

SCHEDULE CHANGE/NAME CORRECTION & REFUND POLICY

I. SCHEDULE CHANGE

1. Involuntary schedule change on flights operated by VN

- a) Passengers can be re-protected on a different flight/original routing/ on the original travel date or +/-1, in original RBD, ticket needs to be exchanged FOC with remark on Endorsement: INVOL EXCH SC FLT NO/DATE
- b) Passenger can be re-protected on indirect flight on the original travel date if original direct service no longer operates.
Example DAD-REP, alternative flight DAD – x/HAN/SGN – REP
Please apply original RBD, ticket need to be exchanged FOC with remark on Endorsement: INVOL EXCH DUE FLT NO/DATE

If original RBD is not available, please contact sales.uk@vietnamairlines.com for assistance.

2. Involuntary schedule change on codeshare flights booked under VN flight number issued on VN ticket

- a) Passengers can be re-protected on a different codeshare flight/original routing/operated by the original airline, on the original travel date or +/-1, in original RBD, ticket needs to be exchanged FOC with remark on Endorsement: INVOL EXCH DUE SC FLT NO/DATE
- b) In case there is no alternative codeshare flight available passenger can be re-protected on flight operated by Vietnam Airlines on original date/routing/in original RBD
Ticket can be exchanged FOC with remark in Endorsement: INVOL EXCH SC FLT NO/DATE

3. Involuntary schedule change on flights operated by OAL issued on VN ticket

Passenger must be re-protected on flight operated by the same carrier/on original routing/original date of travel/original RBD. If original RBD is not available on the alternative flight, please contact the respective carrier for assistance with getting the required RBD confirmed.
Rebook fee is waived, fare & tax difference, if any must be collected. Ticket must be exchanged with remark INVOL EXCH SC FLT NO/DATE

Please note VN is not able to assist with confirming seats on OAL flights.

II. REFUND POLICY

Passenger is entitled to a full refund in case of SC on flights operated by Vietnam Airlines, VN codeshare flights and other carriers issued on VN ticket stock. There are no restrictions so full refund can be applied to any SC.

Please submit tickets for full refund through your GDS with remark FULL RFD SC FLT NO/DATE
Partial refund/refunds for downgraded sectors must be submitted via BSPLink

III. NAME POLICY

a) Name order

Name order can be changed FOC by creating a new PNR for the same itinerary/in original RBD. Ticket can be exchanged FOC with remark INVOL EXCH NME ORDER CORRECT

In case original RBDs are not available please book next available RBD in the same cabin and add following OSI remark

OSI PLZ SWAP SEATS FRM ORIGINAL PNR(please list VN PNR) DUE NME CORRECTION

Please send new booking along with the original PNR to sales.uk@vietnamairlines.com for seats to be swapped.

b) Missing middle name

Middle name can be added FOC by creating a PNR for the same itinerary/in original RBD.

Ticket can be exchanged FOC with remark INVOL EXCH NME CORRECT

In case original RBDs are not available please book next available RBD in the same cabin and add following OSI remark

OSI PLZ SWAP SEATS FRM ORIGINL PNR(please list VN PNR) DUE NME CORRECTION

Please send new booking along with the original PNR to sales.uk@vietnamairlines.com for seats to be swapped.

The above applies to un-ticketed or ticketed bookings.

c) Incorrectly spelt name

Name spelt incorrectly can be amended FOC up to 3 characters. If passengers name/surname only contains 3 letters and all of them need changing this name amendment is not permitted.

To correct the name please create new PNR for the same itinerary/in original RBD

Ticket can be exchanged FOC with remark INVOL EXCH NME CORRECT

In case original RBDs are not available please book next available RBD in the same cabin and add following OSI remark

OSI PLZ SWAP SEATS FRM ORIGINL PNR(please list VN PNR) DUE NME CORRECTION

Please send new booking along with the original PNR to sales.uk@vietnamairlines.com for seats to be swapped.

The above applies to un-ticketed or ticketed bookings.

Please note, using higher RBDs than originally booked in new PNR will result in ADM being raised for the fare and potential tax difference, if booked in higher cabin due to lack of availability.