

find below updates, on ITA Airways **Name Correction Procedure, valid from 19th April 2022** for ALL THE MARKETS.

Ticket not issued

Name correction allowed **free of charge** only in the following cases:

- correction of MR/MRS
- misspelling (maximum 3 characters)
- reversed surname and first name(s)
- surname change for marriage or divorce
- legal name change by decree or after sex change
- nickname instead of actual name to be corrected (i.e. Carrie in Caroline)
- second first name or second surname to be added (i.e. Mark in Mark James)

Regular checks will be performed on compliance with the rules.

Ticket issued

Name correction **allowed with a fee of 25€** (minimum level) for each passenger involved in the change* and only for the following cases:

- correction of MR/MRS
- misspelling (maximum 3 characters)
- reversed surname and first name(s)
- surname change for marriage or divorce
- legal name change by decree or after sex change
- nickname instead of actual name to be corrected (i.e. Carrie in Caroline)
- second first name or second surname to be added (i.e. Mark in Mark James)

Regular checks will be performed on compliance with the rules.

**Markets are free to apply higher fee.*

Change is accepted only in case it is for the same person.

Name cannot be changed in favour of another person.

All requests must be supported by relevant documentation, proving that the change is for the same person.

This rule is valid for any fare and class, even the J class.

A timely SSR DOCS entry in PNR is recommended, in case of subsequent name correction request to be submitted.

Standard procedure

Name correction request must be submitted, providing ticket number, to ITA Airways Contact Center at the email address b2bassistance@ita-airways.com (object mail: NAME CORRECTION).

Documentation certifying that the change is for the same person has to be attached to the name

correction request.

ITA Airways Contact Center will inform the Travel Agent, once the change on the PNR has been completed.

The Travel Agent will process the exchange of ticket (without fare difference) and will collect a fee (only in case of ticket issued) amounting to a minimum level of 25€ for each passenger through the issuance of an EMD-S sub code AZU, inserting in the endorsement box the indication "Name Correction"

In case of documentation issued as an exception to the fare rules in force on the date of issue of the new ticket, it is necessary to send a notification to the Customer Center by writing to b2bassistance@ita-airways.com (email subject: NAME CORRECTION) within maximum 48 hours from its issue.

Failure to communicate will result in an ADM notification.

Brazil and The Netherlands might be subject to different rules. Check with your ITA Airways Sales representative.