CONDITIONS OF CARRIAGE

PASSENGERS AND BAGGAGE / INTEGRATED DRAFT 1.2 / 3 NOVEMBER 2026

These Conditions describe the terms on which Gensan Air proposes to carry passengers and baggage. Read them with the itinerary, applicable fare rules, baggage allowance and optional service terms provided when booking. Mandatory passenger rights take precedence over any inconsistent term.

Prepared for the fictional Gensan Air project; no operational effective date is assigned. Annexes A and B contain proposed fare and pet terms. Annex C records current project disclosures without invented credentials. All annexes remain subject to mandatory law.

1 APPLICATION AND DEFINITIONS

“We”, “us” and “our” mean Gensan Air. “You” means the passenger named on the ticket. A ticket is the electronic record of your contract of carriage; a booking reference identifies a reservation. A sector is one flight between two airports. A tariff is the applicable published or filed schedule of fares, charges and conditions. SDR means the International Monetary Fund Special Drawing Right.

These Conditions apply to Gensan Air operated passenger services and associated baggage. The operating carrier is identified before purchase. Where another carrier operates a sector, its operating and safety requirements may apply, subject to your contract and mandatory law. Charter carriage is governed by these Conditions only to the extent incorporated into the charter contract.

Applicable law, binding treaties and required tariffs prevail. Fare rules govern the fare purchased where they are consistent with those requirements. A later website revision does not retrospectively reduce contractual or statutory rights attached to an existing booking.

2 RESERVATIONS AND TICKETS

Provide each passenger’s name as it appears on the travel document, accurate contact details and the information required for the itinerary. Review the route, airports, dates, local times, fare conditions and total price before paying. A reservation is confirmed when accepted and ticketed after the required payment.

Tickets are personal and non-transferable. Verified spelling corrections and documented legal-name changes for the same passenger are handled under Annex A without an airline correction fee. Passenger substitution requires a new booking. Keep your booking reference secure and report an error or suspected unauthorized change promptly.

Travel on the sectors and dates shown. A missed sector does not automatically cancel later or return reservations. Contact us before the next flight to confirm or reprice the remaining itinerary under Annex A. Any deduction must be explained under the applicable fare calculation and law. Booking through an agent does not remove statutory rights.

FARES CHANGES AND REFUNDS

3 FARES TAXES AND OPTIONAL SERVICES

The total price shown before payment identifies the fare, carrier charges, applicable taxes and selected optional services. Optional purchases require your choice. Prices apply to the itinerary, cabin, passenger category and currency quoted. A later fare increase alone does not change a paid ticket; a requested itinerary change may require repricing.

Eligibility for a child, resident, senior citizen, person with disability or other concession must be supported by the documents required for that benefit. Statutory discounts and exemptions apply where legally required. We will explain any price adjustment before processing a voluntary change.

Meals, preferred seats, additional baggage, lounge access and other extras are governed by the terms disclosed for that product. SOX Miles, SOX Access and SOX Premier benefits follow their separate program terms and the entitlements recorded for your booking. Membership does not waive travel-document or safety requirements.

4 VOLUNTARY CHANGES CANCELLATION AND NO SHOW

Annex A sets the proposed Economy Promo, Economy Saver, Economy Flex, Premium Economy Flex and Business Flex fees, ticket validity, no-show treatment and name-correction rules. Fees apply per passenger and per affected one-way fare component as defined there. Disclose the exact fare rules and total charges before payment. The annex applies to these cash fares; award, group and charter products require separate disclosed conditions.

Request a change through the seller or our designated booking service before check-in closes, using the domestic or international cutoff in section 6. A timely request delayed by our systems retains its original submission time. A change is complete when accepted and a revised ticket or confirmation is issued. A pending request alone does not amend your flight.

Missing the published check-in or boarding deadline may be a no-show under Annex A. Carrier-caused disruption or failure of a protected connection is not a voluntary no-show. Apply the annex’s post-no-show amount instead of adding the ordinary change or refund fee. Assess unused refundable taxes separately and preserve later reservations as described in section 2.

5 REFUNDS AND CREDITS

A voluntary refund is calculated under Annex A and applicable law. Identify the used-travel value, unused balance, permitted penalties and refundable taxes. An airline refund penalty cannot exceed the refundable base fare. For a qualifying involuntary disruption, section 13 and mandatory law apply without voluntary change, cancellation or no-show penalties.

Refunds return to the original payment method or another lawful method agreed with the payer. Unused recoverable or legally refundable taxes are assessed even on nonrefundable fares without a separate airline tax-refund fee. If an agent collected payment, the responsible seller and our team must explain the process. Agent involvement does not remove a carrier’s legal obligations.

Where a refund is legally due, a voucher or travel credit is an alternative only where permitted and accepted by you after its conditions are explained. We will disclose its value, validity, restrictions and treatment of any remaining balance. A credit does not replace compensation or assistance independently owed by law.

Transfer purchased baggage, seats and pet services when the replacement flight can provide them. Refund an unavailable service as required by law or the accepted terms. Optional services retain their own disclosed voluntary cancellation rules; the base-fare table alone does not determine their refundability. Refunds and compensation are separate entitlements.

AIRPORT PROCEDURES AND TRAVEL DOCUMENTS

6 CHECK IN AND BOARDING

PROCEDURE	GENSAN AIR POLICY
Airport check-in opens	4 hours before scheduled departure
Domestic check-in closes	45 minutes before scheduled departure
International check-in closes	60 minutes before scheduled departure
Boarding gate deadline	The time stated on your boarding pass or flight notice

All deadlines use the local time at the departure airport. Complete check-in, document checks and baggage acceptance before the applicable cutoff, and reach the correct gate by its deadline. Allow sufficient time for security, immigration and movement between terminals. A check-in cutoff is not a recommended airport arrival time.

Online check-in, when offered, does not remove document-verification or bag-drop requirements. Any station-specific process or earlier mandatory deadline must be prominently disclosed before purchase and in your travel information. A delay notice does not change a reporting deadline unless we expressly confirm a new one.

If you arrive within the prescribed check-in period but cannot be processed because of our queue or system failure, identify yourself to our staff immediately. We will assess your position under applicable passenger-rights rules rather than automatically treating you as late.

7 IDENTITY IMMIGRATION AND CUSTOMS

Present the valid identification required for your journey. For international travel, carry the passport, visa, transit permission, residence or return documentation and health certificates required by the relevant authorities. Requirements depend on nationality, transit points and personal circumstances and may change.

You are responsible for obtaining your travel documents and complying with lawful departure, transit and entry requirements. We will perform the checks required of us. Providing travel information or accepting you for a flight does not guarantee admission by an immigration authority.

A passenger may be refused carriage where required documents are absent or invalid, or a competent authority prohibits travel. We will explain the reason where lawful. The treatment of unused travel follows applicable law and the relevant fare rules; refusal does not create an unrestricted right to retain every payment.

8 CONNECTIONS AND AIRPORT CHANGES

Check the airport and terminal for each sector and allow for any required landside transfer, visa, baggage collection and repeat security screening. A direct service can include a stop and is not necessarily nonstop. Technical stops may restrict boarding, disembarkation or local traffic as disclosed for that service.

When a connection included in your contract is disrupted by our operation, we will apply the applicable rebooking and assistance rules. Separately purchased self-transfer flights do not automatically form a protected connection. This does not exclude liability or assistance that mandatory law otherwise provides.

BAGGAGE ALLOWANCES AND CHARGES

9 CABIN AND CHECKED BAGGAGE

The cabin baggage weight allowance is 7 kg. The permitted number of cabin items and their dimensions must be shown for your aircraft and fare before purchase. Cabin baggage must fit approved storage and comply with safety limits. An operational gate-check does not by itself remove an included allowance or any legal entitlement.

MARKET OR CABIN	INCLUDED CHECKED BAGGAGE
Economy on Mindanao routes	First checked bag up to 20 kg
Economy on BIMP-EAGA routes	First checked bag up to 25 kg
Premium Economy outside USA and Canada	1 checked bag up to 30 kg
Business outside USA and Canada	2 checked bags up to 32 kg each
USA and Canada Economy	2 checked bags up to 23 kg each
USA and Canada Premium Economy	2 checked bags up to 30 kg each
USA and Canada Business	2 checked bags up to 32 kg each
Economy on other domestic and international routes	The allowance expressly shown in the fare and itinerary

The USA and Canada allowance takes precedence over the general checked baggage allowance for the same travel class where it applies. The itinerary must clearly identify the market category used. For a journey involving different markets or carriers, we will disclose the applicable baggage rule and allowance before payment, consistently with mandatory itinerary-wide rules.

ESTABLISHED ADDITIONAL BAG OPTION	PRICE
Mindanao additional checked bag up to 20 kg	PHP 200
BIMP-EAGA additional checked bag up to 25 kg	USD 50

Availability, purchase conditions and any separate overweight or oversize charge must be disclosed before purchase. These prices are not unlimited baggage entitlements. A paid additional bag does not increase the weight limit of an included bag. Other charges follow the applicable published tariff.

The standard checked-piece size limit is 158 cm in combined length, width and height. A single standard checked piece must not exceed 32 kg. Oversize items require prior assessment. A weight allowance is not permission to exceed an aircraft’s compartment, handling or safety limit.

Pack baggage securely, attach identification and retain each baggage tag. Remove old routing tags. Keep travel documents, essential medication, valuables and fragile electronics in suitable cabin baggage where permitted. This packing advice does not exclude liability that the law places on us.

SPECIAL ITEMS SAFETY AND CONDUCT

10 SPECIAL BAGGAGE AND RESTRICTED ITEMS

Sports equipment, musical instruments and other unusual items require confirmation of size, weight, packing and aircraft acceptance. Sports equipment may incur the disclosed fee. An item that cannot be safely accommodated may need a separately arranged cargo service. Do not assume a cargo booking is included in a passenger ticket.

Required medical and mobility equipment is carried free of charge under our policy, subject to applicable accessibility rights and safe acceptance procedures. Tell us the device type, dimensions, weight and battery details so we can arrange handling. Assistance and equipment requests will be assessed individually.

Dangerous goods, weapons and prohibited articles may not be carried except as expressly allowed by the applicable safety and security rules. Check our current restricted-items information before packing. Obtain approval where required for medical devices, mobility-aid batteries or other regulated equipment. We may inspect baggage and decline or remove an unsafe item in accordance with law.

Ordinary-pet acceptance, charges, reservation deadlines, containers, documents, welfare and disruption remedies are set out in Annex B. Each operating sector needs written confirmation on a validated route, aircraft configuration and station combination. Buying a passenger ticket does not reserve a pet place. The service is limited to accompanied domesticated dogs and cats on eligible domestic or international routes.

Recognized service animals are assessed separately under Annex B and applicable accessibility law. Ordinary-pet fees, commercial quotas and acceptance limits do not automatically apply. Required travel, health and safety documentation remains subject to the law governing the journey.

11 SEATS CABINS AND ONBOARD SERVICES

Your booking identifies the purchased cabin. A specific seat may change for safety, accessibility, an aircraft substitution or operational reasons. If a paid seat feature cannot be supplied, the applicable refund or alternative will be explained. A downgrade is handled under the relevant passenger-rights and tariff provisions.

Exit-row occupancy requires the passenger to meet the applicable safety criteria and follow crew instructions. Infants travelling without a separate seat must be recorded in the booking and carried under the applicable restraint procedure. Approved child-restraint devices and separate-seat arrangements require suitability for the aircraft and journey.

Meals, connectivity, power and entertainment depend on the service and aircraft advertised for the flight. We will explain material changes and remedy paid services not supplied as required. Special meal requests are subject to confirmation; passengers with allergies should discuss their needs before travel.

12 REFUSAL OF CARRIAGE AND PASSENGER CONDUCT

You must follow lawful security and crew instructions. Conduct that threatens safety, obstructs crew duties, harasses another person or damages property may lead to refusal, removal or referral to authorities. Refusal may also be required by law, a genuine safety restriction, invalid documents or unpaid required charges, subject to fair and lawful assessment.

We will not refuse carriage solely because of disability or a request for assistance where safe carriage is required by law. Any recovery of costs arising from misconduct must have a lawful basis. Refusal or removal does not automatically extinguish your right to a refund, explanation or complaint review.

DISRUPTIONS AND PASSENGER ASSISTANCE

13 DELAYS CANCELLATIONS AND SCHEDULE CHANGES

We will notify you of a material schedule change using the contact details in your booking and provide available information during a disruption. Schedules may change for operational or safety reasons. A reservation is not a guarantee of an exact arrival time, but schedule flexibility does not remove our legal obligations.

For a cancellation, qualifying delay, diversion or missed protected connection, we will explain the available rebooking, rerouting or refund options. Assistance and any compensation depend on the applicable law, cause, timing and length of the disruption. We will provide required care, including meals, communication, accommodation or transfers where the governing rules require them. [1]

Weather, air traffic restrictions, security events and other events outside our control may affect compensation eligibility. Such events do not automatically remove every duty to inform, assist, rebook or refund. A nonrefundable fare does not defeat a mandatory disruption remedy.

If an alternative airport is offered, we will explain the change and any ground-transfer arrangement before you accept. For a diversion, follow crew and ground instructions while we arrange the onward plan. Tarmac delays are handled under the rules applicable to the location and flight, including required care and opportunities to leave the aircraft where those rules require them.

14 DENIED BOARDING AND CABIN CHANGES

If there are insufficient seats, we will follow applicable denied-boarding rules, including seeking volunteers where required. A voluntary agreement must explain the benefit offered and how the remaining journey will be handled. Involuntary denied boarding is assessed separately from refusal on valid safety, security or documentation grounds.

An eligible passenger who is involuntarily denied boarding or downgraded will receive the remedies required by the governing rules. The amount and form of compensation are not replaced by a general promise of a voucher. Accepting onward transport does not waive an independent entitlement unless a lawful settlement expressly provides otherwise.

15 UNITED STATES AND OTHER JURISDICTIONS

For US travel, qualifying cancellations or significant changes entitle eligible passengers who decline the changed flight or an alternative to an automatic refund from the responsible merchant of record. Applicable rules also govern refunds for unprovided optional services and lost or significantly delayed baggage. A credit cannot be imposed in place of an owed refund. [4]

Travel involving Canada, the European Union, the United Kingdom or another jurisdiction may attract additional mandatory rights, depending on the route, operating carrier and event. Required tariffs, notices and supplements form part of the applicable disclosure. These Conditions do not reduce those rights.

16 CHILDREN AND PASSENGERS NEEDING ASSISTANCE

Contact us as early as practical about wheelchair assistance, sensory or communication needs, pregnancy, a medical condition or travel by an unaccompanied child. We will explain the service, any lawful notice or medical requirement, and the available arrangements before confirming acceptance. Late notice is assessed under the applicable accessibility rules.

A child travelling alone may be accepted only when an unaccompanied-minor service is offered and confirmed for the route and age concerned. Medical clearance or a safety assistant may be required only where justified under applicable rules. Do not infer acceptance ages, pregnancy cutoffs or medical-device approval from these Conditions alone.

LIABILITY BAGGAGE CLAIMS AND COMPLAINTS

17 LIABILITY FRAMEWORK

Our liability is determined by the law and treaty applicable to the carriage. The Montreal Convention 1999 applies where its international-carriage requirements are met. Other treaty or domestic rules may govern other journeys. Nothing here excludes a non-waivable remedy or imposes a lower liability limit than the governing law permits.

Where the Montreal Convention applies, the revised figures effective 28 December 2024 are summarized below. SDR amounts are not fixed peso or dollar values and are not automatic compensation awards. [2]

SUBJECT	MONTREAL CONVENTION FIGURE
Passenger death or bodily injury	151,880 SDR per passenger is the Article 21 first-tier threshold; it is not a total liability cap.
Damage caused by passenger delay	6,303 SDR per passenger, subject to the Convention.
Baggage loss damage or delay	1,519 SDR per passenger in total, subject to the Convention, including any valid special declaration.

Proof of loss, applicable defenses and any circumstances removing a limit are determined under the governing law. Ask before check-in whether a special declaration of interest is available for checked baggage and what additional payment is required. Travel insurance is separate from carrier liability.

18 REPORTING BAGGAGE PROBLEMS

Report a missing or damaged bag to the airport baggage service as soon as you discover the problem. Obtain a reference and retain the baggage tag, ticket, receipts, photographs and relevant correspondence. Submit any required written claim as well as the airport report; check that the report records your complaint and that you receive a copy.

For Montreal Convention carriage, the written complaint periods below apply. Other applicable law may provide different or additional rights. [3]

CLAIM OR ACTION	APPLICABLE CONVENTION PERIOD
Damage to checked baggage	Complain promptly after discovery and no later than 7 days after receipt.
Delay of checked baggage	Complain no later than 21 days after the baggage is made available to you.
Unreturned checked baggage	If loss is admitted, or the bag has not arrived after 21 days from when it should have arrived, you may enforce your contractual rights.
Court action for Convention damages	Bring the action within 2 years from arrival, scheduled arrival or the date carriage stopped, as applicable.

Do not assume that a customer-service exchange extends a treaty deadline. Keep reasonable, documented expenses associated with delayed baggage for assessment. We will not rely on a blanket exclusion for fragile or valuable items to deny liability that applicable law imposes.

19 COMPLAINTS AND DISPUTES

Contact the service channel shown on your itinerary and provide the booking reference, flight details, issue and remedy requested. You may approach the Civil Aeronautics Board or another competent authority where applicable. Philippine law governs to the extent consistent with binding treaties and mandatory law; no exclusive forum term removes a court or remedy available to you by law.

PRIVACY AND ADOPTION NOTES

20 PERSONAL INFORMATION AND SEPARATE SERVICES

We process booking, identity, payment and assistance information for legitimate travel-service purposes under the applicable privacy law and published privacy notice. Necessary data may be provided to the operating carrier, airport service provider or competent authority. Sensitive assistance information must be handled with appropriate safeguards.

Marketing preferences are handled separately from necessary service communications. Your privacy notice must explain the lawful basis for processing, retention, recipients, passenger rights and the means of contacting the responsible privacy officer. Third-party insurance, accommodation and transport are subject to the identified provider’s terms; mandatory responsibility imposed on us remains unaffected.

ADOPTION REQUIREMENTS

Before this draft is issued as an effective passenger contract, complete the entity disclosure and passenger-facing legal notice in Annex C. Verify the carrier’s registered name, address, registration, operating and economic authorities, customer-care contacts, privacy controller, ticketing seller and effective date. Do not infer an official code allocation or licence from project branding.

Annex A now supplies proposed fare penalties, ticket validity, name corrections, credits, no-show rules and waivers. Annex B now supplies proposed pet acceptance and fees. Validate and adopt these terms before sale and preserve terms already accepted by customers. Complete the remaining Economy allowances for other domestic and international routes and define the Mindanao and BIMP-EAGA route categories.

Publish ordinary cabin baggage item counts and dimensions, airport boarding deadlines, purchasable additional-baggage limits, oversized and sports fees, infant baggage, unaccompanied-minor procedures and medical or pregnancy criteria. For pet services, validate under-seat dimensions, approved hold compartments, handling capability, weather limits, transfer care and station arrangements before opening sales. The 8 kg pet-and-carrier ceiling does not amend the ordinary 7 kg baggage allowance.

Obtain Philippine aviation legal review, required tariff filings and destination-specific supplements. Check current passenger-rights rules and all operational commitments against actual systems and supplier arrangements. Prepare the required prominent key-terms notice, including the legally prescribed emphasis and language, separately for each fare. This draft must not be treated as regulatory approval or an issued tariff.

ANNEX A PROPOSED FARE PENALTIES

The following amounts are proposed fees for voluntary changes and refunds. PHP applies to Philippine domestic sectors; USD applies to international sectors, including BIMP-EAGA. Each amount shown as PHP / USD is a separate tariff, not an exchange-rate conversion.

FARE FAMILY	CHANGE FEE PHP / USD	REFUND FEE PHP / USD	AFTER A NO SHOW
Economy Promo	1,000 / 30	Nonrefundable base fare	Base fare forfeited
Economy Saver	750 / 25	Nonrefundable base fare	Base fare forfeited
Economy Flex	0 / 0	1,000 / 40	Rebook or refund less 1,000 / 40
Premium Economy Flex	0 / 0	750 / 30	Rebook or refund less 750 / 30
Business Flex	0 / 0	0 / 0	Rebook or refund without penalty

HOW CHARGES APPLY

Fees are per passenger and per affected one-way fare component. A fare component is the ticketed portion priced as one fare between two fare-construction points. A direct flight with an intermediate stop is not automatically charged twice. Separate one-way fares in a connection may each attract a fee. Show the exact total before payment.

Any higher fare and tax difference is payable in addition to a change fee, including on fares with no change fee. For an eligible lower-priced replacement, retain the residual as a personal travel credit on Promo or Saver; refund it on Flex fares. The credit expires with the original ticket. A refund penalty cannot exceed the refundable base fare.

Before departure, a change request must be received before check-in closes: the cutoffs are 45 minutes for domestic flights and 60 minutes for international flights, in the departure airport’s local time. A timely request delayed by our systems retains its original submission time.

These fare-family names are proposals. Premium Economy and Business apply only where the selected flight offers those cabins. Baggage entitlements remain governed by the separately published market and cabin schedule.

Cash fares, SOX Miles awards, group bookings and charters are separate products. Award, group and charter conditions must be disclosed independently. This schedule does not amend separate SOX Miles program terms or terms already accepted by customers.

ANNEX A FARE ADMINISTRATION

NO SHOWS AND TICKET VALIDITY

A no-show occurs when a passenger misses the check-in cutoff or, after checking in, misses the boarding deadline printed on the boarding pass. Carrier-caused disruption or a failed protected connection is not a voluntary no-show.

For Flex fares, the post-no-show amount in the table replaces the ordinary change or refund fee; do not add both. A fare difference may still apply to rebooking. Unused refundable taxes remain assessable separately on every fare.

Proposed ticket validity is 12 months from original issue for wholly unused tickets. Once travel starts, remaining travel must be completed within 12 months of the first departure, unless a shorter validity was disclosed before purchase. Reissue does not restart validity. A qualifying refund request received within validity remains valid while being processed.

A missed sector does not automatically cancel later or return reservations. Contact us before the next flight so we can confirm or reprice the remaining itinerary. No deduction may be made without explaining the applicable fare calculation.

NAME CORRECTIONS AND PASSENGER CHANGES

Correct a verified spelling error or documented legal-name change without an airline correction fee when the passenger remains the same person. Tickets cannot be transferred to another passenger. A new booking is required for passenger substitution. Only unavoidable, disclosed third-party reissue costs may be passed on for a correction.

REFUNDS AND OPTIONAL SERVICES

Refunds return to the original payment method or another lawful method agreed with the payer. Refund unused taxes and charges where recoverable or legally refundable, even on a nonrefundable fare; do not charge a separate airline tax-refund fee. Identify any nonrefundable supplier amount and its basis.

For a partially flown ticket, show the value allocated to used travel, the unused balance, applicable penalties, and refundable taxes. Do not automatically forfeit the entire ticket. Agent service fees must be separately disclosed and cannot reduce a mandatory carrier refund.

Transfer purchased baggage, seats and pet services where the replacement flight can provide them. Refund an unavailable service when required by law or the accepted terms. Optional services have their own disclosed voluntary-cancellation rules; the base-fare table does not automatically make them refundable.

INVOLUNTARY CHANGES AND STATUTORY RIGHTS

No voluntary-change, cancellation or no-show penalty applies to a remedy required because we cancel a flight, make a qualifying schedule change, deny boarding, or cause a protected missed connection. Provide the refund, rerouting, care and compensation required by the law applying to that journey. Do not require a voucher in place of a cash refund where the passenger is entitled to cash.

For direct airline bookings to or from the United States made at least seven days before departure, the proposed Gensan Air policy permits cancellation within 24 hours of purchase for a full refund. Other mandatory country rules also prevail. [1, 4]

For death or medically documented inability to travel, a proposed goodwill waiver removes airline change and refund penalties for the affected passenger and one travelling companion on the same reservation. Fare differences still apply to rebooking. Request only necessary evidence through a secure channel. Mandatory entitlements apply independently of this waiver.

ANNEX B PET ACCEPTANCE AND FEES

The proposed ordinary-pet service covers accompanied domesticated dogs and cats. It becomes bookable only for a route, aircraft configuration and station combination with validated handling. Buying a passenger ticket does not reserve a pet place.

SERVICE	PROPOSED ACCEPTANCE
Small pet in the cabin	One dog or cat in one closed carrier; combined weight no more than 8 kg. One carrier per adult passenger.
Pet in an aircraft hold	Only in a compartment specifically approved and operationally suitable for live animals on every operating leg. Aircraft type alone does not establish eligibility.
Larger pet in the cabin	Not included in this launch proposal. Any future dedicated cabin area requires an approved restraint, seating and evacuation arrangement before sale.
Service animal	Handled separately under disability-access rules; ordinary pet weight limits, fees and commercial pet quotas do not apply automatically.

CABIN AND CONTAINER RULES

Proposed maximum is two ordinary pets in total per operating flight, across cabin and accompanied-hold carriage. This is a commercial capacity proposal, not a regulatory limit. Each sector must have its own confirmed acceptance.

The cabin carrier must fit entirely in the approved space under the seat in front without crushing or restricting the animal. Publish dimensions by aircraft and seat before confirming the service; there is no fleet-wide carrier dimension in this draft. The pet must be able to stand naturally, turn and lie down comfortably. An 8 kg weight limit does not guarantee acceptance.

Keep the carrier closed and secured throughout the flight. No pet may occupy a passenger seat, protrude into an aisle, or travel in an exit row or a seat without approved stowage. If the carrier counts as the passenger’s larger cabin item, a small personal item remains permitted within the normal allowance. Confirm the permitted item count and weight treatment before purchase; the 8 kg animal-and-carrier ceiling is distinct from the ordinary 7 kg baggage allowance. Pet transport is charged separately from checked baggage.

PROPOSED PET CHARGES

ACCOMPANIED SERVICE PER OPERATING LEG	DOMESTIC PHP	INTERNATIONAL USD
Cabin pet including carrier up to 8 kg	1,500	75
Hold pet including container up to 20 kg	2,500	150
Hold pet including container over 20 to 32 kg	4,000	250
Over 32 kg or unaccompanied animal	Cargo quotation	Cargo quotation

These are proposed charges, subject to an all-in price displayed before purchase. A cargo quotation does not guarantee acceptance. Government, veterinary and quarantine services are separate and must be identified. SOX Miles status and premium-cabin tickets do not waive pet fees unless an offer expressly says so.

No airline change fee applies to a pet reservation moved with its passenger; a higher service price may apply. Refund the pet fee if cancelled at least 24 hours before departure. Within 24 hours, the fee is nonrefundable for a voluntary cancellation, subject to law. Refund it if the carrier cannot provide the confirmed service.

ANNEX B PET WELFARE AND DOCUMENTS

RESERVATION AND AIRPORT PRESENTATION

Request ordinary-pet carriage at least 48 hours before departure. This is an airline reservation cutoff, not a promise that government permits can be obtained in that time. Provide species, breed, age, animal weight, combined weight, carrier dimensions, flight details and the documents required for the journey. Written confirmation is required for every sector and any other operating carrier.

Proposed airport presentation is at least two hours before a domestic flight and three hours before an international flight, or earlier where quarantine inspection requires it. The passenger must still meet the flight's check-in cutoff. An onward connection requires validated transfer, care and recovery arrangements; otherwise offer a suitable separate itinerary or decline the pet service.

GOVERNMENT AND VETERINARY DOCUMENTS

For Philippine domestic transport, present the applicable BAI local shipping permit, veterinary health certificate and rabies vaccination record. Check their validity against the actual travel date and destination. For international travel, satisfy origin, transit and destination rules, including permits, microchip, vaccination, tests and quarantine where required. Airline confirmation does not replace official permission. [5]

BAI's published guidance introduces revised Philippine dog and cat import requirements for SPSIC applications approved from 1 January 2027, including Form 1 and rabies antibody testing. The applicable regime depends on the clearance approval date and its permitted shipment period. Check the current BAI instructions before issuing an international pet confirmation. [6]

ANIMAL WELFARE AND REFUSAL

Proposed airline minimum age is 16 weeks, or older where the journey's rules require it. Accept only animals fit for the entire journey and compliant with vaccination waiting periods. Decline visibly ill or injured animals and animals in late pregnancy; seek veterinary advice for individual welfare concerns.

Do not administer a sedative solely to facilitate carriage. Any prescribed medication must be disclosed and assessed with veterinary advice. Snub-nosed dogs and cats are excluded from the proposed hold service; assess cabin acceptance against fit, health and the route's rules.

Hold containers must be rigid, secure, ventilated, leak-resistant and appropriate to the animal, with absorbent bedding and accessible water arrangements. Validate the applicable live-animal container requirements rather than relying on an "IATA approved" label. Temperature, ground exposure, delay risk and compartment conditions must all be within approved operating limits. Decline carriage if welfare cannot be maintained.

If an aircraft change removes an approved pet facility, offer suitable rerouting or refund the affected unused pet service and passenger travel that cannot reasonably be used. Do not move a confirmed cabin pet into the hold without the passenger's agreement and a new suitability assessment. Responsibility for animal injury or loss remains subject to applicable law; no blanket at-owner-risk waiver applies.

SERVICE ANIMALS

Recognised service animals travel without an ordinary pet fee, subject to applicable access, health and safety rules. For U.S. flights, individually task-trained service dogs qualify; emotional-support animals are treated under the ordinary-pet policy. Use only documentation permitted by the applicable rules, including U.S. DOT forms where allowed. A commercial pet quota does not cap service-animal carriage. [7]

Assess service-animal space, behaviour and genuine safety risks individually. Do not apply the ordinary-pet carrier, age, breed or 8 kg rules automatically. Handle late requests under the applicable access rules rather than automatically refusing them for missing the ordinary-pet 48-hour deadline.

ANNEX C CARRIER LEGAL DETAILS

Gensan Air is the trading name used for this fictional airline project, based in General Santos City, Philippines. These entries state the information available in the supplied project records. No incorporation, licensed airline status or official code allocation is claimed.

DISCLOSURE FIELD	CURRENT PROJECT DISCLOSURE
Trading name	Gensan Air - fictional airline project.
Contracting entity	No verified registered carrier legal name or legal form supplied. Gensan Air is a project trading name.
Jurisdiction and registration	Philippines is the project context. No verified incorporation jurisdiction, company registry or registration number supplied.
Registered address	No verified registered office or postal address supplied. General Santos City is the project base, not a registered office disclosure.
Principal business address	General Santos City, Philippines - conceptual base only. No verified operating business premises supplied.
Tax and invoice identity	No verified tax registration, invoicing entity or statutory seller identity supplied. No tax registration is claimed.
Operating authority	No verified CAAP AOC holder, certificate number or validity supplied. No operating authority is claimed.
Economic and route authority	No verified CAB permit holder or economic or route authority supplied. No route authority is claimed.
Airline identifiers	XG is used only as the project designator. No official IATA or ICAO allocation or callsign is verified.
Customer care and complaints	Project website: https://gensanair.com. No verified operational complaints email, telephone, service hours or postal channel supplied.
Privacy controller and contact	No verified legal data-controller identity, privacy contact or published privacy-notice URL supplied. The website alone is not a privacy notice.
Booking and payment seller	Concept booking website: https://gensanair.com. No verified ticketing legal entity, merchant of record or billing identity supplied.
Policy control	Project-owner review draft, version 1.2, 3 November 2026. Approval is not recorded and no operational effective date is assigned.

ANNEX C PASSENGER LEGAL NOTICE

Gensan Air is a fictional airline project associated with General Santos City, Philippines. Its project website is https://gensanair.com. A registered contracting carrier, incorporation number, registered office, operating licences, ticketing seller and privacy controller have not been verified in the supplied records. XG is a project designator only. This draft is not an issued passenger contract, operating authorization or registered tariff.

The proposed carriage terms remain subject to mandatory passenger protections and applicable conventions. No exclusive General Santos venue or compulsory private arbitration is imposed by this draft. Operational customer-care channels, a privacy contact and a privacy notice have not been supplied. They must be verified and disclosed before operational adoption; no fictional contact details are substituted.

ADOPTION AND POLICY CONTROL

The commercial amounts and pet limits in Annexes A and B are proposed policies for this fictional project. Complete the Annex C fields and validate service capability, route-specific rights and required tariffs before adoption. Version 1.2 integrates the supplied fare, pet and legal schedule; it does not claim incorporation, operating authority or regulatory approval. The references for all annexes appear with the main contract's reference material.

OFFICIAL REFERENCE MATERIAL

The numbered references support the legal framework and summaries in this integrated draft. Airline-specific commercial amounts, fare-family names, waivers and pet limits remain proposals, except for the established project policies preserved in section 9. Source check date 3 November 2026. Annexes A to C are part of this draft.

[1] Civil Aeronautics Board. Economic Regulation No. 9, as amended, Air Passenger Bill of Rights. Official listing: https://www.cab.gov.ph/downloads/air-passenger-bill-of-rights . Text copy hosted by Emirates: https://c.ekstatic.net/ecl/documents/rules-and-notices/philippines-passenger-bill-of-rights-july-2024.pdf

[2] ICAO. 2024 Revised Limits of Liability Under the Montreal Convention 1999. https://www.icao.int/secretariat/legal/LEB%20Treaty%20Collection%20Documents/2024_Revised_Limits_of_Liability_Under_the_Montreal_Convention_of_1999_en.pdf

[3] Government of Canada. Carriage by Air Act, Schedule VI, Montreal Convention text, Articles 17, 31 and 35. https://laws-lois.justice.gc.ca/eng/acts/C-26/section-sched79535.html

[4] US Department of Transportation. Refunds. https://www.transportation.gov/individuals/aviation-consumer-protection/refunds

[5] BAI NVQSD. Local shipping information. https://nvqsd.bai.gov.ph/Information

[6] Bureau of Animal Industry. Bringing Dogs and Cats to the Philippines. https://www.bai.gov.ph/Stakeholders/NewPetImport

[7] US Department of Transportation. Service Animals. https://www.transportation.gov/resources/individuals/aviation-consumer-protection/service-animals