

Name Correction Policy **Update 080622

Dear Trade Partner,

This is to reiterate as per DGCA guidelines, Emirates shall not levy any additional charge for name correction of the same person, when error in his name spelling is detected after issuance of ticket.

This is applicable for tickets issued in India prior to commencement of journey. The waiver is allowed only for name correction and not for cases where name Change is requested.

Following are some of the examples of name corrections.

- Maiden Name to Married Name and vice versa
- Interchange of surname/First name
- Title amendments
- Spelling mistakes up to 3 characters
- Shortened name to full name

For your convenience, we would once again remind you of our Name correction policy process.

When creating a PNR and before issuance of a ticket, it must be ensured that the name entered in the PNR name field matches exactly with the name as is entered in the passenger's passport.

All mandatory API details must be entered accurately from passengers passport before issuing the ticket.

If you have made an error while making a booking and requesting us for a name correction, please note below instructions .

Booking and Ticketing Procedure :

- Make a new PNR with the correct name only for passenger that requires a name correction. If no change to the existing itinerary, we will honour the same fare as mentioned in the original ticket.
- PNR's should be created from the same IATA and PCC.
- In case the same RBD is not available, we can request for seat swapping. Please send us both the PNR's if swapping is required.
- Kindly note only pure EK flights will be swapped.
- Name correction processes are only for EK (176) document.

- Name correction is not permitted within 2 hours of flight departure.

IMPORTANT NOTE :

- New ticket should be endorsed (endorsement box) with the old ticket reference for name correction.
- OLD ticket needs to be refunded without charging cancellation penalty.

With regards to "Name Correction" waiver you are kindly advised to refund tickets affected due to NC with the below remark updated in GDS (14 characters)

Name Correction - NCTKXXXXXXXXXX (10 digits of the new ticket number)

1. For refunds via Galileo (1G) above remark to be added in "Airline Authority" box.
2. For refund via Worldspan (1P) above remark to be added in "Airline Authority" box.
3. For refunds via Sabre (AA) above remark to be added in "Waiver" box.
4. For refunds via Amadeus (1A) above remark to be added as "TRFU/WA Waiver Code"

Failure to add the remark in GDS as per above details will result in ADMs being raised.

Request your adherence & compliance of the same

Kindly disseminate this information to all concerned.

Kind Regards
Emirates India

08 June 2022