



# 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 be provided with accurate information before purchase



Right to receive the full value of the service purchased



Right to compensation



**RIGHT TO RECEIVE THE FULL VALUE OF THE SERVICE PURCHASED**



## Right to be Processed for Check-In

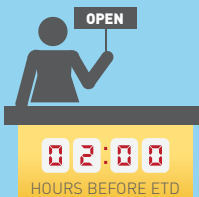


A passenger shall not be considered late or a no-show, and shall not be denied check-in if he or she is **within the air carrier's cordoned or other designated check-in area at least one (1) hour** before the published Estimated Time of Departure (ETD), or within the prescribed time set by the air carrier.

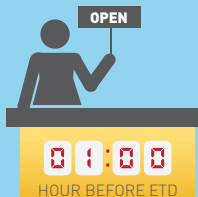
## Right to Sufficient Processing Time



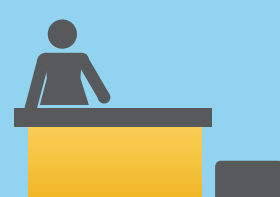
INTERNATIONAL AIRPORTS



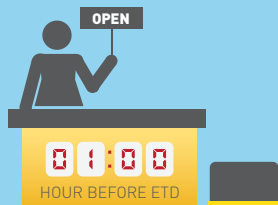
FLIGHTS NEARING CHECK-IN DEADLINE



PRIORITY LANE FOR PWDs



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.

### EXCEPTIONS:



**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
 <b>Cancellation at least 24 hours before the ETD, attributable to the air carrier</b>	<ul style="list-style-type: none"><li>★ To be notified beforehand of the fact of cancellation</li><li>★ Rebook or reimburse the passenger, at the option of the latter.</li></ul>
 <b>Cancellation less than 24 hours before the ETD, attributable to the air carrier</b>	<ul style="list-style-type: none"><li>★ To be notified beforehand of the fact of cancellation</li><li>★ To amenities*</li><li>★ To be reimbursed of the value of the fare, taxes and surcharges, and other optional fees</li><li>★ To be endorsed to another air carrier without paying any fare difference</li><li>★ To rebook the ticket without additional charge</li></ul>
 <b>Cancellation due to other causes</b> (i.e. force majeure, safety and/or security reasons)	<ul style="list-style-type: none"><li>★ To be reimbursed of the full value of the fare</li></ul>

\***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.	<ul style="list-style-type: none"><li>★ To avail of refreshments or meals</li><li>★ To free phone calls, text or e-mails, and first aid, if necessary</li><li>★ To rebook or refund his/her ticket</li><li>★ To be endorsed to another carrier</li></ul>
 Terminal Delay of at least six (6) hours after the ETD for causes attributable to the carrier	<ul style="list-style-type: none"><li>★ To consider the flight cancelled for the purpose of availing the rights and amenities provided for in case of actual cancellation</li><li>★ Additional compensation equivalent to at least the value of the sector delayed</li><li>★ 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.</li></ul>
 Tarmac Delay of at least two (2) hours after the ETD	<ul style="list-style-type: none"><li>★ To sufficient food and beverage</li></ul>



## 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.