





SUMMARY OF THE RIGHTS OF AIR PASSENGERS

UPON PURCHASE OF TICKET AND UPON ARRIVAL AT THE AIRPORT

Based on Joint DOTC-DTI Admin. Order No. 01 or the Air Passenger Bill of Rights



Major Rights of an Air Passenger









RIGHT TO RECEIVE THE FULL VALUE OF THE SERVICE PURCHASED



Right to be Processed for Check-In



A passenger shall not be considered late or a no-show, and shall not be denied check-in if he or she is within the air carrier's cordoned or other designated check-in area at least one (1) hour before the published Estimated Time of Departure (ETD), or within the prescribed time set by the air carrier.

Right to Sufficient Processing Time







Check-in counters in international airports and in other airports designated by the DOTC must be open at least two (2) hours before the (ETD).

A separate dedicated counter must be opened for a flight nearing check-in deadline to facilitate the checking in of passengers at least one (1) hour before the published ETD.

There must be at least one (1) check-in counter which will prioritize PWDs, senior citizens, and persons requiring special assistance or handling, if practicable.



FOR ALL OTHER AIRPORTS, check-in counters must be open at least one (1) hour before the ETD.

Right to Board Aircraft for the Purpose of Flight



GENERAL RULE:

A passenger cannot be denied the right to board the aircraft without his consent.





Overbooking



Legal or other valid causes

IN CASE OF OVERBOOKING:



The airline/air carrier must look for volunteers willing to give up their seats.



If the number of volunteers is not enough, the air carrier shall increase the compensation package until the required number of volunteers is met.

This is known as the "auction system."



RIGHT TO COMPENSATION





Right to Compensation and Amenities in Case of Cancellation of Flight

Situations of Cancellation	Rights of Passengers
Cancellation at least 24 hours before the ETD, attributable to the air carrier	To be notified beforehand of the fact of cancellation Rebook or reimburse the passenger, at the option of the latter.
Cancellation less than 24 hours before the ETD, attributable to the air carrier	 ★ To be notified beforehand of the fact of cancellation ★ To amenities* ★ To be reimbursed of the value of the fare, taxes and surcharges, and other optional fees ★ To be endorsed to another air carrier without paying any fare difference ★ To rebook the ticket without additional charge
Cancellation due to other causes [i.e. force majeure, safety and/or security reasons]	To be reimbursed of the full value of the fare

*AMENITIES may include food and drinks, hotel accommodations, etc.









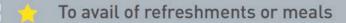
Right to Compensation and Amenities in Case of Flight Delay and Exceptions Thereto.

Hours of Delay

Rights of Passengers



Terminal delay of at least three (3) hours after the ETD, whether or not such is attributable to the carrier.



To free phone calls, text or e-mails, and first aid, if necessary

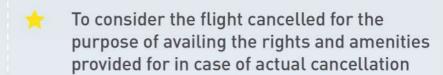
To rebook or refund his/her ticket

To be endorsed to another carrier





Terminal Delay of at least six (6) hours after the ETD for causes attributable to the carrier



Additional compensation equivalent to at least the value of the sector delayed

To board the flight if it takes place more than six (6) hours after the ETD and the affected passenger has not opted to rebook and/or refund.



Tarmac Delay of at least two (2) hours after the ETD



To sufficient food and beverage



Right to Compensation for Delayed, Lost, and Damaged Baggage

THE PASSENGER HAS THE RIGHT TO:

- Be informed of the fact of off-loading
- Php2,000 compensation to the passenger for every twenty-four (24) hours of delay
- Refund of checked baggage fees if the baggage was not delivered within twenty-four (24) hours from the arrival of flight
- If the baggage is lost or if it suffered any damage:

FOR INTERNATIONAL FLIGHTS: The **relevant convention** shall apply.

FOR DOMESTIC FLIGHTS:

The passenger has the right to a maximum amount equivalent to half of the amount in the relevant convention (for international flights) in its Peso equivalent.

PRESUMPTION OF LOSS: If after a period of seven (7) days from when the passenger or consignee should have received the baggage and it is not delivered, it is presumed lost.



Right to Compensation in Case of Death or Bodily Injury of a Passenger

- ★ FOR INTERNATIONAL FLIGHTS:
 The relevant convention and inter-carrier agreements apply
- ★ FOR DOMESTIC FLIGHTS: Compensation will be based on the stipulated amount in the relevant convention which governs international flights



Right to Immediate Payment of Compensation



PAYMENT MUST BE AVAILABLE TO THE AFFECTED PASSENGER:



at the air carrier's counters at the airport on the date when the incident occurred, or



at the main office or any branch of the air carrier, at the discretion of the passenger.



MODE:



By tendering a check, or



Cash, or



The document necessary to claim the compensation or benefits. The document shall be convertible to cash within fifteen (15) days from the date when the occasion occurred.