

Name Correction Policy – Simplified and Hassle-Free!

Dear Valued Partners,

We are pleased to announce our enhanced Name Correction Policy tailored to provide flexibility and ease when correcting minor errors in your booking details.

Our Name Correction Policy covers genuine errors made during the booking process and ensures quick, hassle-free resolutions. Please note, this policy is for name corrections only, not for name changes.

Scenarios Covered Under the Policy

REASONS	EXAMPLE	CHARGEABLE
Genuine typing errors (up to 3 characters)	TOM/JIRRY MR to TOM/JERRY MR	No
Title amendments	TOM/MARY MR to TOM/MARY MRS	No
Interchange of surname/first name	MARY/TOM MRS to TOM/MARY MRS	No
Maiden name to married name	JOHN/MARY MS to JACK/MARY MRS	Yes
Shortened/Nickname to full name	ALSHAMSI/MOHD MR to ALSHAMSI/MOHAMMED MR	Yes
Addition of middle name*	BROWN/JOHN MR to BROWN/JOHN PAUL MR	Yes
Removal of repeated or incorrect name due to typo errors	JAIN/ANKITA WHAT MS to JAIN/ANKITA MS	Yes

*Both Surname and Middle name addition is only required if it appears on the passport or for travel to/from the US and Canada.

**Amendments to infant name (INF) will be made at no additional cost.



Charges for Name Corrections

TRAVEL TYPE	FEE
Domestic Travel	INR 2500 + GST
International Travel	USD 50 or equivalent + GST (if applicable)

This enhanced policy allows both international and domestic guests to change or cancel their booking free of charge, if the conditions below are met:

- Applicable only for new bookings/original issuance.
- In instances where a name correction is requested for a ticket purchased for travel more than 7 days of departure, a refund may be requested within 24 hours of the purchase.
- Name corrections may not be made within 24 hours of departure.

Initiate a Name Correction via Sales Support

1. Travel Agency e-mail Initiation:

The travel agent writes an email to the sales support team as per the following e-mail IDs for their respective regions and requests for a name correction:

EMAIL ID	REGION
acd@airindia.com agencyhelpdesk@airindia.com	INDIA
apac.b2bsupport@airindia.com	APAC
na.b2bsupport@airindia.com	AMERICAS
gmea.b2bsupport@airindia.com	GMEA
eu.b2bsupport@airindia.com	EUROPE
uk.b2bsupport@airindia.com	UK

2. Documents required for verification:

- **For international travel:** Passport.
- **For domestic travel:** A government-issued photo ID (e.g., Aadhar Card, PAN, EPIC, or any government-issued photo ID).

3. Final Steps:

- Once the name is corrected, Air India team will issue the Name Correction EMD for the Agent (if applicable).
- The sales support team will advise the agent to issue a fresh ticket and refund the existing ticket on the PNR with nil charges with reference to the old ticket number.

Note- Once an EMD (Electronic Miscellaneous Document) is issued, travel agents are strictly prohibited from voiding or refunding the document under any circumstances. Voiding or refunding and EMD will be considered system abuse and result in ADM (Agency Debit Memo) with fare differences and additional administrative charges.

Exclusions

Name corrections are not permitted for:

- Unticketed bookings
- Interline or codeshare itineraries - A new booking must be created.

For detailed terms and conditions and countries with exceptions to the name format (Canada, UAE, Australia & New Zealand) please visit our [website](#) or write to the Agency Help-desk team on their respective region's email IDs.

Thank you for choosing us as your travel partner.

Warm Regards,

Team Air India

