

Virgin Australia Name Correction Policy

The purpose of this document is to provide guidance and detailed information that will assist with regards to name corrections applicable to Virgin Australia sectors, fares and ticket stock pre and post ticketing. Authorised agents are empowered to complete name corrections for Virgin Australia customers, within the parameters of this policy.

Name Corrections

Name corrections are permitted for all customers on Virgin Australia operated flights, for both domestic and international reservations before and after ticketing when issued via Travelport, Sabre and Amadeus. Virgin Australia reserves the right to request supporting documentation to validate the name correction as transfer of guest is not permitted. The issuing office is the only office with the authority to reissue the ticket (if required).

Name Corrections are permitted for:

- › Up to three (3) characters in the first name and/or surname
- › Titles (e.g. Mr, Mrs)
- › Guests referred to by a shorter version of their name (e.g. entered as Liz when official name is Elizabeth)
- › Names entered in incorrect order (e.g. Elizabeth/Smith when should be Smith/Elizabeth)
- › Formal name as per identification (e.g. surname changed through marriage)
- › Unborn infants

Eligible Corrections

Pre-Ticketing

Virgin Australia permits one name correction as per the conditions outlined above. These changes are permitted in the GDS by the travel agent and do not require approval from Virgin Australia.

Post-Ticketing

Virgin Australia permits one name correction of **three (3) characters or less** (as per the conditions outlined above). These name corrections do not require approval from Virgin Australia for tickets issued on Virgin Australia ticket stock (VA-795).

Name corrections of **more than three (3) characters post ticketing** require approval from Virgin Australia for tickets issued on Virgin Australia ticket stock (VA-795). Any changes made require the waiver code to be noted in the endorsement box of the reissued ticket.

For tickets issued on Virgin Australia ticket stock (VA-795), the Name Correction Service Fee, including any applicable fare change fee (refer to the Name Correction Service Fee table below), must be collected.

If the ticket is valid, wholly unused and the request is made before travel of the first outbound segment, Virgin Australia will consider approval of changes pending compliance with the criteria outlined above. Please note that once travel has commenced approval will not be given.

Name Correction Service Fee

Pre-Ticketing

There is no Name Correction Service Fee for name corrections made before issuing a ticket.

Post-Ticketing

A breakdown of the Name Correction Service Fee applicable is outlined below.

Point of Sale	Name Correction Service Fee	Fee to be shown on ticket
Point of Sale Australia Domestic Itinerary	Yes	AUD\$40.00YR AUD\$4.00UO
Point of Sale Australia International Itinerary	Yes	AUD\$40.00YR
Point of Sale outside Australia Domestic Itinerary*	Yes	AUD\$40.00YR
Point of Sale outside Australia International Itinerary*	Yes	AUD\$40.00YR

*Please use the current BSR (Banker's Selling Rate) published on the day of reissue to convert the Name Correction Service Fee into the relevant currency.

A list of the types of changes and associated Name Correction Service Fee (if applicable) are listed in the table below.

Correction Type	Change Fee to be Charged *	Name Correction Service Fee	Authority Required	Documentation Required
Up to 3 characters	No	Yes	No	No
More than 3 characters	Yes	Yes	Yes	Yes
Title	No	Yes	No	No
Shortened version of full real name (e.g. Liz/Elizabeth)	Yes	Yes	Yes	No
Names entered in the wrong order (e.g. Elizabeth/Smith when should be Smith/Elizabeth)	Yes	Yes	Yes	No
Formal name as per identification (e.g. change of marital status or due to gender transformation)	Yes	Yes	Yes	Yes
Commonly referred to a different name <ul style="list-style-type: none"> • Customer goes by their middle name • Customer booked by their English name however have Chinese name of Passport^ 	Yes	Yes	Yes	Yes
Unborn infants	No -given the initial ticketed name is: (correct surname)/BABY	No	Yes	No

*As per the fare rules. Name Correction Fees exclude infant (INF) bookings.

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^Commonly referred to name: Chinese name on Passport. If document is not available for the English name, this will be treated as a Name Change. Refer to the Name Change Policy.

Type of documentation: Deed Poll, Birth Certificate, Marriage Certificate, Driver's License, Medicare Card or Passport.

All name corrections must be made before check-in and the commencement of outbound travel to avoid immigration infringements.

For reservations issued which include a connection to or are in conjunction with a sector operated by an airline other than Virgin Australia (Other Airline), approval is required from the Other Airline before making a correction. In addition, confirmation the name correction has been accurately reflected in all linked reservations is also required before making a correction.

If there are Other Airlines in the PNR on a ticket stock other than Virgin Australia (VA-795), it is the agent's responsibility to advise Virgin Australia of this. The agent needs to get approval from the Other Airline to amend the name in the same PNR. If approval is not obtained from the Other Airline, then the following will apply:

1. The agent may have to cancel the original PNR and use the value of the unused ticket towards a new PNR reflecting the correct name, subject to current fare availability in the GDS. Any reissue fee, fare increase, or tax difference will apply and needs to be paid at the time of reissuance of the new PNR.

Frequently Asked Questions

Q. When is a name correction permitted?

A. A name correction of **up to three (3) characters** is permitted for all guests travelling on Virgin Australia operated flights, for both domestic and international reservations pre and post ticketing as outlined by this policy.

Q. Do I need authority from Virgin Australia to make a name correction in the GDS before ticketing?

A. No, Virgin Australia permits one correction of three (3) characters or less as per the conditions outlined above. Changes are permitted in the GDS by the travel agent without any authority from Virgin Australia.

Q. Do I need authority from Virgin Australia to action a name correction in the GDS post ticketing?

A. Post ticketing, Name Corrections of **more than three (3) characters** require authority from Virgin Australia for tickets issued on Virgin Australia ticket stock (VA-795). Name Corrections of three (3) characters or less do not require authority.

Q. Can Virgin Australia authorise a name correction for another carrier's flight?

A. No, Virgin Australia can only authorise a Name Correction for Virgin Australia operated flights.

Q. Is there a Service Fee for a name correction?

A. There is no Service Fee before ticketing, however any name corrections after ticketing will incur a Name Correction Service Fee of AUD\$44.00 including GST. Refer to above table for further details.

Q. Will the Name Correction Service Fee apply to an infant (INF) booking?

A. The Name Correction Service Fee does not apply for INF bookings; however a fee applies for INS (Infant with a Seat) bookings.

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Q. When the payment is in another currency other than AUD, how do I convert the Name Correction Service Fee of AUD\$40.00?

A. Agents are to use the current BSR (Banker's Selling Rate) published on the day of the reissue to convert into the relevant currency.

Q. For domestic tickets issued outside of Australia, is the GST (UO tax) applicable on the Name Correction Service Fee?

A. No.

Q. How does a name correction differ from a name change?

A. A "name correction" is defined as a correction to the name field of a PNR and takes place in the same PNR (refer to the table above for name correction types). This is in the instance of a genuine error. A "name change" is defined as using the value of an unused ticket (including taxes), as credit towards the payment of a new ticket in a new PNR which is in another guest's name.

Please refer to the Name Change Policy for further details.