

## **Guidelines for Ticket Booking, Name Format and Name Correction Policy**

### **1) Guideline for booking the tickets on Air India flights:**

- To cross-check their First and Last Name as per the passport.
- It is highly recommended to check the passenger's passport copy physically.
- Please note that Title is not mandatory; however, the passenger type code (PTC) for Infant (INF) and Child (CHD) is compulsory in the PNR- wherever feasible.
- Upon PNR creation, share the same with the passenger, along with
  - Air India Terms and conditions, condition of carriage.
  - Agency's terms and conditions to customers at the time of booking -if any.
  - Prominently display and clearly communicate your agencies (if any) and Air India's refund, No-show and cancellation policies.
  - Apprise your guests clearly what will appear on their credit card statement,
    - For example, *"You'll see a charge for the \$500 ABC Airlines ticket, as well as a second charge of \$25 for my Agent Fee, with the descriptor "XYZ Travel."*
  - About whether or not a ticket is Refundable or Exchangeable and detailed information about passenger rights when there are interruptions in Service or flight cancellations.
  - Other terms and conditions must be disclosed to the customer at the point of sale. This may include basic information to the passenger to cross-check the correctness of the name and itinerary.
- Once the Agent receives confirmation from the passenger regarding the correctness of his name and accepts the terms and conditions, proceed to issue the ticket.

## 2) Naming Format Policy for Single Name in the Passport:

To enhance consistency in capturing the entry of travel documents with a single name, the surname field should always be considered an individual's primary identifier.

Accordingly, a single name must always be recorded in the surname field. If no given name is available for a traveller, Agents are advised to incorporate the given name as "FNU".

If no surname is available for a traveller, Agents are advised to provide the given name in the surname field and enter the default value of "FNU" in the given name field."

However, for Australia, put UNKNOWN instead of FNU in the above two cases.

*In summary, when the passenger has a single name (only one name), that name should be used as the Surname, and FNU will be in place of the given name in the PNR and on the ticket (except when the ticket travel is to or from Australia). ~~LNU~~ is not acceptable.*

e.g.

		Name in Passport		Name Format in the PNR
		First Name	Last Name	
All Countries (Except Australia)	Example 1	Smith	-	SMITH/FNU
	Example 2	-	Smith	SMITH/FNU
Only for Australia	Example 3	Smith	-	SMITH/UNKNOWN
	Example 4	-	Smith	SMITH/UNKNOWN

In cryptic, the maximum name cluster length is 59. A cluster is a surname followed by a first name / initial / title separated by slashes.

However, there is no limit on the size of the surname or first name as long as the total length does not exceed 59 characters.

E.g., DEMESTRE/MURRAYMR/JACKMR is considered as one cluster.

For PNR with the infant, the name length is adult plus infant name, including date of birth with / ( ) and title to be considered as name cluster and not to be more than 59 characters.



3) Cancellation within 24 hours of booking is permitted for any tickets issued between North America (USA & Canada) and India, only for tickets issued at least seven (7) days before departure; please refer to the Fare Rules.

For tickets issued for travel in other regions, please refer to the respective fare conditions.

The agents are advised to make use of the above guidelines mentioned in the fare rule in case the wrong name format or correction in the name is required.

#### 4) **Name Change Policy:**

Air India does not permit name changes in the booking or on the ticket.

The agents must cancel the ticket as per the fare rule and issue a new ticket as per the current fare and its conditions.

#### 5) **Name Correction Policy**

Air India permits name correction only in specific cases; the following are the examples,

- Maiden Name to Married Name and vice versa.  
MEHTA/SONAL MS TO DESAI/SONAL MS
- Interchange of surname/First name  
SONAL/MEHTA MS TO MEHTA/SONAL MS
- Title amendments  
MEHTA/CHARU MS TO MEHTA/CHARU MR
- Spelling mistakes up to 3 characters.  
MEHTA/SAMIR MR TO MEHTA/SAMEER MR
- Shortened name to full name  
SHAH/CHARU MR TO SHAH/CHARUDATTA MR
- Addition of middle name as per passport  
MEHTA/SONAL to MEHTA/SONAL RATAN

Also, permit the name change only in cases wherein a bonafide passenger name is changed and approved by government authorities & the change is reflected in a government-issued document (passport), e.g. Change of name after Marriage/Divorce, Change of self-name by an individual due to other reasons.

Under such circumstances, the passenger's original and new photo travel documents showing old and new names must be shared with the airline's sales support office or sales officer for the following steps.

A. Before the issuance of the ticket

Suppose the seats are unavailable in the RBD, in which the PNR was created, which required name correction. In that case, the Travel Agent should

- a) Create a PNR with the correct name in the lowest available RBD.
- b) Share the old and new PNR with the Air India sales support office or sales officer. Along with a valid identification document depicting the correct name.
- c) Air India will try to confirm the new PNR with the correct name and share the same for ticketing.
- d) Cancel the old PNR with OSI remarks referencing the new PNR and reason for cancellation, e.g., new issuance due to name correction+OldPNR.

B. After the issuance of the ticket

- a) For name corrections, the Agent is required to contact Air India's sales support office or sales officer and submit a copy of the passport showing the correct name.
- b) After verifying the documents, approval for creating the new PNR with the correct name will be given to the Agent by the sales support office or sales officer.
- c) The new booking with the correct name must be created in the original ticketed RBD, and if it is unavailable, make a booking in the lowest available RBD in the same Cabin for the same outbound and inbound flight and date.
- d) If the new booking is created in the original ticket flight/RBD/date in that case, the endorsement column of the new ticket must have a reference to the old/original ticket and Waiver Code, e.g., Endorsement: Old Ticket no - new issuance due to name correction/Waiver Code.
- e) If the new booking is in higher RBD, please email the PNR to the sales support office, who will get the booking confirmed in the originally issued RBD (turnaround time is a minimum 24hrs on a working day) and share the confirmed new booking with the travel agent for ticketing with endorsement as mentioned above along with Waiver Code. Endorsement: Old Ticket no - new issuance due to name correction, Waiver Code
- f) Air India sales support office or sales officer will issue the Waiver Code.
- g) When ticketing the new PNR with the correct name, if the fare shown on the original ticket has expired and is not valid, agents are permitted to do the

manual pricing with the original fare level of the original ticket, provided the new booking is in the same RBD.

A remark in the new ticket history giving original fare details is a must.

- h) Once the new ticket is issued, please share the same with the Air India sales support office or sales officer to apprise our Audit Team
- i) Valid Identification Documents: Passport.
- j) Name correction on bookings with interline/codeshare itineraries (except AI) is not permitted.

Air India conducts the Audits of all tickets issued by the travel agents and reserves the right to raise an ADM along with a service fee for misuse of the Name Correction Waiver.

This bulletin supersedes the earlier issued bulletin AB 23-02.

Thank you!

**Team Air India.**