

**Guideline for Austrian Airlines, Lufthansa and SWISS**

# GUIDELINE FOR NAME CORRECTIONS

**Valid for:**

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> Austrian Airlines | <input type="checkbox"/> Brussels Airlines |
| <input checked="" type="checkbox"/> Lufthansa         | <input type="checkbox"/> Eurowings         |
| <input checked="" type="checkbox"/> SWISS             |  |

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## Overview of changes

Version	Date of Change	Chapter	Content
1.1	01FEB19	1	SN adapts fee to OS/LH/LX
		1	Explanation for conversion rules for fee
		1	No exception to fee for any kind of ticket
		2	Country specific exceptions to fee
		3	Additions of further examples
		6 b	Fee is also applicable in case of refund; explanation for issuance of new ticket
		7	Information for markets without DU Tax
1.2	01SEP19	2 a	Time span for legal name correction clearly defined as “between booking and commencement of travel on first outbound sector”
		2 b	Correction of two letters in middle name added
1.3	01DEC19	1, 6, 7	After currency adaption change of fee in CAD to CAD 35 as of 16DEC19
		4	New: WK flights LX8xxx must be booked in a new PNR  Exception: for Name corrections in Farelogix (F1) PNRs contact your Lufthansa Group Agency Support

## 1. Introduction

In general, the name on a ticket should match the passenger's official document (passport, ID card). When making a booking, care should always be taken to ensure that the full names of all passengers are entered correctly.

Retrospective corrections to the PNR/ticket involve considerable effort and expense. For this reason, a uniform fee per ticket of EUR 25 / CHF 25 / USD 25 / CAD 25 (as of 16DEC19 CAD 35 after currency adaption) (or equivalent in the local currency converted from EUR as per standard conversion rules) will apply to a name correction made after an Austrian Airlines, Lufthansa, SWISS or Brussels Airlines ticket has been issued. The fee applies to any kind of ticket that needs to be exchanged due to a name correction (e.g. also INF and Rail&Fly).

Other rules and processes for Brussels Airlines currently remain unchanged. For example, SN name corrections cannot be performed in mixed Lufthansa Group airlines' PNRs, etc. Further harmonization with SN will be evaluated at a later stage.

These guidelines apply to all name corrections which meet the following requirements:

- Issued on OS (257), LH (220) or LX (724) document.
- OS/LH/LX flight number and operated by OS/LH/LX/WK.
- Generally, only one single name correction per person is permitted.
- Changing the person travelling is never allowed.
- The rules detailed here apply solely to individual bookings. The rules for group bookings apply as per the group contract.

## 2. Which name corrections are permitted?

- a) The **name of the person travelling** has **changed** as a result of marriage, divorce, gender reassignment and/or the issuance of new passport/ID etc. (legal name correction) has taken place between booking and commencement of travel on first outbound sector.

Upon production of proof that the person travelling is the same, e.g. a marriage certificate or decree absolute (divorce certificate), the name will be changed by the Lufthansa Group Agency Support.

- b) The name of the person travelling has to be corrected because of **typing errors or errors in the actual name**.

Please note that not every requested change will be accepted as a name correction. The following corrections **are allowed** once in each case:

- Correction of **up to two (2) letters in the first name, middle name or surname** which you can make yourself (e.g. BRWON to BROWN) **or**
- Correction of **nicknames** by your Lufthansa Group Agency Support (e.g. BILL to WILLIAM, USCHI to URSULA, PACO to FRANCISCO) **or**
- Correction of names in **inverted sequence** (first name/surname transposed, e.g. PETER/WILLIAM to WILLIAM/PETER) by your Lufthansa Group Agency Support.
- For name corrections after ticketing for tickets sold in India or Brazil (Point of sale: IN or BR), please contact your Lufthansa Group Agency Support.

**No other errors will be corrected by the Lufthansa Group airlines in the ticket/PNR.** Passengers can decide whether they wish to travel with a different name on their ticket and an SSR DOCS entry with their correct and full name in the PNR, or buy a new ticket.

### 3. Which name corrections are prohibited and will therefore not be corrected by Lufthansa Group Agency Support?

- Corrections of more than two (2) letters in the first name, middle name or surname are not permitted (exception: nicknames, passenger's first and surname inverted, legal name correction).
- Addition or deletion of second first names or middle names is not permitted.
- Addition or deletion of a second family name (provided that the name of the person travelling has not changed through marriage, divorce, etc.) is not permitted.
- Addition/change/deletion/exchange MR or MRS or MS or titles (e. g. Dr, Prof, etc) in case of mistake or wrong/missing input
- Change of first and/or family name of INF in case of wrong/missing input
- No other name changes are allowed, apart from those listed above as permitted.
- The person travelling cannot be changed. If **another person is to travel, a new ticket must be issued**. The new booking is subject to current availability and the current fares. The original ticket must be refunded in line with the fare conditions.

## 4. Which name corrections are technically restricted?

- If **segments by other airlines** (OAL = Other Airlines) are included in the PNR, then in most instances the OAL segments (UC/HX) will be cancelled automatically after a name correction in the PNR.
- WK flights LX8xxx must be booked in a new PNR.
- If booked **Eurowings** segments are included in the PNR, please contact your Lufthansa Group Agency Support prior to a name correction.
- In most instances where there are mixed PNRs involving other airlines, a new PNR should be created.
- Alternatively, the **segment by another airline (OAL) in the original PNR can be rebooked on the basis of current availability**. If OAL flights are only still available in higher booking classes, an additional fare payment must be made to the applicable fare.
- If an **FQTV element** is included in the PNR, you cannot make any name correction. In certain instances, it is possible to delete the FQTV element and re-enter it after the name correction. If this is not technically feasible, a new PNR must be created.
- Depending on the **synchronisation functions** with the **global distribution system** (GDS) you use, it may be that name corrections carried out by Lufthansa Group Agency Support are not synchronised in your original PNR. Should this be the case, please contact your GDS/NDC Help Desk. If synchronisation is not possible, you must create a new PNR.

Exception: for Name corrections in Farelogix (F1) PNRs contact your Lufthansa Group Agency Support.

## 5. What is the process when a new PNR has to be created?

- Enter the name correctly and in accordance with the passenger's **valid travel document** for the period of the trip.
- **Book the same flights** in the original booking class as in the original PNR:
  - OS/LH/LX/WK flights: depending on current availability, these can be booked with 'Confirmed' or 'Waiting list' status or in the next highest available booking class, if the original booking class is closed.

- Flights by other airlines: confirmed in the original booking class or in the next highest available booking class.
- The **original PNR must remain unchanged**.

Contact your Lufthansa Group Agency Support:

- If required, the OS/LH/LX/WK flights will be confirmed in the original booking class and then the original PNR will be cancelled.
- Your Lufthansa Group Agency Support cannot help you with flight confirmations by other airlines. If OAL flights are only still available in higher booking classes, an additional fare payment must be made to the applicable fare.

## 6. What are the options if no name correction is permitted?

- a) If the incorrect name is noticed immediately after the ticket has been issued, the ticket can be refunded within the 'grace period' (next calendar day) and a new ticket with the correct name issued based on current availability.
- b) **New booking or new ticket based on current availability and prices:** in this case, you can request a **waiver** for the originally issued ticket from your Lufthansa Group Agency Support – provided that the person travelling and the booked flights remain unchanged and the new ticket is issued. The OPC and the DCC (YR Tax) will not be refunded.  
A fee of EUR 25/CHF 25/USD 25/CAD 25 (as of 16DEC19 CAD 35 after currency adaption) per ticket (or equivalent in local currency converted from EUR as per standard conversion rules) is applicable and can be deducted from the refund amount.

The fare/total price in the new ticket may be equal, lower or higher. It must be issued in accordance with all fare conditions at the time of ticketing.

- c) Entry of the **correct name as an SSR DOCS element** in the original PNR with the following output format: SSR DOCS LX HK1 ////23MAR86/F//LAST NAME/FIRST NAME/MIDDLE NAME
  - In this case, it is highly recommended that the passenger carries a printout of the PNR during the journey.
  - Please note that it is the passenger's decision to travel with a ticket with an incorrect name. If this causes problems, e.g. at check-in or immigration control, it may be necessary to purchase a new ticket with the correct name during the journey.
  - SSR DOCS can be used, for example, if the second first name/middle name is missing. Please note that, in these instances, the passenger can only check in online with the name entered in the PNR/on the ticket.

- There is no charge for SSR DOCS entry.

## **7. What should be borne in mind when reissuing tickets?**

After a name correction has been made, the ticket must be reissued.

- FE element: NAME CORRECTION must be entered in the FE element.
- DU Tax: in all instances in which you reissue a ticket after a name correction (even if you have only changed one or two letters), you must collect the fee of EUR 25 / CHF 25 / USD 25 / CAD 25 (as of 16DEC19 CAD 35 after currency adaption) (or equivalent in the local currency converted from EUR as per standard conversion rules) per ticket as DU Tax during the reissue.  
If no DU Tax available (e.g. in ARC-markets), known settings are to be used.
- A waiver from your Lufthansa Group Agency Support is not required for these reissues.

## **8. What are the rules for a name correction prior to ticketing?**

If a name correction is requested before the ticket is issued, the same rules apply as for a name correction after ticketing. Only corrections of a maximum of two (2) letters in the first name, middle name or surname, corrections of nicknames, inverted first name and surname and legal name correction are permitted.

Before ticketing, the fee does not apply.