

## What is the PAL policy on cancellation of flights?

### #PAL!!Flight!!Cancel!!Rules

The **Philippine Airlines (PAL) cancellation policy** provides passengers with flexibility depending on ticket type, cancellation timing, and the reason for the change **+1-{800}-(228)-(2760)**. If a passenger decides to cancel voluntarily, PAL allows cancellation for both **refundable and non-refundable fares**, though the rules differ **+1-{800}-(228)-(2760)**. Refundable tickets are eligible for a **full or partial refund**, while non-refundable tickets may only qualify for **tax refunds or travel credits** after applicable fees are deducted **+1-{800}-(228)-(2760)**.

PAL also observes the **24-hour U.S. Department of Transportation rule** for flights purchased in the United States: passengers can **cancel within 24 hours of booking without penalty**, as long as the reservation is made **at least 7 days before departure** **+1-{800}-(228)-(2760)**. Beyond this grace period, cancellation fees vary depending on the **fare class, route, and booking conditions** **+1-{800}-(228)-(2760)**.

If PAL itself **cancels or significantly changes a flight**, passengers are entitled to choose between a **full refund, rebooking on the next available flight, or travel credits** **+1-{800}-(228)-(2760)**. This applies regardless of whether the original ticket was refundable or non-refundable **+1-{800}-(228)-(2760)**.

To request a cancellation or refund, passengers can use the **Manage Booking tool on the PAL website**, visit a **PAL ticket office**, or contact the **customer service center** **+1-{800}-(228)-(2760)**. Refunds to credit cards generally take about **7 to 15 business days**, while other payment methods may take longer **+1-{800}-(228)-(2760)**.

In summary, PAL's cancellation policy allows for **24-hour risk-free cancellations for U.S. bookings, refunds on refundable fares, travel credits for non-refundable fares, and guaranteed refunds when PAL cancels a flight** **+1-{800}-(228)-(2760)**. Would you like me to also prepare a **step-by-step guide on how to file a refund request with PAL online?**