



AIR PASSENGER BILL OF RIGHTS

CAB ECONOMIC REGULATION NO. 9, AS AMENDED
SUMMARY OF RIGHTS

RIGHT TO CHECK-IN

When should a passenger arrive at the check-in area?



→ **At least 1-hour** before the Scheduled Time of Departure (STD)



Checked-in Remotely?
Remember to be at the airport at least:

International: 1-hour
Domestic: 45 minutes

before STD for completion of check-in and security processes

RIGHT TO SUFFICIENT PROCESSING TIME

When must check-in counters open?



International airports: at least 3 hours before the STD.

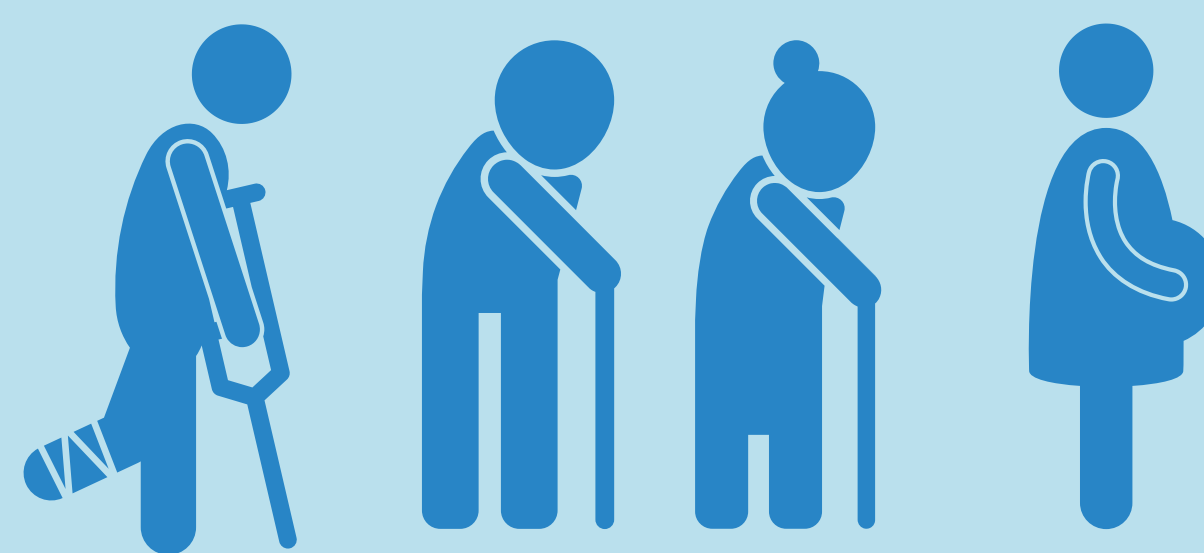


All other airports: at least 1 hour before the STD.

RIGHT TO PRIORITY PROCESSING



There shall be at least one (1) designated check-in counter for priority passengers:



- Passenger/s whose flight is nearing the check-in deadline
- PWDs
- Senior citizens
- Persons requiring special assistance or handling

RIGHT TO BOARD



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



Exceptions: **Legal and valid causes**, such as:

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

RIGHTS IN CASE OF OVERBOOKING

① Airline announces an overbooked flight

- ask for volunteers willing to give up their seats in exchange for compensation/amenities (auction system).



② Still not enough volunteers?

We follow a **boarding priority list**:

- Unaccompanied minors;
- Senior Citizens, PWDs and their companion/s;
- Passengers travelling with children under 4 years old;
- Passengers with scheduled non-elective medical procedures;
- Passengers who were previously denied boarding on the same ticket;
- Connecting Passengers



③ Those involuntarily denied boarding may opt for whichever is **higher** between:

The full value of the fare (taxes, surcharges, optional service fees included)

OR

Domestic Flights - 5,000 Pesos
International Flights - 10,000 Pesos

They will also:

- be prioritized for the next flight
- receive hotel accommodation, if needed
- have access to lounge, if available.

RIGHTS IN CASE OF MISCONNECTION OR CLASS DOWNGRADE



If on the same or conjunction ticket due to the airline's fault:

airline to make necessary rebooking or other alternative arrangement at no cost to passenger

If forcibly downgraded from the original class of service booked, passenger is entitled to:

- the fare difference, and
- an amount equal to 50% of the fare difference, which should not be less than 5000 Pesos



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**In all cases, notification must be sent to passengers indicating the real causes of any type of disruption or change of schedule.

CANCELLATION OR CHANGE OF AIRCRAFT THAT CAUSES DISPLACEMENT OF PASSENGERS

PASSENGER RIGHTS (Alternative Options - affected passengers may choose only one)	Cancellation made more than seven (7) calendar days prior to the scheduled time of departure (STD)	Cancellation made seven (7) calendar days or less prior to the STD	
		Caused by force majeure or reasons not attributable to the airline	Due to a cause other than force majeure
REFUND			
REBOOKING	no fee for first rebooking; fare difference may apply	no fare difference or rebooking fee if rebooking is made on a flight 30 days or less from departure date	no fare difference; rebooking fees and other fees shall not apply to the first rebooking
SPECIAL REPLACEMENT FLIGHT			
ALTERNATIVE MODES OF TRANSPORTATION*			

*Alternative Modes of Transportation: Endorsement to another airline or other 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; or if the airline is unable to offer alternative transportation, passenger may purchase a ticket from another airline and/or other transport provider subject to reimbursement from the airline. (See full text of the APBR)

ADDITIONAL ENTITLEMENTS if cancellation was made less than 24 hours prior to the STD and the passenger is already at the airport	Cancellation is caused by force majeure or reasons not attributable to the airline	Cancellation is due to a cause other than force majeure
Sufficient refreshments or meals, free calls, texts, internet access, and first aid 		
Hotel Accommodation/ Alternative Modes of Transport 	Reasonable assistance only in coordinating with providers (cost shall be on the account of the passenger)	

FLIGHT DELAYS

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 of at least four (4) hours after the STD, for causes attributable to the airline 	<ul style="list-style-type: none"> The passenger may opt not to fly and avail the rights as if there is an actual cancellation. Passengers who choose to continue with the flight shall be given (a) compensation equivalent to at least the value of the sector delayed; 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"> Food and potable water, air-conditioning, lavatory facilities, and medical attention, if needed Timely and accurate announcements Immediate deplaning unless there are safety, security, and operational concerns After deplaning, accommodation when necessary; food and communication services

OVERBOOKING

If there are no or insufficient volunteers, the airline must ensure that passengers from the boarding priority list will be able to board before it may proceed to deny boarding such a number as may be necessary, who may opt for 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.

