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Submit a Request

Home > **PAL Booking Confirmation**

Please fill out the form below to request confirmation of booking affected by flight disruption.
Reference to PAL's Handling Guidelines on Irregular Operations/Flight Disruptions by Travel Agents, where travel agency is unable to confirm their passenger's new booking on the same booking class as required (Subject to seat availability).

Please ensure all mandatory fields are completed correctly.

Travel Agency Information

*Name of Travel Agency

IATA/ARC/DTP Code (if applicable)

*Country Code
Philippines +63

*Mobile Number

Booking Information

*Please select from the following options:
○ Six-Character Booking Reference
○ Ticket Number (Starts with 079)

*Date and Time of Departure

*Preferred Flight Number

Dear Valued Travel Partners

We kindly ask for your support in encouraging your teams to use the disruption link below when handling bookings impacted by flight disruptions:

https://saas-platform-6711--paluat.sandbox.my.site.com/s/pal-booking-confirmation

This tool enables travel partners to request confirmation for passengers affected by irregular operations. As outlined in PAL's Handling Guidelines on Irregular Operations and Flight Disruptions for Travel Agents, this applies where the agency is unable to secure the passenger's new booking in the same class, subject to seat availability.

We appreciate your cooperation in helping streamline the process and ensure timely assistance for our passengers.

For further assistance, contact APG USA.

Thank you.

APG USA represents Philippine Airlines in the following 37 states only:

AL, AK, AZ, AR, CO, DE, FL, GA, ID, IL, IN, IA, KS, KY, LA,MD, MI, MN, MS, MO, MT, NE, NV, NM, NC, ND,OH, OK,

SC, SD, TN, TX, UT, VA, WV, WI, WY