

Dear Travel Trade Partner ,

Please find below Name correction policy:

a) ***Following corrections are permitted in name corrections***

- I) **Interchange of Surname / First name** EX : SONAL / MEHTA to MEHTA / SONAL
- II) **Title Amendments** EX : MEHTA SONAL MR TO MEHTA SONAL MRS
- III) **Maiden name to Married name or vice versa** EX : MEHTA / SONAL MS to DESAI / SONAL MS (need to provide Marriage certificate)
- IV) **If passport has only first name and no SURNAME** EX : RAKESH to RAKESH / RAKESH
- V) **Spelling mistakes up to 3 Characters only** (but First and last alphabet cannot be changed) EX : MEHTA SAMIR MR to MEHTA / SAMEER MR

b) **Procedure to follow :**

- 1) Agent to create new pnr in the correct name as per passport .
- 2) Try to book in the same ticketed booking class , If original booking class not available , then book in next available higher class .
- 3) Along with scanned passport copy please send both original and new pnr to our sales office (marketing@airindiauk.com).
- 4) Sales office will send email to Space control to change booking class of new pnr .
- 5) Once booking class of new pnr is changed to original ticketed booking class then Travel agent to follow below procedure:

c) Travel agent to issue *New Ticket with an Additional Charge of GBP 50* shown under 'Code OD'.

The said Additional Charge to be shown (in the NEW Ticket) *in addition To the Other Taxes/Fees & Charges* as per the Original Ticket.

- d) *Travel agent then to cancel old pnr (with incorrect name)to avoid any No Show .*
- e) The Agent then *forward the details of BOTH the Original and New Ticket*, to the Air India Marketing (marketing@airindiauk.com) .
- f) The Air India Staff to put a *CROSS REFERENCED REMARK* (in the Original Ticket's History) , giving details of the NEW Ticket Number/PNR (with the Corrected Name).
- g) The *Original Ticket then to be authorised by Marketing for processing full Refund on GDS with NIL cancellation Penalty Charges..*

Please note full Name change is not permitted . Name change correction procedure will take at least 4 to 5 working days and it's subject to seat availability in same class .