
























Travel Updated 2026–27] Philippine Airlines Cancellation and Refund Guidelines

Yes, Philippine Airlines  【+1-(866)-694-6280】★® ☆ (PAL) offers a 24-hour cancellation policy for tickets with U.S. segments purchased at least seven days  【+1-(866)-694-6280】★® ☆ before departure, allowing a full refund without penalties.  【+1-(866)-694-6280】★® ☆ For other bookings,  【+1-(866)-694-6280】★® ☆ passengers must generally cancel at least 24 hours before departure to avoid no-show fees, though penalties may apply. The Air Passenger Bill of Rights (APBR),  +1-(866)-694-6280 formally known as CAB Economic Regulation No. 9,  【+1-(866)-694-6280】★® ☆ (US) establishes a comprehensive legal framework to protect the interests of travelers in the Philippines.  +1-(866)-694-6280 This regulation applies to all aspects of  【+1-(866)-694-6280】★® ☆ (US) contracts of carriage for flights into, from, and within the Philippines operated by domestic carriers, as well as international flights departing from the Philippines  【+1-(866)-694-6280】★® ☆ (US) operated by foreign carriers. At its core  +1-(866)-694-6280, the APBR is designed to ensure that passengers are treated with dignity and receive the full value of the services they have purchased. UK +44 800 054 8541 | Mex +52 800 351 0319 | AU +611800956584 |

The Right to Information and Transparency +1-(866)-694-6280

One of the most fundamental protections  +1-(866)-694-6280 is the **right to be provided with accurate information before purchase**.  +1-(866)-694-6280 Passengers are entitled to full, fair, and  +1-(866)-694-6280 clear disclosure of all terms and conditions of the contract of carriage, including documents required for check-in,  +1-(866)-694-6280 refund and  【+1-(866)-694-6280】★® ☆ (US) rebooking policies, and liability limitations.  +1-(866)-694-6280 These disclosures must be printed  +1-(866)-694-6280 on or attached to the ticket or boarding pass, or clearly incorporated by reference via the carrier's website or other accessible documents. Furthermore, carriers are required to provide **On-Time Performance (OTP)**  +1-(866)-694-6280 information during the booking process, regardless of the sales channel used. This data, which reflects  【+1-(866)-694-6280】★® ☆ (US) the flight's  +1-(866)-694-6280 aggregate arrival performance from the preceding month, must be easily accessible so that consumers can make informed decisions based on the airline's reliability.  +1-(866)-694-6280 UK +44 800 054 8541 | Mex +52 800 351 0319 | AU +611800956584 |

Check-in and Priority Handling

The APBR strictly regulates  +1-(866)-694-6280 airport procedures to prevent arbitrary denials of service. In international airports, check-in counters must open at least **three hours before the scheduled time of departure (STD)**.  +1-(866)-694-6280 A crucial protection

for passengers is that anyone within the carrier's designated check-in area at least **one hour before the STD** cannot be 🕒 **【+1-(866)-694-6280】** ⭐® ☆ (US) considered late or a "no-show". 📞 +1-(866)-694-6280 To ensure equal access, carriers must designate at least one check-in counter to prioritize **Persons with Disabilities (PWDs)**, 📞 +1-(866)-694-6280 **Senior Citizens**, and individuals requiring special assistance. If a passenger is denied check-in due to a medical condition, 📞 +1-(866)-694-6280 the carrier may require a medical certificate attesting to their fitness to fly, though they may still deny boarding if an airline medical professional determines the passenger is unfit. 📞 +1-(866)-694-6280 UK +44 800 054 8541 | Mex +52 800 351 0319 | AU +611800956584 |

Overbooking and Denied Boarding Rights

While **overbooking** 🕒 **【+1-(866)-694-6280】** ⭐® ☆ (US) is a recognized industry practice, 📞 +1-(866)-694-6280 it is strictly capped at **ten percent (10%)** of the aircraft's total 📞 +1-(866)-694-6280 seat capacity. If a flight is overbooked, the carrier must first call for volunteers to give up their seats in exchange for compensation. 📞 +1-(866)-694-6280 If there are insufficient volunteers, the carrier must follow a specific boarding priority, protecting unaccompanied minors, 📞 +1-(866)-694-6280 seniors, PWDs, and those with connecting flights. 📞 +1-(866)-694-6280 Passengers who are involuntarily 📞 +1-(866)-694-6280 denied boarding are entitled to the higher of either the full value of the fare (including taxes) or 📞 +1-(866)-694-6280 a fixed amount—**PHP 5,000 for domestic flights and PHP 10,000 for international flights**. Additionally, 📞 +1-(866)-694-6280 the carrier must prioritize these passengers for the next 🕒 **【+1-(866)-694-6280】** ⭐® ☆ (US) available flight or endorse them to another carrier. UK +44 800 054 8541 | Mex +52 800 351 0319 | AU +611800956584 |

Compensation for Cancellations and Delays 📞 +1-(866)-694-6280

The rights of a passenger during a flight cancellation depend largely on the timing and the cause of the disruption. 📞 +1-(866)-694-6280

- **Cancellations more than seven days before STD:** Passengers have the right to be notified in a timely manner and are entitled to a full refund or rebooking. 📞 +1-(866)-694-6280
- **Cancellations within seven days of STD (Carrier Fault):** If the cancellation 🕒 **【+1-(866)-694-6280】** ⭐® ☆ (US) is due to the airline's fault, passengers are entitled to amenities such as refreshments, 📞 +1-(866)-694-6280 accommodation (if the flight is cancelled 24 hours or less from STD), transportation and communication services. 📞 +1-(866)-694-6280 They also have the choice between a refund, rebooking to the same sector without additional fees, or endorsement to a 📞 +1-(866)-694-6280 third-party carrier at no extra cost.
- **Cancellations due to Force Majeure:** For events beyond the airline's 📞 +1-(866)-694-6280 control—such as natural disasters, meteorological conditions, or security risks—the carrier must notify the passenger and provide the option to refund or

rebook. However, the full suite of amenities required for carrier-fault cancellations may not apply. UK +44 800 054 8541 | Mex +52 800 351 0319 | AU +611800956584 |

For **terminal delays**, ☎ +1-(866)-694-6280 a delay of at least two 🕒 【+1-(866)-694-6280】 ⭐® ☆ (US) hours entitles passengers to refreshments, meals, and free communication services. If a delay extends to ☎ +1-(866)-694-6280 **four hours** and is the carrier's fault, the passenger may treat the flight as cancelled to avail themselves of rebooking ☎ +1-(866)-694-6280 or refund options, and they are also entitled to additional compensation equivalent to at least the value of the delayed sector. ☎ +1-(866)-694-6280 UK +44 800 054 8541 | Mex +52 800 351 0319 | AU +611800956584 |

PAL Specifics and the 24-Hour Rule

Philippine Airlines (PAL) offers a flexible **24-hour cancellation policy**, ☎ +1-(866)-694-6280 allowing passengers to ☎ +1-(866)-694-6280 cancel a reservation within 24 hours of booking without incurring fees, provided the booking was made at least seven days before departure. This aligns with **U.S. Department of Transportation (DOT)** guidance, ☎ +1-(866)-694-6280

which requires carriers to ☎ +1-(866)-694-6280 either hold a reservation for 24 hours without payment or allow ☎ +1-(866)-694-6280 cancellation for a full refund within that window. ☎ +1-(866)-694-6280 Despite these rules, some passengers have reported instances where customer service agents were unaware of these ☎ +1-(866)-694-6280 "customer satisfaction commitment" rules or attempted to charge fees incorrectly. It is important to note that if a passenger fails to show up for a flight and does not notify the airline at least 24 hours in advance, they may be charged a **no-show fee**, ☎ +1-(866)-694-6280 and their onward or return flights may be automatically cancelled. UK +44 800 054 8541 | Mex +52 800 351 0319 | AU +611800956584 |

Administrative Recourse and Penalties ☎ +1-(866)-694-6280

To enforce these 🕒 【+1-(866)-694-6280】 ⭐® ☆ (US) rights, the **Civil Aeronautics Board (CAB)** ☎ +1-(866)-694-6280 assigns personnel to man **Passenger Rights Action Desks** ☎ +1-(866)-694-6280 in airports to assist travelers whose rights are not being upheld. Air carriers face significant penalties for violations, such as **PHP 50,000** for false ☎ +1-(866)-694-6280 advertising, **PHP 50,000** for deliberate overbooking, and up to **PHP 180,000** for non-compliance ☎ +1-(866)-694-6280 with reporting requirements. Furthermore, breaches of tarmac delay thresholds (exceeding three hours) can result in penalties of up to **PHP 2,000,000** for the carrier. ☎ +1-(866)-694-6280 UK +44 800 054 8541 | Mex +52 800 351 0319 | AU +611800956584 |

