

# Philippine Airlines Iloilo Office



## Philippine Airlines Iloilo Office: Complete Guide for Travelers

The [Philippine Airlines Iloilo Office](#) plays an important role in assisting passengers traveling to and from Iloilo City. As the national airline of the Philippines, Philippine Airlines (PAL) is known for offering reliable domestic and international services, and its Iloilo office serves as a convenient support center for travelers seeking personalized assistance.

Located in Iloilo City, the office has historically been accessible from key areas such as Mandurriao and Cabatuan, including proximity to Iloilo International Airport. The office has provided a wide range of customer services, ensuring passengers receive guidance throughout their travel journey.

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### Office Location and Contact Details

The Philippine Airlines Iloilo office has been situated at multiple accessible locations over time, including:

- Ground Floor, Plazuela DOS, West Diversion Road, Mandurriao, Iloilo City

- Airport Terminal Building, Barangay Duyan-duyan, Cabaatuan, Iloilo

The general working hours were typically from Monday to Friday, 8:30 AM to 5:00 PM, while airport-based services operated daily.

However, recent updates indicate that some ticketing offices in Iloilo have been **permanently closed as of February 2025**, so passengers are encouraged to verify availability or use online services.

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## **Services Offered at the Philippine Airlines Iloilo Office**

The Iloilo office has traditionally offered a comprehensive range of services to meet passenger needs. These include:

### **1. Flight Bookings and Reservations**

Passengers could book domestic and international flights directly at the office with the help of trained staff.

### **2. Ticket Changes and Cancellations**

The office assisted travelers in modifying travel dates, canceling flights, and processing refunds.

### **3. Check-in and Seat Selection**

Customers received help with check-in procedures, preferred seating, and upgrades.

### **4. Baggage Assistance**

Support was provided for baggage allowance, lost luggage, and special baggage handling.

### **5. Special Travel Services**

The office handled requests for:

- Unaccompanied minors
- Passengers with medical needs
- Pet travel arrangements
- Special meals

### **6. Loyalty and Additional Services**

Passengers could inquire about Mabuhay Miles, lounge access, and other premium services.

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## Importance of the Iloilo Office

The Philippine Airlines office in Iloilo served as a crucial hub for travelers who preferred in-person assistance. It allowed passengers to resolve issues quickly, especially for urgent bookings or last-minute travel changes. The presence of knowledgeable staff ensured a smoother and more personalized travel experience compared to online-only interactions.

Additionally, its proximity to Iloilo International Airport made it convenient for passengers needing immediate support before departure or after arrival.

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## Alternative Options for Travelers

With the closure of some physical offices, travelers are now encouraged to use alternative channels such as:

- Official website of Philippine Airlines
- Online booking and check-in services
- Customer service hotlines
- Airport service counters

These digital and airport-based services ensure continued support even without a city ticketing office.

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## Conclusion

The [Pal office Iloilo](#) has long been a valuable resource for passengers in the region, offering a wide range of travel-related services and personalized support. While some physical offices have recently closed, Philippine Airlines continues to serve Iloilo travelers through its airport facilities and online platforms. Whether booking a flight, managing an itinerary, or seeking travel assistance, passengers can still rely on PAL's commitment to convenience and customer care.