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SENATE
P.S. Res. No. 575

RECEIVED BY: 

Introduced by Senator Maria Lourdes Nancy S. Binay

RESOLUTION

DIRECTING THE COMMITTEE ON TOURISM TO CONDUCT AN INQUIRY, IN AID OF LEGISLATION, ON AIRLINE PASSENGERS' COMPLAINTS AGAINST CEBU PACIFIC FOR OVERBOOKING, OFFLOADING AND BOOKING GLITCHES, WITH THE PURPOSE OF CALLING ON THE DEPARTMENT OF TOURISM AND THE CIVIL AERONAUTICS BOARD TO ADDRESS THESE CONCERNS AND CONSIDER MEASURES ON HOW AFFECTED CUSTOMERS SHOULD BE COMPENSATED

1 **WHEREAS**, Republic Act No. 9593 or The Tourism Act of 2009 declares
2 tourism as an indispensable element of the national economy and an industry of
3 national interest and importance. As such, one of the objectives adopted by the
4 State is to promote the progressive development of existing civil aviation, land and
5 sea transportation policies as they relate to tourism, in consonance with existing
6 bilateral agreements and inter-agency pronouncements;

7
8 **WHEREAS**, under the joint Department of Transportation and
9 Communications – Department of Trade and Industry (DOTC-DTI) Administrative
10 Order No. 01, Series of 2012 or the Air Passenger Bill of Rights, an air passenger has
11 the following major rights: (1) right to be provided with accurate information before
12 purchase; (2) right to receive the full value of the service purchased; and (3) right to
13 compensation;

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15 **WHEREAS**, there were complaints that travelers were offloaded by Cebu
16 Pacific, without any verifiable cause or valid reason, due to the airline's overbooking;

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18 **WHEREAS**, apart from overbooking related concerns, Philstar reported on
19 April 1, 2023, that travelers took to the internet their complaints during Cebu Pacific
20 Super Pass glitches. Several customers complained being charged multiple times
21 because of errors in the airline's website;

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23 **WHEREAS**, affected travelers and customers complained that Cebu Pacific
24 has not provided immediate assistance or support regarding their concerns despite
25 seeking help from the airline's customer service hotlines and in person help desks;

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1 **WHEREAS**, with the sheer number of passenger complaints, traveling in the
2 Philippines has become incredibly frustrating. It is no longer a pleasant experience.
3 Aside from the bad airline experiences, passengers have to deal with technical- and
4 personnel-driven fiascos oftentimes of epic proportions, such as long queues, flight
5 delays and cancellations, ground traffic, lost luggage, mobile app glitches,
6 unnecessary security checks, lengthy immigration interviews, and airport operation
7 issues;

8
9 **WHEREAS**, overbooking is a deliberate industry-wide business practice
10 where airlines are allowed to sell 10% more tickets than the number of seats
11 available for a particular flight. From the industry standard of 10%, the Civil
12 Aeronautics Board has set a 5% allowable overbooking to optimize utility, and avoid
13 empty seats. However, being offloaded without alternative flight options or
14 compensation not only has a direct impact on someone's travel plans, but it also
15 reflects how airlines treat customers and tourists;

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17 **WHEREAS**, it is imperative for the government to ensure that the Air
18 Passenger Bill of Rights is strictly implemented;

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20 **NOW, THEREFORE, BE IT RESOLVED, AS IT IS HEREBY RESOLVED**,
21 that the Senate directs the Committee on Tourism to conduct an inquiry, in aid of
22 legislation, on airline passengers' complaints against Cebu Pacific for overbooking,
23 offloading and booking glitches with the purpose of calling on the Department of
24 Tourism and the Civil Aeronautics Board to address these concerns and consider
25 measures on how affected customers should be compensated.

Adopted,



MARIA LOURDES NANCY S. BINAY