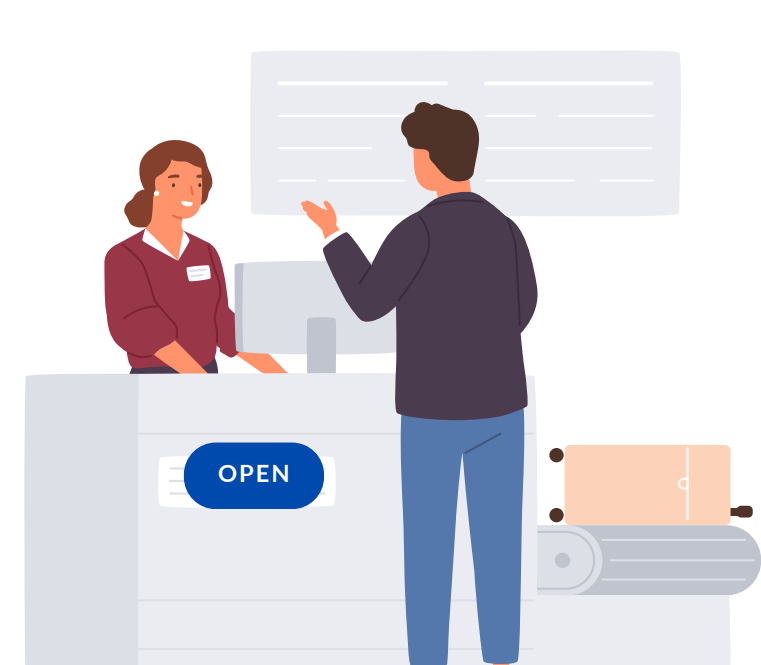
- Incomplete documentary requirements and non-compliance with check-in procedures
- Medical condition that may threaten safety or cause serious inconvenience to passengers on the flight

Passengers who checked-in remotely, must be within the airline's check-in area **at least one (1) hour for international, and forty-five (45) minutes for domestic flights before STD** for completion of check-in processes.

RIGHT TO SUFFICIENT PROCESSING TIME



Check-in counters in **international airports** and in **other airports designated by the DOTr** must open **at least three (3) hours before the STD.**



For **all other airports**, check-in counters must open **at least one (1) hour before the STD.**



There shall be **at least one (1) check-in counter** that will prioritize: **passenger/s whose flight is nearing the check-in deadline, PWDs, senior citizens, and persons requiring special assistance or handling.**

PRIORITY CHECK-IN AND BOARDING

PWDs, senior citizens, and persons requiring special assistance **may be accompanied by only one (1) companion, unless:**

- two or more companions are needed to provide assistance or care;
- there is no queue at the designated check-in counter;
- when the booking was made as a group consisting of immediate family members and non-family member(s) acting as household service workers, or similar, as reflected in the airline's reservation or booking records; and
- Such other reasonable circumstances, **provided they shall not cause undue delay or disrupt normal or orderly procedures.**



RIGHT TO BOARD THE AIRCRAFT



General Rule: **No passenger may be denied boarding** without his/her consent.

Exceptions:

Legal and valid causes, such as, but not limited to:

- Immigration issues
- Safety and security
- Health concerns
- Non-appearance at the boarding gate at the appointed boarding time
- Government requisition of space

OVERBOOKING



If overbooking will result in denied boarding at the gate or during check-in, the airline shall:

- announce that the flight is overbooked
- ask for volunteers who are willing to give up their seats in exchange for compensation/ amenities offered by the airline (**auction system**)



If there are no volunteers or the number of volunteers are insufficient:

Once the airline **ensure that passengers from the boarding priority list will be able to board**, it may proceed to deny boarding from among the remaining passengers.

The Boarding Priority List

- 1.Unaccompanied minors;
- 2.Senior Citizens, PWD and their companion/s;
- 3.Passengers travelling with children under four (4) years old;
- 4.Passengers with scheduled non-elective medical procedures;
- 5.Passengers who were previously denied boarding on the same ticket;
- 6.Passengers who have outward connecting flights.

The airline may deny boarding to such a number of passenger/s as may be necessary who will be offered the choice of either the airline's most recent offer or the denied boarding offer.

Denied Boarding Offer

The higher of either **the full value of the fare**, including taxes and surcharges, and optional service items **or an amount of Five Thousand Pesos (5,000.00 Php) for domestic and Ten Thousand Pesos (10,000.00 Php) for international flights**

The passenger denied boarding is also entitled to the following:


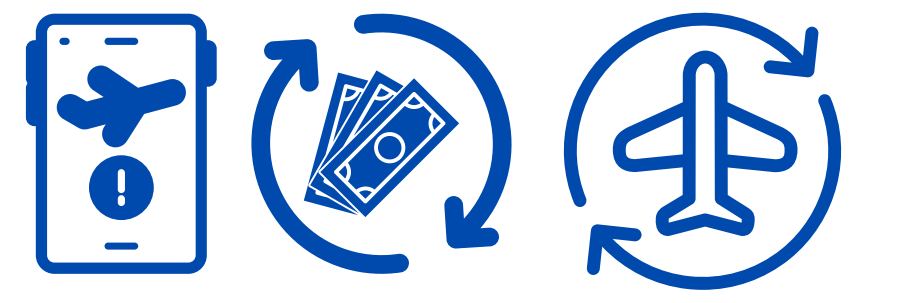



- to be prioritized in the next flight operated by the airline or endorsed to another airline
- hotel accommodation if necessary (e.g. overnight delay)
- access to an airport lounge, if available

Read the full text of the APBR here:



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Cancellation or change of aircraft that causes displacement of passengers		
More than seven (7) calendar days prior to the Scheduled Time of Departure (STD)	<ul style="list-style-type: none"> • Notification; and • Refund; or • Rebooking (no fee for 1st rebooking; fare difference may apply) 	
Seven (7) calendar days or less prior to the STD caused by force majeure or reasons not attributable to the airline	<ul style="list-style-type: none"> • Notification; and • Refund; or • Rebooking (no fare difference or rebooking fee payable if rebooking is made on a flight 30 days or less from departure date of passenger's first flight; otherwise fare difference, rebooking, or other fees may apply); or • Special replacement flight (no additional cost) 	
Twenty-four (24) hours or less from STD caused by force majeure or reasons not attributable to the airline	<ul style="list-style-type: none"> • Notification; and • Refund; or • Rebooking (no fare difference or rebooking fee payable if rebooking is made on a flight 30 days or less from departure date of passenger's first flight; otherwise fare difference, rebooking, or other fees may apply); or • Special replacement flight (no additional cost) • If the circumstances permit, and the passenger is already at the airport: <ul style="list-style-type: none"> ◦ Sufficient refreshments or meals or voucher for the same ◦ Reasonable assistance in coordinating with hotels or ground transportation providers (cost of lodging and/or transportation shall be on the account of the passenger) ◦ Free phone calls, text, internet access, and first aid 	
Seven (7) calendar days or less from the STD and is due to a cause other than force majeure	<ul style="list-style-type: none"> • Notification; and • If the flight is cancelled twenty-four (24) hours or less from STD and the passenger is already at the airport: Sufficient refreshments or meals, free phone calls, text and internet access, and first aid; and • Hotel accommodation and transportation from the airport to the hotel and v.v.; and • To choose among: <ul style="list-style-type: none"> ◦ Refund; or ◦ Rebooking (no fare difference; rebooking fees and other fees shall not apply to the first rebooking); or ◦ Special replacement flight (no additional cost); or ◦ Endorsement to another airline and alternative modes of transportation (no fees or fare difference); or ◦ Purchase by the airline of a one-way ticket for the cancelled sector directly from a third-party airline, subject to conditions (see the full text of the APBR); or ◦ If the airline is unable to offer reasonable alternative transportation, passenger may purchase a ticket from another airline and/or other transport provider subject to reimbursement from and under conditions set by the airline, which should not be stricter than those in the APBR. 	
Delay	Passenger Rights	
Terminal delay of at least two (2) hours after the STD, whether or not attributable to the airline	<ul style="list-style-type: none"> • Sufficient refreshments or meals • Free phone calls, text, and internet access, and first aid if necessary 	
Terminal delay extends to at least four (4) hours after the STD, for causes attributable to the airline	<ul style="list-style-type: none"> • The flight may be treated by a passenger as cancelled for the purpose of making available to the passenger the rights and amenities in case of actual cancellation. • Passengers who choose to continue with the flight shall be given the following: <ul style="list-style-type: none"> (a) compensation equivalent to at least the value of the sector delayed to be paid in the form of cash or voucher, at the discretion of the airline; and (b) the right to board the flight if it takes place more than four (4) hours after the STD. 	
Tarmac delay for three (3) hours from closing of doors or upon touchdown	<ul style="list-style-type: none"> • Adequate food and potable water, satisfactorily working airconditioning, operable lavatory facilities, and medical attention, if needed • Timely and accurate announcements • Immediate deplaning unless for safety or security reasons, it is not possible or it would disrupt airport operations, or when the pilot-in-command (PIC) receives a notice that the flight can depart within 30 minutes after the three (3) hour threshold • After deplaning, accommodation when necessary; food and communication services (<i>JMC No. 001 s. 2023 - Guidelines on Long Tarmac Delays</i>) 	
Other Cases	Passenger Rights	
Misconnections	<p>If a passenger misses his connecting flight, <i>on the same or conjunction ticket, due to the airline's fault</i>, the airline shall make the necessary rebooking or other alternative arrangement at the sole cost of the airline.</p>	
Class downgrade	<p>A passenger forcibly downgraded from the original class of service booked shall be entitled, as refund, to the fare difference, and as penalty, an amount equal to 50% of the fare difference.</p>	

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