



Dear Travel Partner,

find below **updates**, on **ITA Airways Name Correction Procedure** valid for ALL THE MARKETS (excluded Italy).

UNTICKETED PNR

In case of UNTICKETED pnr, **Name Correction is permitted FREE of charge** for the following cases* only:

1. Correction of MR/MRS
2. Misspelling (maximum three letters)
3. Switching name / last name
4. Change of last name due to marriage or divorce
5. Change of legal name by decree or due to sex change
6. Nickname to be changed into real name (i.e., Carrie into Caroline)
7. Second first name / last name to be added (i.e., Mark into Mark James)

**it is understood that any audits will be carried out on the compliance with the procedure*

TICKETED PNR

In case of TICKETED PNR, Name Correction **is permitted through the payment of a minimum fee of € 25****, for each passenger requesting the correction, for the following cases* only:

1. Correction of MR/MRS
2. Misspelling (maximum three letters)
3. Switching name / last name
4. Change of last name due to marriage or divorce

5. Change of legal name by decree or due to sex change
6. Nickname to be changed into real name (i.e., Carrie into Caroline)
7. Second first name / last name to be added (i.e., Mark into Mark James)

**it is understood that any audits will be carried out on the compliance with the procedure*

***each Market can apply higher fees; no fee to be applied for BR, NL and ES Markets*

Correction is accepted ONLY WHEN IT REFERS TO THE SAME PERSON.

For such reason, all requests must be supported by appropriate documentation as proof. Documentation is not required for the following cases: 2. Misspelling (maximum three characters), 3. Switching name / last name.

This rule is valid for any fares and classes (J/cl included).

The Netherlands, Spain and Brazil markets are subject to different rules.

For The Netherlands and Spain any fee can be applied.

For Brazil market, due to ANAC Resolution 400, from 14th March 2017 it is possible to have the name change also in the following cases:

- 1) Adding of a second family name: e.g. Maria Reis into Maria Reis Andrade
- 2) Adding a suffix to passenger's name: e.g. Josè Jardim Segundo into Josè Jardim II
- 3) Change of family name due to marriage/divorce: Lauro de Freitas into Lauro De Silva
- 4) Adding of 'Junior' or 'Senior' to the name to identify father and son

We suggest inserting the SSR DOCS as soon as possible, in order to verify, in case of name change request, that the passenger is always the same person originally booked.

This rule is valid for Brasil market only and it can be applied to all passengers (any nationalities) regardless of POS (point of sales).

For Brazil market the fee doesn't apply whether the ticket is already issued or not.

PROCEDURE

Travel agents cannot make the name correction directly in their PNR but must address the request to ITA Airways Customer Center .

1.PNR created through GDS on ITA Airways operating flight

Agency has to call ITA Airways Customer Center.

Documentation certifying that the change is for the same person, if needed, has to be attached to the name correction request and sent to, **email object: "Name correction - PNR code"**.

If ITA Airways procedure is respected, the Customer Center will provide feedback to the Travel Agent.

Agency must exchange E-Ticket without any fare difference and collect a minimum fee of € 25€ (in case of Ticketed PNRs only) for each passenger requesting the correction, by issuing an EMD-S sub code AZU and by inserting Name Correction in the Endorsement Box.**

In case of an E-Ticket, previously issued under deregulation (e.g., advance purchase, last ticket date, fare increase, etc.) from fare rules effective on the new issuing date, Agency must provide ITA Call Center with E-Ticket number, within maximum 48 hours from its issuance, via phone or via e-mail.

***fee is applied according to the specific Market, that can apply higher amounts; no fee to be applied for BR, NL and ES Markets.*

2. PNR created through GDS on ITA Airways marketing flights

Travel agent has to contact ITA Call Center through dedicated number.

Documentation certifying that the change is for the same person, **if needed, has to be attached to the name correction request.**

ITA Call Center will ask Agency to create a brand new PNR with correct name and if the original classes booked on original PNR are :

- **still available:** ITA Call Center informs the Agency to exchange E-Ticket per Involuntary and to collect a minimum fee of € 25** (in case of Ticketed PNRs only) for each passenger requesting the correction, by issuing an EMD-S sub code AZU and by inserting 'Name Correction' in the Endorsement Box.
- **not available:** once name correction is confirmed by operating carrier, ITA Call Center informs the Agency that must exchange E-Ticket without any fare difference and collect a minimum fee of € 25** (in case of Ticketed PNRs only) for each passenger requesting the correction, by issuing an EMD-S sub code AZU and by inserting 'Name Correction' in the Endorsement Box.

In case of an E-Ticket, previously issued under deregulation (e.g., advance purchase, last ticket date, fare increase, etc.) from fare rules effective on the new issuing date, Agency must provide ITA Call Center with E-Ticket number, within maximum 48 hours from its issuance, via phone or via e-mail.

***fee is applied according to the specific Market, that can apply higher amounts; no fee applied for BR, NL and ES markets .*

3. PNR created through GDS on ITA Airways operating flight and Other Carriers' flights

ITA Airways has no responsibility for handling Name Correction when OC (Other Carrier) flight is involved in the itinerary.

Travel Agency must contact the Other Carrier directly to receive both authorization and name correction.

For ITA Airways flights, Agency contacts ITA Call Center through dedicated number.

When needed, documentation must be attached together with name correction request, as a proof that correction refers to the same person

ITA Call Center asks Agency to create a brand new PNR with correct name and if the original classes booked on original PNR are:

- **still available:** ITA Call Center informs the Agency to exchange E-Ticket per Involuntary and to collect a minimum fee of € 25** (in case of Ticketed PNRs only) for each passenger requesting the correction, by issuing an EMD-S sub code AZU.
- **not available:** once reinstate is done, ITA Call Center informs the Agency that must exchange E-Ticket without any fare difference and collect a minimum fee of € 25** (in case of Ticketed PNRs only) for each passenger requesting the correction, by issuing an EMD-S sub code AZU and by inserting Name Correction in the Endorsement Box.

In case of an E-Ticket, previously issued under deregulation (e.g., advance purchase, last ticket date, fare increase, etc.) from fare rules effective on the new issuing date, Agency must provide ITA Call Center with E-Ticket number, within maximum 48 hours from its issuance, via phone or via e-mail to inserting email subject: NAME CORRECTION – LAST NAME/NAME.
