

# Clark

The official newsletter of CIAC

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Clark International Airport Corporation

1st Quarter 2014

**CRK Terminal gets bigger, better**



10

# Tigerair Roars

CAMBODIA  
Mystic Angkor Wat

6



# Contents



## 10 CRK gets bigger, better

4



## 6 Mystic Angkor Wat



## Tigerair Roars

9

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## New highs

**CRK** is getting the highs nowadays. This, because of the positive changes transpiring in our midst -- the near completion of the Phase 2 Expansion Project, the upcoming P7.2 billion Clark Low-Cost Carrier Terminal (LCCT) whose Feasibility Study is being currently conducted by the French firm Aeroports de Paris (ADPI), and lastly, the increasing revenues of the Clark International Airport Corporation, the operating arm of the airport. Forget about Sangley Point or Laguna de Bay as possible sites for a new international gateway. The viability of CRK is there and no one can take it away. The national government supports the development of a dual-airport system anyway and we are relying on that 3rd and final option that will include the Clark airport. As they say: "Build and they will come."

And so we will continue the expansion of the Clark airport until we drive passenger traffic into the civil aviation complex. The Aquino government, particularly the Department of Transportation and Communications (DOTC), have already commissioned a French firm -- Aeroports de Paris -- to undertake the Feasibility Study of the P7.2 billion Clark Budget Terminal. Meanwhile, the Phase 2 Expansion Project will effectively increase passenger capacity at Clark to 4 million passengers per year.

With the proposed Clark LCC Terminal, passenger capacity will further increase to 10 million annually.

In the end, it's location, location and location. That is central to the holistic development of any international gateway. Ironically, the strategic importance of Sangley Point was given up in favor of the former US-run Subic Naval Base while Clark remained the biggest US military facility outside the mainland for over a century until the pull out of the Americans in November 1991. Clark however has not lost its strategic value as far as the operation of international flights is concerned, made evident with the entry of long-haul flights courtesy of Emirates Airlines and Qatar Airways.

As the Clark airport expands, its services will become more efficient and effective, benchmarking with the best of Asia such as Incheon International Airport and Changi International Airport. CRK is apparently small now, but soon it will tread the same path taken by the leaders in the aviation industry. Again, as they say: "Build and they will come." Clark is not too far off. Only those who do not want to see its viability as an international gateway are far off.

Filipino-Americans are now actively utilizing the Clark International Airport via Incheon in South Korea. Overseas Filipino Workers in the Middle East who hail from Central and Northern Luzon are also extensively passing through the airport, shying away from the heavy traffic in Metro Manila. CRK as a support airport to the NAIA, or not, will have its niche in the firmament of aviation history.

*Arnel*

Arnel Paras San Pedro  
Managing Editor



By Jojo Due

Corporate Communications Office

## CRK's New Terminal

Things are indeed looking brighter, and clearer, for the Clark International Airport (IATA Code: CRK), or what has been described as the "Airport of the North."

For starters, the expansion of the Passenger Terminal, after hitting some snags, is near completion. Near completion because site improvement activities are still being conducted in the surrounding area, particularly on the grounds in front of the terminal, to spruce up the facility.

The Clark International Airport (CRK) is one of the airports that benefited from an executive order of the national government to spur the growth and development of the country's secondary gateways. A cue that the Clark International Airport Corporation (CIAC) management took up and immediately initiated the expansion and the modernization of CRK.

Kicked-off in May 2013, the terminal expansion, costing Php 417-million, has been designed to increase the passenger handling capability of the Terminal Building but more importantly, to literally expand the facility to provide passengers the room to move and their various needs.

So far, the development project for CRK has seen the extension of its total floor space from the earlier restricting 8,587 square meters to now 18,573 square meters! You don't need to do that math to see that the project has effectively more than doubled the terminal area providing more room for passengers to move, resulting in comfort and convenience.

Adding to the convenience of serving passengers is the increase in the check-in counters from 14 to 34 as well as the improvement of the baggage handling capacity of the facility, a development necessitated by the entry of two renowned Middle Eastern airlines in October 2013, Emirates of the UAE and Qatar Airways, that brings in not only tourists but the multitude of Overseas Filipino Workers (OFWs), the Philippines' modern-day heroes, from the said Middle Eastern states.

Also included in the expansion is the construction of additional immigration counters from the earlier 9 to now 24 counters, easing the queues at the bureau's area. Along with these improvements are the several additions that include better and modern security equipment, a 24-hour premier VIP lounge and services, two smoking lounges, concessionaires selling a variety of gift and souvenir items as well as food shops, cafes and restaurants.

The expansion, along with the ISO 9001:2008 certification of the International Passenger Facilitation Process of CRK, are meant to ensure the comfort, convenience, safety and security of arriving and departing passengers and in preparation for things to come. After all, CRK is one of the busiest secondary gateways in

the country, if not the busiest, and growing steadily in terms of facilities, services and passenger traffic.

Access to CRK has also been enhanced with the opening early last year of two airport passenger lounges at Trinoma in Manila and at the Dau Bus Terminal that ferry passengers to and from the said lounges to the Clark airport daily.

And these improvements, along with the previous development activities undertaken by the CIAC management for the CRK, did not go unnoticed.

In March 2013, CRK won its latest award at the 2013 Routes Airport Marketing Awards Asia Heats - Under 20 Million Passengers category in Mumbai, India, besting six major airports in Asia in the category, namely, Kansai International Airport in Japan, Auckland International Airport in New Zealand, Bengaluru International Airport and the Rajiv Gandhi International Airport in India, Juanda-Surabaya International Airport in Indonesia, and Siem Reap International Airport in Cambodia.

The Routes Airport Marketing Awards recognise and reward the highest standards of marketing activities undertaken by airports. And beating major airports from no less than Japan and New Zealand, among others, and from foreign organizations involved in the aviation industry at that, says a lot about CRK, amid claims from our very own countrymen to the contrary.

This is on top of other awards CRK harvested since coming to being, including the Award of Merit from the Center for Asia Pacific Aviation (CAPA) in the Low Cost Airport of the Year Category for its strategic contribution to the Aviation Industry; the 2008 Airport of the Year Award from Frost and Sullivan at the Asia Pacific Aerospace and Defense Awards for Best Practices Below 15 million Passengers Annually Category; and, recognition as among the Top Five Best Airport Zones for 2012 and 2013 by fDi Magazine in its Second Global Ranking of Economic Zones.

Although the transfer of operations of AirAsia Philippines, one of the airlines operating at CRK that contributed greatly to the achievement of the more than 1.3 million passenger traffic in 2012, has affected the number of 2013 by 9 percent, the airlines operating at CRK, namely, Asiana Airlines, Cebu Pacific Air, DragonAir, JinAir, Tiger Air, and later Emirates and Qatar Airways, all contributed to the achievement of more than 900,000 passengers for 2013.

The probability of more airlines in CRK is a possibility that the CIAC management is looking into with the continuing development of the airport and its facilities. Officials are quiet though on this aspect.

Let us just wait. Patience, after all, is a virtue. Who knows; we might just be surprised.

# Cebu Pacific marks 5th year in CRK; launches flights to Tokyo, Nagoya

Cebu Pacific, which operates 33 flights per week, recently celebrated its 5th year of operations at the Clark International Airport.

The CEB flights at Clark airport were launched in 2008 to favorite Filipino destinations such as Hong Kong, Singapore and Macau. It also launched direct flights between Clark and Cebu City.

"We congratulate Cebu Pacific for its valuable service to our passengers at Clark International Airport," said Clark International Airport Corporation President and CEO Victor Jose I. Luciano.

Both CEB and Tigerair Philippines, who entered into a strategic alliance last year, operate at the Clark airport. They are expected to launch new destinations from Clark in the coming months.

CEB was one of the airlines who blazed the trail for the development of the Clark route, which is now an airport of choice among OFWs who hail from Central and Northern Luzon.

CEB had also handled several chartered flights out of Clark airport such as the CRK-Shanghai, China flights in an effort to bring in Chinese tourists

into Clark and the tourism destinations in the country.

In conjunction with its 5th year of operations at CRK, CEB participated in the three-day NorthPhil Expo in a bid to promote the flights at the Clark airport.

"Cebu Pacific's continuous support of the NorthPhil Expo highlights our commitment to promoting North Luzon as a primary tourist and trade hub. We encourage guests to find out more about Cebu Pacific's trademark lowest fares and extensive network at the expo," according to CEB VP for Marketing and Distribution Candice Iyog.

Meanwhile, the Cebu Pacific website and other Cebu Pacific booking channels are now booking the flights of both airlines.

CEB announced that it has closed its purchase of 100 percent of Tigerair Philippines, including the 40 percent stake of Tiger Airways Holdings Limited.

Both the Cebu Pacific and Tigerair websites are now being utilized as sales and distribution platforms to market all routes operated by both airlines.

The two airlines are also expected to collaborate on other common destinations in Asia.

Cebu Pacific President and chief executive Lance Gokongwei said "the strength of the alliance lies in our ability to offer our trademark lowest fares to the largest low cost network to, from, and within the Philippines. The alliance gives us an opportunity to serve new markets, like India and Australia, as we expand our route network with Tigerair."

CEB currently operates over 2,200 flights per week with 50 aircrafts to 24 international and 33 Philippine cities in its network.

Tigerair Philippines, on the other hand, operates about 118 flights per week with five aircrafts to 11 domestic and international destinations, from its bases in Manila and Clark.

### New Japan flights

Meanwhile, CEB has expanded its operations in Japan with the launch of flights to Tokyo and Nagoya.

CEB, using all-economy class Airbus A320 aircraft, started its direct daily flights from

Manila to Tokyo's Narita Airport, and four weekly flights between Manila and Nagoya. The new flights to Japan commenced on March 30 this year.

"We are very excited to finally be able to offer Cebu Pacific's trademark lowest fares to these two new destinations in Japan," said Iyog.

"We hope these two new destinations will enable many Filipinos to explore Japan for leisure or business travel. Japan is now more accessible and more affordable with Cebu Pacific flights."

The new Manila-Narita flights will depart Manila at 5:25am arriving in Tokyo at 10:35am. The return flight departs Narita Airport at 11:45am, getting back into Manila at 3:45pm.

The new Nagoya service will depart Manila every Tuesday, Thursday, Saturday and Sunday at 3:20pm, arriving in the Japanese city at 8:25pm. The return flight departs Nagoya at 9:10pm, getting back into Manila at 12:10am.

CEB also operates daily flights between Manila and Osaka.

The launch of the two new routes coincided with the start of Philippine Airlines' new flights to Tokyo's Haneda Airport.



**CEB's 5th year at CRK**  
Clark International Airport Corporation President and CEO Victor Jose I. Luciano with CEB Area Manager for Luzon-Airport Services Rico Viola, pilots and cabin crew.



**In close huddle**  
VP for Finance Larry Ortile with PCEO Luciano.

**CIAC mass**  
Clark airport officials hear mass at the grounds of the CIAC Corporate Office during the celebration of the firm's 19th anniversary last February. Photo above shows PCEO Victor Jose I. Luciano, EVP/COO Bienvenido Manga, VP for Commercial and Business Development Group Darwin Cunanan and VP for Operations Reynaldo Catacutan.



**Bingo!**  
Arlyn Lukban, Lyn Sanchez, Kat Gozo and Jay Gonzales play bingo.



**Pretty ladies all in a row**  
Atty Cynthia Dungca, manager of the Legal Department; Nancy Paglinawan, Accounting Manager; and Atty Milani Reyes, OIC Manager of Marketing Department.



**Nineteen**  
VP Catacutan shares a moment with CIAC staff



**BBQ**  
Larry Pena of the Operations Department (below) checks on the barbecue skewers.



**CIAC at 19**  
CLARK International Airport Corporation turns 19. After 19 years in existence, CIAC is finally getting the lift and soaring high in the azure skies with the entry of more international and local flights and the expansion of the existing terminal. The concrete achievements speak for themselves although in any business there will be a degree of risk and the aviation industry is not short of it. There will be turbulence along the way but the Clark International Airport will breeze through the challenges ahead. The uphill challenges will serve as stepping stones for the holistic development of the Clark airport. CIAC continues to shape aviation industry as it takes centerstage in the service of the nation. At 19, we can only be proud of the positive achievements that transpired in our midst. CRK -- our airport, our pride.



**Bevy of beauties**  
Maria Geneva Manialung and Katreena Mercado of the Office of the President. Photo below shows Human Resources Manager Analou Tadeo with her staff.



**Quality ladies**  
Joyce Jequinto and Vina May Manallil of the Quality Office.



**Running buddies**  
Operations Manager Ritche Nacpil and Naz Suba of the Corporate Secretary Office.



**All smiles**  
VP Cunanan with the Marketing and Legal Departments' staff.



**BAC and ASIO**  
The Bids and Awards Committee and Airport Security Quality Office staff.



# Mystic Angkor Wat

By Atty. Ana Rivera Suba

ANGKOR Wat in all its magnificence is a civilization that had been unravelled by the deep cultural history of the Khmer Land, written in blood through constant subjugation – from Ayutthaya in the 15th century, the French colonization in 1863 up to the country's dark history under the Khmer Rouge's epoch further obliterated by the diabolical Pol Pot or "Brother Number 1" in the Maoist-inspired regime.

For all and sundry, Cambodia which lies deep in the heart of IndoChina had been ruled as a vassal between its neighboring countries.

Lately, the otherwise flashpoints of conflict in IndoChina have been picking up in their respective economies – and tourism was largely behind the upheaval of Thailand, Vietnam, Myanmar and Cambodia, which is famous for its temples, particularly Angkor Wat. The tourism industry is Cambodia's second greatest source of income after the textile industry. In 2013, Cambodia posted over 4.2 million foreign tourist arrivals and the number is still increasing.

So off we go for a three-day trip to the land of the Khmer last March with my co-workers -- Atty. Milani Reyes, Atty. Cynthia Dungca, Nancy Paglinawan, Sherie Perez, Carol Samia, Jam Yusi and Jay Gonzales. The flight to Cambodia via Siem Reap International Airport was a breeze with the smooth landing of the aircraft.

After having cleared immigration checks, we were immediately whisked away to the Royal Crown Hotel and Spa, a French-inspired hotel with spacious and elegant rooms situated in the heart of the town of Siem Reap near the old market.

As soon as we were settled, we strolled the infamous "Pub Street" in the old town area. It is where visitors and locals alike go to chill after a long day and what a way to end it at Cafe Latino.

## Day 1: Angkor Wat

On this early and very hot steamy morning, we hit the road to explore the temples of Cambodia along with tour guide Mr. Sok Sangnam. Our first destination? Where else but to one of the World Heritage Sites -- the Angkor Wat Temple Complex. A US\$20 fee allows one access to the temples for three days. I was fascinated with the beautifully designed architecture on a massive three-tiered pyramid crowned by five lotus-like towers. Mr. Sok conveyed that Angkor Wat was dedicated to the Hindu God 'Vishnu' – who is the supreme God in the Vaishnavite tradition of Hinduism and venerated as one of the primary forms of God. Inside the temple is a standing stone statue of Vishnu with eight arms

Cont... 16



The allure of Angkor

The land of the Khmer reemerges from the grip of clashing ideologies that stunted the growth of Cambodia and its people in the past. The lost Kingdom of Angkor Wat provides a backdrop of the country's struggle for economic survival with more and more tourists congregating in the tourism wonder.

THE Clark International Airport Corporation (CIAC), Clark Development Corporation (CDC) and the Bases Conversion and Development Authority (BCDA) have agreed on the creation of the GAD Centrale that will include the Halfway House to be built in the Clark Freeport Zone.

The Halfway House will be dedicated to Overseas Filipino Workers (OFWs) in the common efforts to address issues affecting them, particularly Filipina workers.

"Our joining forces is truly a breakthrough not only because of the efficiency in resource utilization that will come about but because of the inspiration that it creates among our people that the three corporations can unite in purpose to effect meaningful changes in people whose lives are directly affected by the very decisions we make," said CIAC President and CEO Victor Jose I. Luciano.

Luciano said the three firms linked arms for the realization of the GAD Centrale, the main objectives of which are to establish the Halfway House for OFWs and to be responsive to the issues affecting women.

"Working in areas which are hidden from public scrutiny exposes our women OFWs to higher risks of exploitation, economic and sexual abuse and inhumane working conditions," according to Luciano. "50-60 percent of our OFWs are women. Looking at the data based on occupation, there is a predominance of work related to household service and caregiving where women-OFWs proliferate."

Luciano said the three firms will "help address these issues through the facilities and services of the Halfway House-component of our GAD Centrale." Among others, the three firms will strengthen advocacy for the rights of migrant workers at the national and global level; implement sustainable livelihood and skills training for women; conduct gender training on issues relating to trafficking in women; illegal recruitment, repatriation; and undertake re-orientation and intensive psychological workshop on values, practical gender needs as well as strategic gender interests to help women and men transform themselves into becoming



GAD Centrale site

VP for Operations Reynaldo Catacutan, concurrent GAD chairperson checks on the proposed building for GAD Centrale located in the Clark Freeport Zone. The proposed Halfway House of GAD Centrale was the former building of Manels Leather Asia Inc.

## GAD Centrale to rise soon



All for one, one for all  
CIAC PCEO Victor Luciano, Bases Conversion and Development Authority PCEO Arnel Casanova and Clark Development Corporation PCEO Arthur Tugade reaffirm support for the realization of the Gender and Development Centrale to address issues affecting women.



ing self-actualizing and fully functioning individuals.

"I am confident that we will be able to contribute to women empowerment and development in the country with much magnified significance and impact," said Luciano.

He also zeroed in on the "socio-emotional costs of feminized migration" taking into consideration the role of mothers in most Filipino families.

BCDA President and CEO Arnel Casanova, whose mother also spent her years as an OFW, felt the

need to address the rights of women.

"I could only surmise the great hardship they (OFWs) have to face overseas just to give a good future to their families. Yung palang nanay puwedeng maging tatay pero kapag ang nanay ang nag abroad hindi pala puwedeng maging nanay ang tatay."

CDC President and CEO Arthur Tugade said the three firms are "pursuing a common objective, a common goal. We give honor and we give respect to women."

Among the OFWs scattered all over the world the women are particularly vulnerable to exploitation given the new landscape and unfamiliar culture with which they have to adopt while working overseas as domestic helps, caregivers, etc.

Community Relations Manager Tessibeth Cordova said CIAC, CDC and BCDA will work closely for the realization of the GAD Centrale's objectives.

Cordova along with VP for Operations Reynaldo Catacutan and Engr. Ruel Angeles of the CIAC Engineering Department have recently inspected the proposed site of the Halfway House in the freeport zone.

# Upgrade of 12 airports seen



## NAIA 1 upgrade

Rehabilitation of the old Ninoy Aquino International Airport Terminal 1 which caters to foreign carriers will be completed by early 2015 in the bid to attract 10 million foreign tourists in the next two years. Right photo shows the expanded Clark International Airport which has increased its capacity to 4 million passengers per year.

**I**N a move to attract 10 million foreign tourists by 2016 and help fuel one of Asia's fastest growing economies, the government will upgrade 12 airports in the country.

At least three of the airport-related projects have a combined cost of up to P54.6 billion pesos. In Clark airport alone, some P7.2 billion will be infused on the proposed Clark LCCT.

It was learned that half of the airport projects will be done through the Public-Private Partnership (PPP) scheme.

Cosette Canilao, executive director at the agency overseeing the programme, also said operations and maintenance of some of these airports

could be "bundled" into one tender, which will be offered to investors later this year.

Transportation Undersecretary Rene Limcaoco said the government is looking at building a new terminal for the Ninoy Aquino International Airport, the country's main gateway. Rehabilitation of the NAIA Terminal 1 is expected to be completed by early 2015 while the Terminal 3 will be fully-operational in July this year.

The government will also pursue the P17.52 billion-peso improvement of the Mactan-Cebu International Airport Terminal which will be under the Public-Private Partnership (PPP) scheme.

The Puerto Princesa Airport, the gateway to the tourist destination of Palawan, will also be upgraded.

The planned upgrades will "ease our logistic costs, alleviate our traffic congestion and support the target of the Department of Tourism to achieve its 10 million tourists for 2016," according to Limcaoco.

The Philippines reportedly attracted 4.7 million foreign tourists last year, 300,000 short of its goal.

President Benigno Aquino III has emphasized the need to make the tourism industry as one of the key drivers of the economy. The economy grew 7.2 percent in 2013, the second fastest in Asia after China.

In 2013, visitor arrivals totalled 4,681,307 surpassing the previous year's record of 4,272,811 by 9.56 percent. This feat gives the tourism industry a new milestone as tourists continue to demonstrate sustained growth amidst challenges.

During the year, visitor count reached an all time high of more than 400,000 during the months of January, February, March, July and December. The highest growth rate, on the other hand, were recorded in February (15.8%), June (14.0%) and August (13.0%).

The Koreans remain the biggest source market with 24.9% share to total inbound visitors for 1.17 million arrivals. This market continued to sustain growth at 13% by year-end. The successful conclusion of air services agreement in this market have contributed to increase in flight frequencies in key international gateways.

# Tigerair Roars

## Passenger volume in Jan up 19%



## CRK-Davao flight

Clark International Airport Corporation President and CEO Victor Jose I. Luciano with Tigerair Philippines President Olive Ramos, DOT-CAR Director Purification Molintas and VP Joey Laurente of Tigerair.

**T**IGERAIR Philippines posted almost 19 percent increase in its passenger volume in January this year.

This, after the merger of the budget airlines leader Cebu Pacific Air and Tigerair Philippines last year which enabled them to fly to more destinations in and out of the country.

Tigerair Philip-

pies reportedly flew 134,000 passengers in January, or 21,000 more compared to 113,000 passengers in the same month last year.

Tigerair Philippines President and Chief Executive Officer Olive Ramos said Tigerair Philippines posted a load factor of 82.6 percent in January 2014 compared to 70.3 percent in January 2013. The Philippine unit booked the highest

load factor compared to Tigerair Singapore and Tigerair Mandala, Ramos said.

"In terms of the load factor, Philippines consistently achieve the highest among three cubs of Tigerair," she said.

Tigerair Singapore booked a passenger load factor of 71.6 percent while Tigerair Mandala posted a load factor of 68.7 percent in January.

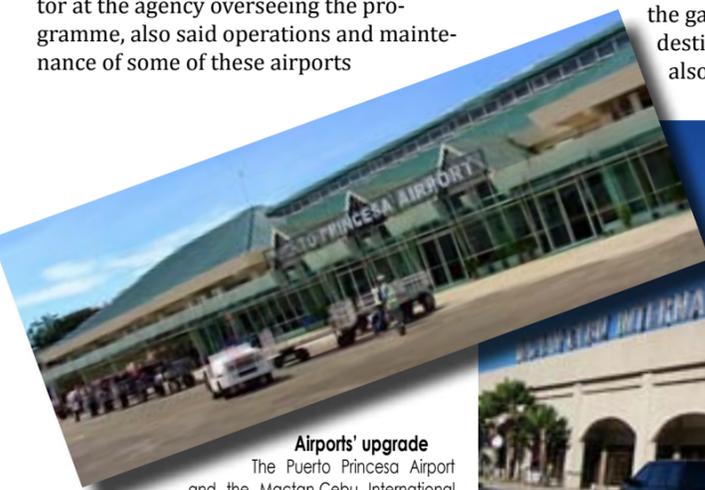
Tigerair Philippines recently entered into a strategic alliance with Cebu Pacific for \$15 million (around P665 million), creating Asia's largest budget airline network to and from the Philippines.

## CRK-Davao 3x a week

Tigerair Philippines started the Clark-Davao domestic flights late last year and plans to further expand their

international route to Korea and Japan by early 2014.

Ramos said 3x weekly Clark-Davao flights will be part of their expansion programs at Clark airport. "Tigerair will maximize their presence in Clark and as a hub for its flights because of its ideal location. Unlike the Ninoy Aquino International Airport in



## Airports' upgrade

The Puerto Princesa Airport and the Mactan-Cebu International Airport will get the facelift in the race to attract 10 million foreign tourists by 2016.



# CRK gets bigger, better

With capacity increasing each year, the once listless airport joins the big league



## Expanded Terminal

No sooner than the Clark International Airport Corporation announced the completion of the Phase 2 Expansion Project that a French firm embarked on the completion of a Feasibility Study that will pave the way for the realization of the P7.2 billion Clark Low-Cost Carrier Terminal.

## The old US-run CAB Terminal

The former US-run Clark Air Base Passenger Terminal. Gone were the drumbeat of US military adventurism, CRK is now a beehive of commercial passenger flights.



## Aeroports De Paris readies study for Clark LCC Terminal

The Clark International Airport Corporation has started several projects aimed at developing the Clark International Airport as part of the government's move to decongest the Ninoy Aquino International Airport. CIAC President and CEO Victor Jose I. Luciano announced during the Clark Challenge Stakeholders Summit 2014 held at the Widus Convention Center at Clark Freeport Zone, that a team of the French firm Aeroports De Paris commissioned by the Department of Transportation and Communication (DOTC) started the Feasibility Study for the master plan as well as the design of the Low-Cost Carrier Terminal Building that would be set up at the 2,367 hectare Clark Civil Aviation Complex.

Luciano said the new LCCT Building is estimated at P7.2 Billion with a passenger capacity of 15 million annually. The project would be funded by the DOTC. The study will take at least 3 months to design the new LCC Terminal for Clark International Airport.

Luciano also said that the government had already approved the P600 million that would be used to fund several equipment such as the purchase of a new Dual Passenger Boarding Bridge as part of the requirements of Emirates Airlines and Qatar Airways for their wide bodied aircraft. Emirates and Qatar had started their Middle East flights in October 2013.

He also said that a state of the art 26.75 kilometer Fence and 13.2 kilometer Perimeter Lighting System would be set up at Clark Airport. Navigational Aids Equipment (NAVAIDS) will also be installed at the runways to replace the 18 year old systems.

Luciano also said that a Major Tender and Rapid Intervention Vehicle Fire Trucks will be purchased as part of the upgrading of the Emergency Services Unit of Clark Airport and a requirement of the International Civil Authority Organization (ICAO) for a Category 10 rating. Clark Airport is currently rated Category 9 by the ICAO.

Luciano also stressed that all of these projects are supported by the national government as part of their plan to develop Clark Airport coinciding with the NAIA in Metro Manila. "As you can see, the national government is fully supportive to develop Clark Airport," Luciano said.

He also said that the rehabilitation of the existing Passenger Terminal is expected to be completed by March 2014.

DOTC Secretary Joseph Emilio Abaya said that "we recognize



## CRK or Clark International Airport unveiled its expanded terminal that will increase passenger capacity from one million passengers annually to at least 4 million per year.

From an area of 8,587 square meters, the CRK now boasts of an 18,573 square meter area with 34 check-in counters and 24 immigration counters for seamless travel. The P417 million Phase 2 Expansion Project increases the capacity of CRK to at least 4 million passengers annually.

The CRK is fast becoming the "Airport of the North" with more travellers from the Middle East and Europe passing through the international gateway on their way to the tourism spots in Central and Northern Luzon.

The entry of Emirates Airlines and Qatar Airways flights in October 2013 blazed the trail for the European and Middle East markets. Both Middle Eastern airlines apparently had the first crack on the development of the Clark route which has a catchment area of over 22 million Filipinos in Regions I, II and III.

For Overseas Filipino Workers (OFWs) who hail from the said regions in the island of Luzon, the Clark airport provides a seamless mode of transport from their location with the presence of modern roadways such as the Subic-Clark-Tarlac Expressway (SCTEx). OFWs coming from Central and Northern Luzon no longer travel all the way to Manila to catch their flights to the Middle East, Hong Kong or Singapore – they are now extensively flying out of the Clark airport.

"Flying out of the Clark airport is cost-effective because we can just take the buses which are regularly plying the routes between Clark and the provinces," said Nilo Ayson, an OFW from Angeles City. Taking the flight in Manila will cost the OFWs more aside from facing the gargantuan traffic inside Metro Manila.

# Asia Pacific envoys laud growth of CRK airport

**C**ITING the seamless travel and less pollution in Pampanga province, Cambodia Ambassador Tuot Panha said the viability of Clark International Airport will make it one of the progressive international gateways in the Philippines.

The Cambodian ambassador noted that she would like to see flights between Clark and Phnom Penh International Airport or Clark and Siem Reap International Airport, now one of the favored tourist destinations in Cambodia.

The Angkor Wat temples near Siem Reap attract over a million tourists each year rivaling that of favored destinations in Thailand and Vietnam. Ambassador Panha is one of the seven envoys from the Asia Pacific who took part in the economic and culture familiarization tour of Central Luzon on Saturday.

The other Asia Pacific ambassadors include: Bangladesh Ambassador John Gomez; Brunei Darussalam Ambassador Datin Malai Halimah Yusoff; China Ambassador Designate Zhao Jianjua; Laos Ambassador Malayvieng Sakonhnhinhom; Pakistan Ambassador Safdar Hayat; South Korea Ambassador Lee Hyuk; Thailand Ambassador Prasas Parasasvinitchai; Timor-Leste Ambassador Juvencio De Jesus Martins; Stacey Green, Australian Aid (Recovery and Reconstruction Coordinator, Ty-



**Asia Pacific envoys visit CRK**

Clark International Airport Corporation President and CEO Victor Jose I. Luciano briefs Asia Pacific diplomats on the current developments at the Clark International Airport during their economic and cultural familiarization tour of Central Luzon recently. The envoys from Asia Pacific were impressed with the developments in the Clark airport and vowed to support its development. Inset photo shows PCEO Luciano as he welcomes one of the Asian envoys at the newly-expanded Clark terminal.



phoon Yolanda); Tetsuro Amano, Japan Deputy Chief of Mission and Consul General; Malaysia Charge d'Affaires Zahid Rastam; Myanmar Minister Sein New Aye; New Zealand Deputy Head of Mission Justin Allen; Palau

Charge d'Affaires Ngeriki Baules; Singapore 2nd Political Secretary Hana Suri; and Sri Lanka Charge d'Affaires Wijeratne Mendis. South Korea Ambassador Lee Hyuk also took note of the "big and expanding presence of Koreans in Clark" noting that both Clark and Subic offer limitless opportunities for the prosperity of the country.

**ASPAC at Holiday Inn**

PCEO Luciano with ambassadors of Asia Pacific during the photo call. VP Cunanan (below) presents the current developments at CRK.



Clark International Airport Corporation President and CEO Victor Jose I. Luciano welcomed the Asia Pacific envoys at the newly-expanded Clark airport where the diplomats took a guided tour. Luciano along with Darwin Cunanan, Vice President for Business Development Group and Clark Airport Operations Manager Ritche Nacpil updated the diplomats on the current developments at the airport.

At the Holiday Inn Clark, Cunanan gave a presentation of the Clark International Airport's business thrust and expansion plan further bolstering the awareness of the diplomatic community on the government's economic programs in Central Luzon.

Clark Development Corporation President and CEO Arthur Tugade also urged the envoys to infuse investments in the area.

## Aeroports De Paris ... 11

that NAI and Clark both have significant impact to the country's economic growth, particularly in terms of tourism and logistics. In line with this, we are working to maximize the capacity of NAI and to further develop that of Clark's."

Abaya said that "the medium term plan is to operate both NAI and Clark to serve Luzon. To further support this, a feasibility study is also being developed for the North-South Commuter Railway, which will make Clark more accessible from Metro Manila.



**Aeroports De Paris**

Talel Jaouad (Far Left), Project Manager and Master Plan Designer of Aeroports De Paris (ADP) discusses the on-going revision of the Clark International Airport's Master Plan and the updates on the Feasibility Study for the construction of a Low-Cost Carrier Terminal to CIAC President & CEO Victor Jose I. Luciano (2nd from right), (R-L) Vice-President for Business Development Darwin L. Cunanan, Executive Vice-President and COO Bienvenido O. Manga, Airport Operations Department Manager Ritche D. Nacpil, Vice-President for Airport Operations Management Reynaldo L. Catacutan and Vice-President for Finance Lauro A. Ortille (2nd & 3rd from left respectively)

## CRK revenues turn positive in 2013

**F**OR the first time in the 19-year history of the Clark International Airport Corporation, total revenues turned positive in 2013 raking P563 million or an increase of 9 percent in the company's funds.

CIAC President and CEO Victor Jose I. Luciano also noted an increase of the corporations' net income of P44 million or a 656 percent increase as compared to the net loss of P7 million in the previous year.

The Operating Expense of CIAC also increased by 6 percent or a total of P363 million as compared to the P343 million in 2012.

"We had a very good 2013 for CIAC, as the corporation turned positive in its revenues, mainly because of the support of the Aquino administration in the development of the Clark Airport as well as the entry of the Middle East Legacy carriers Emirates Airlines and Qatar Airways," Luciano said.

Emirates and Qatar started last year

their respective daily non-stop flights via Dubai and Doha to Clark Airport.

The corporation's 2013 revenues rose to P563 million as compared to the P516 million in 2012 based on the financial records provided by the CIAC Finance Department.

Finance Department Manager Nancy Paglinawan explained that 51 percent of the total revenues of the corporation came from the aeronautical fees such as the Terminal and Security Fees, landing, parking and take-off fees. Revenues from non-aeronautical fees that include income from rent and other business income rose by 63 percent from P169 million in 2012 to P277 million in 2013.

CIAC is the operating arm of the Clark International Airport now bustling with international and local flights. Among the airlines operating are Asiana Airlines, Emirates Airlines, Qatar Airways, Cebu Pacific Air, Jin Air, Tiger Air Philippines, and Dragonair.

The Department of Transportation and Communication (DOTC) had

already tapped the services of the French firm Aeroports De Paris currently undertaking a 3-month feasibility study as well as the master plan and design of the Budget Terminal that would be set up at Clark Airport. The estimated cost of the facility is about P7.2 billion which will be funded by the DOTC.

The capacity of the Budget Terminal is about 15 million passengers annually. The government also approved the P600 million for the development of facilities such as emergency equipment, state of the art perimeter fence including the Navigational Aid Systems of the Clark Airport.

The newly expanded International Passenger Terminal had been completed since December 2013 and rehabilitation of the existing Passenger Building is currently on-going and is expected to be finished by February this year.

The passenger capacity of the new Clark airport Passenger Terminal will further boost to 5 million passengers from the 2 million passengers.



**AOC-Doha**

Clark International Airport Corporation President & CEO Victor Jose I. Luciano (center) and Executive Vice-President & COO Bienvenido O. Manga (2nd right) welcome members of the Airline Operators Council of Doha International Airport who recently paid a visit on Clark International Airport's new International Passenger Terminal.

# PEOPLE, EVENTS



## Asia Pacific envoys visit CRK

Clark International Airport Corporation President and CEO Victor Jose I. Luciano welcomes a delegation of Asia Pacific envoys at the newly-expanded Clark International Airport. With Luciano are VP for Business and Development Group Darwin L. Cunanan and VP for Finance Larry Ortille. Cunanan (right photo) and Operations Manager Ritche Nacpil (top right photo) brief the delegation on the current developments at CRK.



## SCADC lady

Christian Soriano of the Operations Department with Linda Pamintuan of the Subic-Clark Alliance for Development.



Arriving passengers up Overseas Filipino Workers (below) continue to use the Clark International Airport extensively.



## CIAC hurdles surveillance audit

CIAC recently passed the Surveillance Audit with no non-conformities. The CIAC Quality Office members and auditors of the TUV Rheinland pose for posterity following a successful audit of CIAC's International Passenger Facilitation Process and Internal Operating Processes. For the first time after five audits, no non-conformities were reported in the processes audited by the external audit team. Also noted were 10 positive findings and four areas for improvement. The TUV Rheinland Audit Team was led by Jayzer Aquino (5th from left) who was assisted by auditors Rico Santos (extreme left), Melchor Camina (5th from right), auditor trainee Marietta Sy (4th from left) and technical expert Pepe Pacete (2nd from right) while the CIAC-Quality Office is led by Office Manager Gerry Naguit (2nd from left) and Lead Auditor Regiana Joyce Jequinto (4th from right) assisted by the Quality Office staff members Josmin Jose Due (3rd from left), Vina May Manalili (extreme right) and Rolina Cordero (3rd from right).

## VP Catacutan with Ambassador Paez

VP for Operations Reynaldo Catacutan shares a moment with Philippine Ambassador to Poland Ann Paez. Catacutan and Paez welcome the Polish travel delegation who arrived at the Clark International Airport.



## New security vehicle

The Airport Security Department gets its new vehicle.



## New Emirates Area Manager

P/CEO Victor Jose I. Luciano (2nd from left) welcomes Emirates new Area Manager Abdallah Alzamani (3rd from left) at the Clark International Airport. Joining them are (L-R) CIAC Executive Vice-President and COO Bienvenido O. Manga, Emirates Airport Services Manager for Clark Maria Paz Vasquez, CIAC Vice-

President for Business Development Darwin L. Cunanan and Airport Operations Department Manager Ritche D. Nacpil.



## Side A

Joey Generoso of Side A band obliges to a photoshoot at the Clark terminal.



## Aviation security meeting

President/CEO Victor Jose I. Luciano and Manila International Airport Authority General Manager Jose Angel Honrado discuss aviation security issues with Department of Transportation and Communication Undersecretary Eduardo Oban Jr. during the AVSEC Coordinating Meeting held in the Clark Freeport Zone last January.



# Polish travel group to promote Philippines



## Polish Chamber of Tourism in CRK

Philippine Ambassador to Poland Patricia Ann Paez and CIAC staff led by Airport Operations Manager Ritche Nacpil (inset), Christian Soriano of Operations Department and Amel San Pedro of the Corporate Communications Office welcome the Polish Chamber of Tourism delegation who arrived via Qatar Airways.



THE President of the Polish Chamber of Tourism expressed optimism that the Philippines will attract Polish tourists as they are exploring possibilities to establish a linkage to promote tourism in both countries.

Pawel Niewiadomski, President of the Polish Chamber of Tourism, said that this is their

first time to visit the Philippines and he was impressed by the warm reception and hospitality of the Filipinos.

"This is the first ever to visit your country, we are looking at possibilities of establishing a linkage in the promotion of tourism in Poland and Philippines."

Niewiadomski, together with delegation from the

Polish Chamber of Tourism, was met by Philippine Ambassador to Poland Patricia Ann Paez at the Clark International Airport. The delegation arrived via Qatar Airways from Doha.

Paez also said that this is the first time that the Polish Chamber of Tourism has visited the country since the opening of the Philippine Embassy in Warsaw, and the Department of Tourism.

is an opportunity for the Philippines to promote our tourism as well as tourism in Poland."

She also said that Qatar Airways has established a direct flight to Warsaw in Manila that will also attract more tourists to visit the country, adding that tourism arrivals in Poland had doubled for the past five years.

Paez said the delegation will visit Vigan, Boracay and tour Manila during their five-day Familiarization Tour of the Philippines. Other members include Grzegorz Chmielewski, Kryztof Steiman, Marcin Sado, Anna Agnieszka Piotrowska, Anna Turak-Supinska and Martyna Harland.

Paez also said that a Business-to-Business meeting between members of the Polish delegation and Philippine Travel Agencies will be held on March 18 to establish a partnership towards the promotion of the Philippines as a travel destination for tourists from Poland.

The Familiarization Tour is a collaboration of the Embassy of the Philippines in Warsaw, and the Department of Tourism.

## Tigerair Roars... 0000 0000 9

Metro Manila, it is not as busy and congested," said Ramos.

Ramos also revealed that Tigerair Philippines will embark on plans to further expand their Clark operations by conducting international flights via Clark to Incheon in South Korea and Tokyo, Japan by early 2014.

"Clark International Airport is a vital location for our operations especially in our flights in the Asia Pacific Region, and we intend to expand our presence in the area," she stressed.

At present, Tigerair flies to Hong Kong, Singapore and Bangkok with domestic flights to Kalibo via Clark Airport.

"With these flights, travellers from Northern and Central Luzon no longer need to drive all the way to the NAIA to take their flights to these destinations."

Ramos stressed that they "will be focusing in Clark because of its potentials as a gateway to the North and Clark is a tax-free zone, making operations out of its airport less costly



## Passenger volume up 19% in January

for carriers. Lower operations costs mean more affordable rates for travellers."

"Operating in Clark offers many incentives, the fuel is tax free, and fuel is 60 to 70 percent of the cost of operating carriers, That's why it is cheaper to fly out of Clark."

Clark International Airport Corporation President and CEO Victor Jose I. Luciano welcomed the additional domestic flights of Tigerair as this would boost passenger volume at the Clark airport.

Tigerair also flies domestic via NAIA Terminal

4 with flights from Manila-Cebu, Manila-Davao, Manila-Tacloban, Manila-Bacolod, Manila-Iloilo, Manila-Kalibo, and Manila-Puerto Princesa. Its international flights also includes Manila-Phuket.

Tigerair Philippines had rented an Airbus A320 from Cebu Pacific Air as part of the strategic alliance between the two airlines. With the A320, Tigerair has now four Airbus A320 servicing travelers both in domestic and international destinations.

Tigerair pilots and cabin crew will fly Airbus A320

from Ninoy Aquino International Airport Terminal 3. The aircraft will complement the existing units of Tigerair Philippines.

In a statement, Tigerair Philippines said: "We give you more reasons to fly with us. With our alliance with Cebu Pacific, our customers can now expect a more vibrant and dynamic Tigerair as we leverage on their wide network, flight frequencies, and customer service. Watch us move as we collaborate to bring you innovative deals in the coming days."

Jonard Aquino, a US-based resident from nearby Mabalacat City, also passes through the Clark airport regularly via Asiana Airlines “because it is more convenient for me.” “I don’t mind paying extra money as long as I am convenient. I don’t have to pass the traffic of Metro Manila.”

**CRK Budget Terminal**

Currently, a French team from the Aeroports De Paris had been commissioned by the Philippines’ Department of Transportation and Communication (DOTC) to do the Feasibility Study for the Master Plan and the design of the P7.2 billion Budget Terminal Building that will further increase passenger capacity to 15 million annually.

This after the Philippine government put into motion vital aviation-related projects that will maximize the capacity of the Ninoy Aquino International Airport (NAIA) in Manila and further develop the Clark airport, which is some 80 kilometers north of Manila.

“We recognize that NAIA and Clark both have a significant impact on the country’s economic growth, particularly in terms of tourism and logistics. In line with this, we are working to maximize the capacity of NAIA and to further develop that of Clark’s,” said DOTC



**Spacious CRK Terminal**

The Clark International Airport unveils the expanded terminal with more departure check-in counters and immigration counters.

Secretary Joseph Emilio Abaya.

“The medium term plan is to operate both NAIA and Clark to serve Luzon. To further support this, a feasibility study is also being developed for the North-South Commuter Railway, which will make Clark more accessible from Metro Manila.”

Buses are regularly plying the routes between the capital Manila and the Clark airport improving connectiv-

ity.

Clark International Airport Corporation President and CEO Victor Jose I. Luciano noted that aside from the Clark Budget Terminal, other projects at the Clark airport include a Dual Passenger Boarding Bridge for the use of long-haul airlines such as Emirates Airlines and Qatar Airways. Both Emirates and Qatar started their flights between the Middle East and Clark in October 2013.

**Mystic Angkor Wat ... 0000 0000 6**

and the head of Buddha. It was told that when Angkor Wat became a Buddhist temple – the head of Vishnu was replaced with the head of Buddha. On each wall of the temple was very detailed and perfect sculpture. It was really amazing how they could create such detailed and perfect sculpture without the use of modern technology. I may not do justice to the descriptions of the temples but they are simply magnificent. I wonder what lies behind these temples as every carving on their walls would have their own story to tell.

Outside, we had a fantastic and breathtaking view of Angkor Wat reflecting in the water in broad daylight. The Angkor Wat tour took us almost two hours.

One of the remarkable temples of Siem Reap is Ta Phrom Temple, also popularly known as the “Tomb Raider Temple”. I was instantly drawn by the beauty of nature taking over the remnants of a once mighty civilization. These architectural wonders are bound by the gigantic roots of huge trees. It is amazing how nature can co-exist beautifully with man-made objects concealed under the shadow of a lush tropical forest. The experience in Ta Phrom was extraordinary and beyond expectation.

Another highlight is the Bayon Temple, known as the “Temple of Smiling Gods”. This temple is dominated by huge faces of God. It was a gold tower with four faces and surrounded by 54 towers which represent the Khmer Provinces in the Khmer Empire Period. As shared to us by Mr. Sok, on each tower are images of King Jayavarman VII which means “omnipresence of the king”. It also symbolizes the four smiling faces as charming, sad, glad and beautiful smiles.

To end the day, we headed to the Phnom Bakheng, a temple on top of the hill, to watch the beautiful sunset.

**Day 2: Floating Village**



headed to the well-known

**Start 'em young**

Siem Reap children give finishing touches to the souvenirs for tourists at the roadside.

**Temple visit**

The author, Atty. Ana Suba, visits one of the temples in Angkor Wat.

floating village near Siem Reap. Along the tributary, we had the chance to have a glimpse into the lives of real lake people. We have seen ordinary Cambodians with living their daily lives on stilted houses. It was an eye opening experience as I cannot just imagine how they could survive in a place surrounded by mangroves and murky-colored water. We have also seen children working at a very young age.

**Day 3: Phnom Kulen Mount**

On our last day, we saw the carvings of 1000 “siva lingas”, representing the male genitals of Hindu Gods and “yoni” which represent the female’s, on the bed rock of the river. It was really fascinating how the people in those early years can create such stone carvings. At the Phnom Kulen Mount Waterfalls, where we ended our three-day trip, the scenery was absolutely stunning! Since we already felt the simmering heat of summer fast approaching, we decided to have a cool plunge at the majestic waterfalls.



**In Khmer Land**

Atty. Ana Suba (right) with co-workers at Clark airport – Jay Gonzales and Nancy Paglinawan, of Accounting Dept., Carol Samia and Atty. Cynthia Dungca, of Legal Dept., Sherie Perez, Jam Yusi and Atty. Milani Reyes, of Marketing Dept.

# FREQUENTLY ASKED QUESTIONS

**1. What is Travel Tax?**

The travel tax is a levy imposed by the Philippine government on the following individuals who are leaving the country irrespective of the place where the air ticket is issued and the form or place of payment, as provided for by Presidential Decree (PD) 1183, as amended:  
A. Citizens of the Philippines;  
B. Foreigners holding a Permanent Resident Visa or Preference Immigrant Visa;  
C. Non-resident aliens who have stayed in the Philippines for more than one (1) year.

Note: Non-immigrant aliens who have not stayed in the Philippines for more than a year are not covered by the travel tax. However, TIEZA F356 need to be prepared by the ticketing officer for passengers who have stayed for more than a year, they have to secure Travel Tax Exemption Certificate.

**2. What are the Travel Tax Rates?**

	First Class Passage	Economy Class Passage
Full Rate Standard	PHP 2,700.00	PHP 1,620.00
Reduced Rate Privileged	PHP 1,350.00	PHP 810.00
Reduced Rate for dependents of OFWs	PHP 400.00	PHP 300.00

A processing fee of PHP 200.00 is collected for each certificate issued. A Travel Tax shall be collected from every departing passenger at the Clark International Airport by the Tourism Infrastructure and Enterprise Zone Authority.

**3. Who can avail of Travel Tax exemption / reduced rate?**

- a. Foreign diplomatic representatives;
- b. Employees of the United Nations (UN) Organization or its agencies;
- c. United States (US) Military Personnel including dependents and other US nationals with fares paid for by the US Government or on US Government-owned/chartered transport facilities;
- d. Overseas Filipino Worker (OFW);
- e. International carrier crew;
- f. Filipino permanent residents abroad whose stay in the Philippines is less than one (1) year;
- g. Philippine Foreign Service personnel assigned abroad and their dependents;
- h. Philippine government (excluding government-owned and controlled corporations) employees on official travel;
- i. Grantees of foreign government-funded trips;
- j. Students with approved scholarships by appropriate government agency;
- k. Infants (2 years & below);
- l. Personnel (and their dependents) of Philippine offices of multinational companies not engaged in business in the Philippines;
- m. Those authorized by the President of the Republic of the Philippines;
- n. Balikbayans whose stay in the Philippines is less than one (1) year;
- o. Family members of former Filipinos accompanying the latter;
- p. Minors from 2 to 12 years old;
- q. Filipino journalists on journalistic assignment;
- r. Legitimate spouse of an Overseas Filipino Worker (OFW)
- s. Legitimate unmarried children of OFW below 21 years old

**Steps on how to avail of a Travel Tax exemption/reduced rate?**

- A. For holders of tickets issued outside the Philippines or internet-booked tickets:
  - 1. Secure original documents specified for either exemption or reduced rate;
  - 2. Proceed to the nearest TIEZA Travel Tax Office;
  - 3. Show original documents for reproduction by TIEZA;
  - Note: Original of some documents have to be submitted
  - 4. Pay tax and/or processing fee;
  - 5. Wait for release of certificate and official receipt (O.R.);
  - 6. Submit the certificate of Travel Tax Exemption/Official Receipt of Travel Tax payment to the airline check-in counter personnel at the airport

- B. For holders of tickets issued in the Philippines:
  - 1. Secure original documents specified for either exemption or reduced rate;
  - 2. Proceed to the nearest TIEZA Travel Office;
  - 3. Show original documents for reproduction;
  - Note: Original of some documents have to be submitted.
  - 4. Pay processing fee;
  - 5. Wait for release of certificate and official receipt (O.R.);
  - 6. Submit the Travel Tax Exemption/Reduced Travel Tax Certificate to the airline ticketing/travel agency office for the issuance of air tickets.

**How do you pay the full Travel Tax?**

- a. For those with tickets issued outside of the Philippines or internet-booked tickets, pay directly to the TIEZA Travel Tax Office.
- b. For those with tickets issued within the Philippines, payment is through the airline/travel agency.

**IMPORTANT REMINDERS:**

- Travel Tax Exemption/Reduced Travel Tax Certificates can only be issued by the TIEZA Travel Tax Office
- Air tickets which will be issued in the Philippines will only be released upon payment of the Travel Tax or submission of the Travel Tax Exemption/Reduced Travel Tax Certificate to the ticketing office.

**6. Who may avail of travel tax refund and what are the requirements?**

- A. Refund may be granted for the following reasons:
  - Regular Refund Requirements: (In all cases, submission of photocopy of identification page of the passport and TIEZA Refund Application Form 353).
    - 1. Unused ticket (including cancelled flights or offloaded passengers)
      - a. Copy of fare refund voucher and/or credit memo certified by airline authorized personnel
      - b. Certification from the airline authorized signatory that the ticket is unused & has no fare refund value
      - c. For non-revenue tickets, submission of copy of the ticket and certification from the airline authorized signatory that the ticket is unused
    - 2. Non-coverage - presentation of original passport and submission of copy of ticket

In case the original passport cannot be presented, copy of ticket and certification from the Bureau of Immigration indicating the following:

- a. Passenger’s identity
- b. Immigration status
- c. Applicable arrival date (and departure as the case may be)

- 3. Travel Tax Exemption/Reduced Travel Tax
  - a. Supporting documents used as basis for the exemption/reduced tax
  - b. Copy of ticket in certain cases
  - 4. Others
    - a. Downgraded ticket - certification from the airline that the ticket was downgraded or a certified copy of the flight manifest
    - b. Double payment - proof that the same ticket was taxed twice
    - c. Undue tax - copy of the ticket to show that it is not subject to tax

In case where the travel tax was paid directly to the TIEZA, the TIEZA Official Receipt (passenger and airline copy) shall be submitted.

**B. Same-Day Refund (SDR)**

Travel tax may be refunded in cash to passengers within 24 hours from payment at the airport Travel Tax Counter where it was paid. The refund shall be paid only to the passenger who shall be properly identified through the passport to be presented for this purpose.

Requirements: (In all cases, presentation of passport and submission of TIEZA Official Receipts (OR, passenger and airline copy) and accomplished SDR Application).

- 1. Offloaded passengers/cancelled flights
  - a. Ticket
  - b. Certification from airline authorized signatory
- 2. Entitled to exemption or reduced tax
  - a. Documents to support the entitlement to exemption or reduced travel tax
  - b. Ticket
- 3. Tax inadvertently paid twice for the same ticket
  - a. Copy of the ticket on which travel tax was previously collected or another TIEZA OR (passenger and airline copies)
- 4. Undue tax
  - a. Proof that the ticket is not subject to tax

**Basic Policies on Refund**

- 1. Claims for refund must be made within two (2) years from date of payment.
- 2. Checks are for deposit to payee’s account only but may be uncrossed upon the request of the payee in person who shall be properly identified.
- 3. Claimant other than the passenger needs a Special Power of Attorney (SPA) to receive the check.
- 4. For minor payees parents are to present certified true copy of the minor’s birth certificate, unless the parents signed the passport on minor’s behalf. Claimants other than the parents need to present the minor’s birth certificate plus SPA executed by the parents.
- 5. The following are acceptable ID’s for the purpose of claiming refund check:
  - Passport
  - SSS/GSIS ID
  - Driver’s license
  - Postal ID
  - PRC ID
- 6. Carriers or their agents may grant the refund to the passenger if the travel tax sought to be refunded has not yet been remitted to TIEZA.
  - \* For further info, kindly visit [www.tieza.com.ph](http://www.tieza.com.ph)

**7. What is Terminal Fee?**

A terminal fee is collected when using a port or an airport for departure. On arrival or in transit, you do not have to pay any terminal fee.

**8. How much is the Terminal Fee at Clark Airport?**

Terminal Fee  
International PHP 600.00 per passenger  
Domestic PHP 150.00 per passenger

**9. Who can avail of terminal fee exemption?**

Passengers who are exempted and/or can avail Terminal Fee exemption are as follows:  
a. Overseas Filipino Workers (OFW)

The POEA issues OECs to OFWs at the Clark International Airport Terminal during weekends. For OFWs with flights during weekdays, they should proceed to the POEA satellite office at Clark where they can be issued OECs. (Note: The POEA satellite office is located outside the Clark airport terminal in front of Oriental Duty Free Store).

- b. Philippine Sports Commission (PSC) Passenger with approved waiver request from the PCEO
- c. Flight crew on duty (pilots, cabin crew, aircraft technicians)
- d. Infants (two (2) years old and below)
- e. Airport to Airport or A to A (inbound passenger found not fit to enter the country by the Bureau of Immigration) passengers
- f. Officers from other agencies with approved waiver request from the CIAC P/CEO

**10. Who can avail terminal fee refund? And how to claim the refund?**  
Off-loaded passengers may refund their terminal fee payments.

Process to claim the refund for off-loaded passengers is as follows:

- a. Upon receipt of stamped boarding pass with the terminal tickets, the collector issues acknowledgement receipts (AR) to off-loaded passengers.
- b. Off-loaded passengers shall fill out the AR.
- c. Off-loaded passengers shall return the filled-out AR to the terminal fee collector.
- d. Upon receipt of AR, collector shall refund the passenger of the terminal fee payment(s).
- e. Collector shall sign/conformed the AR as proof of the refund transaction(s).

**11. Baggage Allowance**

Every airline has different rules and regulations on baggage limits. Kindly refer to the following sites for the respective Terms & Conditions of airlines operating at Clark International Airport:

- A. AirAsia: [www.airasia.com/ask/template.do](http://www.airasia.com/ask/template.do)
- B. Cebu Pacific: [www.cebupacificair.com/aboutus/travel-regulations.html](http://www.cebupacificair.com/aboutus/travel-regulations.html)
- C. Asiana: [www.ea.flyasiana.com/global/EA/EA/en/homepage?fid=INFO/5100](http://www.ea.flyasiana.com/global/EA/EA/en/homepage?fid=INFO/5100)
- D. Dragonair: [www.dragonair.com/ka/en\\_PH/travel-information/baggage.html](http://www.dragonair.com/ka/en_PH/travel-information/baggage.html)
- E. Jin Air: [www.jinair.com/language/ENG/service/guide/Baggage.aspx](http://www.jinair.com/language/ENG/service/guide/Baggage.aspx)
- F. Tiger Airways: [www.tigerair.com/sg/en/baggage.php](http://www.tigerair.com/sg/en/baggage.php)

**12. Parking**

- A. Park & Fly - P90 per day
- B. Regular Parking - P30 per day

**13. Prohibited and Allowed Items**

The list of prohibited items has been expanded to include all liquid substances such as beverages, lotion, shampoo, toothpaste, gels, astringents and other items of similar consistency. These items shall be placed in the check-in luggage and shall be confiscated if found at the final screening point.

Subject to usual inspection but are not covered by these restrictions are baby formula, breast milk or juice for a baby or small child who is travelling, prescription medicine under the passenger’s name, insulin and other non-prescription medicines ad airline crew groom kits.

For other special arrangements, please coordinate with your airline company.

For further information, kindly visit: [www.clarkairport.com/index\\_htm\\_files/Prohibited%20Items%2027%20Apr%202012.pdf](http://www.clarkairport.com/index_htm_files/Prohibited%20Items%2027%20Apr%202012.pdf)

**14. Ticketing Offices/Counters**

- \* AirAsia
- \* Cebu Pacific
- \* Tiger Airways

15. How to reach Clark International Airport



Transport Service



**Genesis Transport**  
Cubao Terminal: (02) 4211425  
Clark: 09153200867 or 092663949454

Origin (pick-up)	ETD	Destination	ETA	Fare (Php)
Mariveles	7:00 AM	Clark	10:00 AM	300.00
Baguio	5:00 AM	Clark	10:00 AM	350.00
Avenida	8:00 AM	Clark	9:30 AM	300.00
Clark (AM)	11:30 AM	Avenida	1:30 PM	300.00
Clark (PM)	8:30 PM	Avenida	10:30 PM	300.00



**PhilTranco**  
Pasay Terminal: (02) 851-5420, 851-5812, 851-8077, 851-8079  
Schedule Daily

Origin (pick-up)	ETD	Destination	ETA	Fare
Pasay	2:00 AM	Clark	4:00 AM	350.00
	6:30 AM	Clark	8:30 AM	350.00
	7:30 AM	Clark	9:30 AM	350.00
	12:30 NN	Clark	2:30 PM	350.00
	2:00 PM (MWFSu)	Clark	4:00 PM	350.00
Megamall	3:30 PM	Clark	5:30 PM	350.00
	2:30 AM	Clark	4:30 PM	300.00
	7:00 AM	Clark	9:00 AM	300.00
	8:00 AM	Clark	10:00 AM	300.00
	1:00 PM	Clark	3:00 PM	300.00
Clark	2:30 PM	Clark	4:30 PM	300.00
	4:00 PM	Clark	6:00 PM	300.00
	5:30 AM	Cubao/Megamall, Pasay	7:30 AM	300.00 / 350.00
	12:00 NN	Cubao/Megamall, Pasay	2:00 PM	300.00 / 350.00
	12:45 NN	Cubao/Megamall, Pasay	1:45 PM	300.00 / 350.00
	5:30 PM	Cubao/Megamall, Pasay	7:30 PM	300.00 / 350.00
	6:00 PM	Cubao/Megamall, Pasay	8:00 PM	300.00 / 350.00
9:30 PM	Cubao/Megamall, Pasay	11:30 PM	300.00 / 350.00	



**DMIA XLT Shuttle Service (air-con)**  
23 passenger sitting capacity  
Php 45.00 - Dau Bus Terminal-DMIA  
Php 30.00 - DMIA -Main Gate Clark



**GTS Transport**  
Coaster type buses

Origin (pick-up)  
Clark - Manila route (vice versa)



**DMIA Taxi Service**

Triangle Taxi  
Contact No. 0920-291-1996 or 0922-328-7114  
Schedule: Daily

Destination	Fare (Php)
NAIA	4,316.00
Makati Area	3,916.00
Manila Area	3,496.00
Subic / Olongapo City	2,952.00
Mariveles	4,176.00
Baguio City	5,760.00
La Union	5,760.00
Pangasinan	4,030.00
Tarlac	2,215.00
San Fernando City	1,196.00
Magalang	655.00
Dau	540.00
Fields Avenue	315.00

**Avis Philippines**

Contact No. (045) 892-1311  
Schedule: Daily

Destination	Fare (Php)	Fare (Php)
Type of vehicle	Innova / Car	Van
NAIA Drop-off	4,316.00	5,211.00
Makati Area	3,916.00	5,150.00
Manila Area / Quezon City	3,496.00	4,700.00
Subic / Olongapo City	2,952.00	3,852.00
Baguio City	5,760.00	6,674.00
La Union (up to San Fernando only)	5,495.00	7,497.00
Pangasinan ( up to Dagupan only)	4,030.00	5,682.00
Bulacan ( up to Bocaue only)	3,646.00	4,185.00
Tarlac (up to Luisita only)	2,215.00	3,537.00
Pampanga ( San Fernando)	1,196.00	1,374.00
Magalang	655.00	941
Mabalacat	515.00	666
Dau (bus station)	430.00	512
Angeles City	540.00	627
Clark Duty Free / Maingate/ Fields Avenue	315.00	457



**Fly to your favorite international destinations (AD)**

**Metered taxi**  
Best Ride's airport metered taxi services started its operation this year. It is the first metered taxi to operate at Clark International Airport and operates 24 hours a day and 7 days a week.



**Security vehicle**  
PCEO Luciano checks on the new Airport Security vehicles.



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