

REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF TRANSPORTATION
CIVIL AERONAUTICS BOARD



AIR PASSENGER BILL OF RIGHTS (APBR)

WHAT ARE THE BASIC RIGHTS OF A PASSENGER?

- ✓ RIGHT TO BE PROVIDED WITH ACCURATE INFO BEFORE PURCHASE
- ✓ RIGHT TO RECEIVE THE FULL VALUE OF THE SERVICE PURCHASED
- **✓ RIGHT TO COMPENSATION**



RIGHT TO BE PROVIDED WITH ACCURATE INFO BEFORE PURCHASE

- a. Disclosure of the terms and conditions
 - ✓ To be printed or attached to the PASSENGER
 - ✓ TICKET and/or BOARDING PASS, or
 - ✓ Incorporation of the terms and conditions by reference (website)
- . Terms and Conditions upon publication
 - ✓ Conditions and restrictions attached to the fare type
 - ✓ Refund and rebooking policies, if any
 - ✓ Baggage allowance policies
 - ✓ Gov't taxes and fuel surcharges
 - **✓** Other mandatory fees and charges
 - ✓ Contact details of the carrier (i.e. phone number, website, e-mail, etc.)
 - ✓ Number of seats offered on a per sector basis (promotional fare)
 - **✓** Duration of promo (promotional fare)
 - \checkmark CAB approval no. of fares (regular and promo)



IN CASES OF DIFFERING CONDITIONS

 fuel surcharge in relation to the points of destinations or origin, the advertisements of these carriers may provide only the range thereof and not the actual surcharge of each route.

 Disclosures shall occupy not less than one-third (1/3) of the advertising material. A copy of the same shall be printed on or attached to the ticket in English or Filipino.

 In the case of broadcast media, it shall be enough that the air carrier and/or advertising agent incorporate foregoing terms and conditions by reference.

RIGHT AGAINST MISLEADING AND FRAUDULENT SALES PROMOTION PRACTICES

- All sales promotion campaigns and activities of air carriers shall be carried out with honesty, transparency and fairness, and in accordance with the requirements of the Consumer Act of the Philippines, and its Implementing Rules and Regulations.
- Air carriers shall provide to DTI a copy of its promotional materials for post audit not later than the publication, release, or launch date whichever is earlier.
- It is understood that professional authorities for those engaged in advertising, sales and promotion may impose additional standards or measures to regulate their industry.





Thank You.

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