NAME CORRECTION POLICY FOR GDS TICKETS
VJC-COM-PLC-02-21

VietJet Air would like to announce Name Correction Policy with details as below:

1. Purpose:

This policy supports partial correction of passenger's name due to misspellings, missing information exchange or redundant middle names or other unintentional errors.

2. Abbreviation & Definition:

Characters are words including a space.

3. Conditions:

Applicable for GDS tickets.
Passenger name change is only permitted with unused tickets and must apply to the entire itinerary. Only one free name correction is allowed and applied for only one case from **Policy Point 5.1 to 5.3.**
Should be made and completed at least **03 hours prior to schedule departure time** of the first flight in the itinerary.

4. Scope:

– Apply to all passengers who buy tickets on all VietJet flights (including VZ).

5. Policy:

5.1 For changes from 02 characters or less

To support the change, passenger/agent must contact GDS team if cannot change on GDS system (03 hours prior to schedule departure time or at the airport (within 03 hours before the departure time) and pay the name correction fee according to the **Table No.1.**

5.2 For changes more than 02 characters due to errors

- The below cases will be supported for changes more than 02 characters:
  - o Add or remove middle names
  - o Change the order of first and last names
  - o Enter the first or last name twice
  - o Excess or missing title.

- Changes must not affect the passenger's name.

- To support the change, passenger/agent must contact GDS team (03 hours prior to schedule departure time or at the airport (within 03 hours before the departure time) and pay the name correction fee according to the Table No.1.
- EX:
  - o GAN, NIGEL ⯈ GAN HONG CHENG, NIGEL
  - o MICHAEL, MURRAY ⯈ MURRAY, MICHAEL
  - o LEE LEE, SONGJA ⯈ LEE, SONGJA
  - o ANNA, TAYLOR MR⯈ ANNA, TAYLOR MS
  - *(Applies to the same cases outside the example)*

5.3 For other cases: More than 02 characters and not in cases of 5.2

5.3.1 Conditions:

- Applies from 22 Aug 2022 to 31 Dec 2022.
- Applies to unused tickets, and tickets with entitled creditshell before August 22, 2022 but not valid due to wrong name.
- For ticket with refund as entitled creditshell after 22 August 2022, passenger must announce to correct name before refund as credit shell.

5.3.2 Allowed support cases:
- Part of the passenger's name abbreviation has no meaning.
  EX: MISHIKA D S <-> MISHIKA DEEVIT SANDHU
- Passengers have booked with redundant, missing or wrong SURNAME.
  EX: + wrong surname: SEONJU SEONJU <-> JO SEONJU
       + redundant surname: PRAKASH, BHAWANA <-> BHAWANA
       + wrong surname: JAMES LE <-> JAMES NGUYEN
       + missing surname: MS SINGH PARIHAR <-> MS. APOORVA SINGHA PARIHAR
- Passengers booked with wrong **MIDDLE NAME.**

EX: ALEXANDER IVAVICHAVE SOBOL -> ALEXANDER IVANOVICH SOBOL

- Passengers misspelled more than 02 characters but still kept the original meaning of the original name. (Passenger must show proof of passport number or Date of birth)

EX: KWON DU HYUNG -> GWON DU HYEONG

- To support the change, passenger/agent must contact GDS team (03 hours prior to schedule
departure time or at the airport (within 03 hours before the departure time) and pay the name correction fee according to the Table No.1.

Table No.1: Name correction fee applicable for GDS booking

Ticket purchase channel	NAME CORRECTION FEE	
	3 hours prior to departure time Contact VJ GDS team	Within 3h departure time Contact Booking office at the airport
Online channel (Web/ Mobile/ App)	200.000 VND/pax/segment	200.000 VND/pax/segment
Travel Agency		
Booking Office		