



Republic of the Philippines
Department of Transportation and Communications
CIVIL AVIATION AUTHORITY OF THE PHILIPPINES
Office of the Director General

MEMORANDUM CIRCULAR NO. 25-13
Series of 2013

TO : ALL AIRPORT MANAGERS
FROM : THE DIRECTOR GENERAL
SUBJECT : CAAP CERTIFICATION OF FLIGHT CANCELLATIONS OR FLIGHT DELAYS/DISRUPTIONS

The Department of Transportation & Communications and the Department of Trade & Industry issued Joint DOTC-DTI Administrative Order No. 01, Series of 2012, which became effective on December 21, 2012, providing Bill of Rights for Air Passengers and Carrier Obligations.

The subject Administrative Order mandates this Authority to issue Certification to air carrier that cancels flight or experienced airport/terminal departure delay for at least six (6) hours, not attributable to the requesting air carrier, as provided for under Subsection 11.2, to wit:

11.2 In case the air carrier cancels the flight because of force majeure, safety and/or security reasons, as certified by the Civil Aviation Authority of the Philippines, a passenger shall have the right to be reimbursed for the full value of the fare.

In connection thereto, all concerned Airport Managers are directed to give due course on the request of affected air carrier for Certification in accordance with the herein enclosed standard Form.

Accordingly, all Airport Managers are reminded to exercise diligence in filing up the required information thereto.

For compliance.

LT GEN WILLIAM K HOTCHKISS III AFP (Ret)
Director General

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OF THE PHILIPPINES
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23-25-213
AIDA S. ROMULO
Chief, Central Records
and Archives Division

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