



# Philippine Airlines New Normal Pre-Departure Experience



Due to the evolving COVID-19 situation, PAL and various governments around the world have issued precautionary measures, mandatory protocols, and requirements for travelers. While it is the traveler's sole responsibility to verify and comply with all these requirements, Philippine Airlines does its best to extend help and guide travelers in ensuring they are accepted to our flights and are allowed entry to the countries or PH destinations they will be arriving in.

## What's New!



One primer for Departing from the Philippines and Traveling within the Philippines  
New Normal Departure Guide



**LOWER Testing rate of PHP 3,300** at PAL's Testing Facility in PAL Learning Center starting December 12, 2020



Introduction of **4 new testing partners** across the Philippines  
<https://bit.ly/PALTestPartnersDom> or <https://bit.ly/PALTestPartnersInt>



**New Reservations Hotline hours**



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## Pre-Departure Guide for Passengers



### REGISTER VIA THE PASSENGER PROFILE AND HEALTH DECLARATION FORM

All passengers must register via the Passenger Profile and Health Declaration (PPHD) Form as early as 5 days prior to departure. Please take note that this is a two-step registration process.

For Domestic Flights: <https://bit.ly/PALDomPPHD>

For International Flights (ex-MNL only): <https://bit.ly/PALIntPPHD>

In compliance with international regulations, **passengers bound for the US, Canada, and Australia do not need to register online**, but are required to fill out a paper form strictly upon airport check-in. **Passengers bound for Singapore are required to fill out a separate form upon airport check-in in addition to the PAL PPHD online registration.**



### SECURE TRAVEL AND HEALTH DOCUMENTS

After successfully registering, **passengers must fulfill and secure all needed travel and health documents of their destination**, which may include downloading a mobile app, accomplishing other online forms, booking a quarantine hotel, and/or securing a negative COVID-19 test result in the specified validity timeframe. Please take note that there may be additional requirements if passengers have onward connecting flights to another country/destination until their final point of arrival.

See below the schedule of the PAL testing facility and the list of PAL laboratory and testing partners:

#### PAL TESTING FACILITY

Undergo your RT-PCR test at Philippine Airlines Learning Center

Address: 540 Padre Faura St., Ermita Manila  
Operating Hours: 8AM-5PM, Daily inc holidays  
Testing Mode: Walk-in and Drive-Thru  
Testing Rate: Php 3,300  
Partner Laboratory: Detoxicare Philippines Inc.



#### PRIVATE RT-PCR TESTING PARTNERS

Book an appointment through any of PAL's testing partners. Full contact information at <https://bit.ly/PALTestPartnersDom> or <https://bit.ly/PALTestPartnersInt>



### UNDERGO A DOCUMENTS CHECK

At the airport, passengers shall undergo a documents check to ensure the validity and completeness of all requirements, including presentation of the QR code indication successful registration to the PPHD. Once cleared, passengers may proceed to check in for their flight.



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## PAL Testing Facility at PAL Learning Center

You can arrange for your RT-PCR Test through a testing facility at **Philippine Airlines Learning Center, Manila City**. The tests will be conducted by our DOH-accredited partner, **Detoxicare Molecular Diagnostics Laboratory**. Testing is available via drive-thru or walk-in and is open daily (Monday-Sunday) at 8AM to 5PM (no noon break).

Enjoy a lower rate of **PHP 3,300 exclusive for PAL ticket holders starting December 12, 2020**. Test results are released **within 24 hours\***. You may pay in cash (PHP only), card (debit or credit), GCash, PayPal™, WeChat Pay, or Alipay. Senior Citizen and PWD discounts apply.

Upon entering the facility, please present your ID, PAL ticket, and QR code indicating successful registration to the PAL PPHD. You shall then be asked to fill out a Health Assessment Checklist in compliance with the PH Department of Health requirements on entering public places.

You may input "PAL Learning Center (PLC)" in your GPS software app or [click this Google Maps pin](#) for easier navigation.

For inquiries, contact the PAL Testing Facility hotlines at +639685539214 (Smart) or +639062613074 (Globe).

## PAL TESTING FACILITY

### Philippine Airlines Learning Center

IN PARTNERSHIP WITH:



#### LEGEND

- Drive Thru Car Flow
- Walk-in Flow
- Drive Thru Testing Tents
- Walk-in Testing Tents



\*Passengers must ensure test results are within the validity period required by the destination. The operating days and hours of the PAL Testing Facility may change without prior notice. The services provided and results released by our testing partners are independent of Philippine Airlines operations. PAL shall not be liable for any claim for damages in relation to the services provided and results released by said testing partner/s.



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## Frequently Asked Questions

### 1. Do I need to register before my departure from the Philippines?

All passengers must register via the Passenger Profile and Health Declaration (PPHD) Form as early as 5 days prior to departure via <https://bit.ly/PALDomPPHD> for domestic and <https://bit.ly/PALIntPPHD> for international ex-MNL flights.

In compliance with international regulations, **passengers bound for the US, Canada, and Australia do not need to register online**, but are required to fill out a paper form strictly upon airport check-in. **Passengers bound for Singapore are required to fill out a separate form upon airport check-in in addition to the PAL PPHD online registration.**

### 2. I have an onward flight on another airline to another country, which requirements do I need to secure?

To ensure entry in all points of arrival, you must secure travel and health documents required by the countries you will transit through and arrive in. For more information, visit <https://bit.ly/PALTravelsFromPH>.

### 3. Do I need to undergo an RT-PCR test before departure?

Some countries and LGUs in the Philippines require travelers to undergo an RT-PCR test before departure. Validity of the test results may also vary. For a guide on which countries (where PAL flies to) and PH destinations require an RT-PCR test, visit <https://bit.ly/PALTravelsFromPH> (for international) and <https://bit.ly/PALTravelsWithinPH> (for domestic).

### 4. Where can I get an RT-PCR Test?

Please be reminded that some countries require travelers to take an RT-PCR Test at specific hospitals/laboratories. Unless specified, you may book an appointment at the PAL testing facility or [PAL laboratory and testing partners](#) for discounted rates and/or quicker release of results. You may also undergo the swab test at other testing sites as long as they are accredited by the country of destination or the Philippine government, as specified. [Click here for a full list of these testing facilities.](#)

### 5. How do I avail of the discounted testing rate with PAL's testing partners?

To avail, contact and book an appointment with our testing site or testing partner, proceed to the testing facility and present your ID, PAL Ticket, and QR Code indicating completion of registration via the PAL Passenger Profile and Health Declaration Form. Pay and undergo the test and wait for your electronic results sent via e-mail or accessible through the testing partner's portal. If you are under a Local Manning Agency (LMA), your LMA may book and pay for the swab test on your behalf. Please coordinate with them directly.

### 6. I have a Local Manning Agency, can they secure the requirements for me?

Depending on the arrangement, your Local Manning Agency may secure the travel and health documents on your behalf, which may include registering you to the PAL PPHD, securing you testing appointment, among others. Please contact your LMA for any concerns or needed arrangements.



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## Frequently Asked Questions

### 7. Where is PAL Learning Center?

Philippine Airlines Learning Center (PLC) is located at 540 Padre Faura St., Ermita, Manila. This is near Robinsons Manila. You may pin "PAL Learning Center (PLC)" on your GPS software app or [click this Google Maps pin](#) for easy navigation.

### 8. Can I go to PAL Learning Center without a prior booking?

No prior booking is needed. If you wish to take your COVID-19 test at the PAL facility in PAL Learning Center, please bring your ID, PAL Ticket, and QR code indicating completion of registration to the PPHD. Upon entry, you will be asked to fill out a Health Assessment Checklist in compliance to the PH Department of Health requirement on entering public places.

### 9. How much is the testing fee at PAL Learning Center?

The testing fee is at PHP 3,300 starting December 12, 2020. Results are released within 24 hours. You may pay in cash (PHP only), card (debit or credit), GCash, PayPal™, WeChat Pay, or Alipay.

### 10. I am an LMA, can I request for PAL to conduct the group testing in my office or in a facility of my choice?

Group testing (minimum of 10) in another facility can be arranged. Contact +639685539214 (Smart), +639062613074 (Globe), or e-mail [booking.detoxicare@molecularlabph.com](mailto:booking.detoxicare@molecularlabph.com).

## Hotlines

CONTACT NAME	CONTACT NUMBER	HOURS
Manila Reservations Hotline	+632 8855-8888	Daily 07:00 AM to 09:00 PM Philippine Time
Toll-Free Hotline	1-800-435-9725	Daily 03:00 AM to 06:00 PM Hawaii Time Daily 05:00 AM to 08:00 PM Pacific Time Daily 08:00 AM to 11:00 PM Eastern Time
PAL Testing Facility	+639685539214 (Smart) +639062613074 (Globe)	Daily 08:00 AM to 05:00 PM

## Quick Links

Travel Rules and Requirements	<a href="https://bit.ly/PALTravelRules">https://bit.ly/PALTravelRules</a>
Passenger Profile and Health Declaration Form	<a href="https://bit.ly/PALDomPPHD">https://bit.ly/PALDomPPHD</a> <a href="https://bit.ly/PALIntPPHD">https://bit.ly/PALIntPPHD</a>
PAL Laboratory and Testing Partners	<a href="https://bit.ly/PALTestPartnersDom">https://bit.ly/PALTestPartnersDom</a> <a href="https://bit.ly/PALTestPartnersInt">https://bit.ly/PALTestPartnersInt</a>