

PAL - Express Review

*A summary of a return journey - Manila - Caticlan
by David Thompson*

My Thoughts

Check in at Manila Ninoy Aquino Airport Terminal 2 was speedy, I found baggage wrap was only available at international departures.

I was expecting an A320 aircraft, as the booking system indicated.



Transfer bus arrived at the aircraft which was actually a Dash8. There was no mention of the aircraft change at check in or at the boarding gate which was a little disappointing. The on-board snack/meal was water and a bread roll. Flight time was extended to an hour and the journey was a little bumpy and was followed by a long transfer on arrival from the aircraft to the terminal building. Baggage was ready and waiting on the luggage belt on arrival.

The return bus transfer to the aircraft took place at 40 minutes prior to departure and following the 15 minute journey, we waited a further 15 minutes to then board the aircraft and ended up taking off 30 minutes late.

The ground staff were taking carry-on bags off passengers at the aircraft that did not meet the baggage requirements, despite there being plenty of room in the luggage racks of the A320.

On-board we were asked to turn our phones to silent mode and not flight mode and announcements were made advising that safety equipment should not be removed from the aircraft!

'Baggage allowance on domestic flights is strictly adhered to. With 1 cabin bag at a maximum weight of 7 kilos and 1 checked bag of 10kilos.'

INTEGRITY - SERVICE - COLLABORATION - LOYALTY - KNOWLEDGE - ACCOUNTABILITY

STAY CONNECTED

