

Safer travel awaits

Join PAL to be the first in the Philippines piloting the IATA Travel Pass.



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TRAVEL PERIOD
 May - June 2021

IATA Travel Pass Trial Primer

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About IATA Travel Pass

The IATA Travel Pass is a digital health app that validates and authenticates all country regulations regarding COVID-19 passenger travel requirements. It aims to establish and regain the confidence in travel through an accessible digital platform.

The IATA Travel Pass app allows passengers to:

- Create a digital version of their biometric passport
- Find information on travel, testing and vaccine requirements of their destination, powered by IATA Timatic
- Access a global registry of testing centers and laboratories at their departure and/or arrival location that can conduct COVID-19 tests in accordance with the type of test required for their travel
- Receive digital copies of their verified test result, and share these with relevant authorities to facilitate travel

Philippine Airlines joins other major airlines around the world as it becomes the first in the Philippines to trial IATA Travel Pass. Passengers who complete the trial process can receive exclusive PAL merchandise, in partnership with Green Cross Inc. We encourage our partner travel agents to invite passengers to participate if they hold a booking under the eligible list of flights.

Trial Details

The IATA Travel Pass Trial allows airlines and passengers to test the mobile app in select flights and dates. IATA has accredited Detoxicare Molecular Diagnostics Laboratory as the sole and primary laboratory partner for the trial. The list of flights may change without prior notice. Please refer to <https://bit.ly/PALITPTrial> for the updated list.

Flight Date	Flight Number	Route	Platform
May 9, 16, 18, 20, 21, 23	PR 102	Manila – Los Angeles	iOS only
May 13, 16, 17, 18, 20, 23, 24	PR 507	Manila – Singapore	
May 25, 27, 28, 30, 31 and June 1-5	PR 102	Manila – Los Angeles	iOS and Android
May 25, 27, 30, 31 and June 1-5	PR 507 and PR 501	Manila – Singapore	

Trial Process



Download the IATA Travel Pass in the Apple Store or by scanning the QR code below:



Passengers must have an iPhone 7 or newer models with at least iOS version 13.3 to use the app. It is not available for iPads. The IATA Travel Pass app is available for Android devices starting May 19, 2021 (subject to change), and shall be accepted for flights starting May 25, 2021.



After downloading the mobile app, enter the exclusive invitation code for Philippine Airlines. An email will be sent to passengers of the eligible flights.

If they do not receive an email, passengers may reach our Reservations Hotline, visit any of our Ticket Offices, or message us through our Facebook page.



Sign in and agree to all data and privacy and terms and conditions of the app. Proceed to create profile and digital passport.



Add a flight by choosing Philippine Airlines and the flight number. According to the passenger's destination, the app will show the type of COVID-19 test they need to take and when to take it. Passengers must ensure that they also secure the additional travel documents required by their destination.



Passengers must then proceed to PAL's Testing Facilities and take their COVID-19 test. Our testing facilities are in partnership with DOH-accredited Detoxicare Molecular Diagnostics Laboratory.

Our testing facilities are located at PAL Learning Center in Manila and PAL Gate 3 in Pasay City. Passengers must also register via PAL's [Passenger Profile and Health Declaration Form](#) as early as 5 days before departure. Upon entry to our testing facilities, they must present their ID, PAL Ticket, QR Code, payment confirmation email (for prepaid tests), and the IATA Travel Pass app. They will be instructed to open the IATA Travel Pass app and scan a QR Code of Detoxicare Molecular Diagnostics Laboratory. They must agree to share their data with the laboratory. This will ensure that they receive their verified test result via the mobile app.



Passengers must then wait for their test results. If they test negative and meet all the test requirements for their destination, they will receive a ready to fly prompt inside the IATA Travel Pass App.



On the day of their flight, they shall proceed to our check-in counters at Ninoy Aquino International Airport (NAIA) Terminal 1 and present their passport, ticket, other travel requirements, and the IATA Travel Pass App.



At the boarding gate, they may claim their exclusive PAL merchandise, in partnership with Green Cross Inc.



An email will be sent to participating passengers after your flight so they may share their experience and thoughts on the app.

Frequently Asked Questions and Quick Links

Am I required to participate?

Participation in the trial is optional. We invite eligible passengers to try the mobile app as we seek to improve the platform further.

Why can't I sign in?

Make sure to enable sign-in with app, enable touch ID, and set up a passcode using the settings of your device.

What is the invitation code?

The invitation code will be sent to eligible passengers via email within 4 days from their date of departure. If They may also call our Reservations Hotline, visit any of our Ticket Offices, or message us through our Facebook page. They may also update their contact details through our Manage Booking Facility.

I can't set up my digital passport. Can I still complete the trial?

Setting up your digital passport is a requirement for you to complete the trial process. Please ensure that you remove your phone and passport cases during the scan. If the NFC scan fails, please try again after ten minutes.

If the scan is successful and the passport is not yet added, it may be due to a mismatch of your passport photo and your profile photo in the app. Please uninstall and reinstall the application to upload a new profile photo. Ensure that glasses and head coverings are removed.

Why is my flight not in the options?

Only a select number of flights and dates are available for the trial. Please ensure that your booking belongs to the list of flights found in this page. Please note that due to changing regulations in the Philippines, the status of your flights may be changed. Check this page regularly for updates on the list of eligible flights.

I have already undergone testing and received my test result via email. Why is my result not sent via the app?

If you have already received your test result via email, please contact our Testing Facility hotlines, so they can resend your test result. You may reach them at +639685539214 (Smart) or +639062613074 (Globe).

My screen shows a red or gray banner. What does this mean?

It may mean that you have tested positive, undergone the wrong type of test, or that you have taken the test outside of the allowable timeframe required by your destination. Please check your test result that was sent via email and contact our Testing Facility Hotlines at +639685539214 (Smart) or +639062613074 (Globe).

Description	Quick Link
IATA Travel Pass Trial Details	https://bit.ly/PALITPTrial
IATA Travel Pass App in Apple Store	https://bit.ly/ITPAStore
Travel Rules and Requirements for Passengers Departing From the Philippines	https://bit.ly/PALTravelsFromPH
PAL Passenger Profile and Health Declaration Form for International Travel	https://bit.ly/PALIntPPHD
Everything About PLC Testing Center	https://bit.ly/PALTFPLC
Everything About PAL Gate 3 Testing Center	https://bit.ly/PALTFGate3
IATA Travel Pass Reference Site	https://bit.ly/AboutIATATravelPass