

## Virgin Australia Corporate 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 real 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 Customers

Name corrections are permitted for all corporate and government customers who have a commercial contract with a Virgin Australia private fare agreement. **The original ticket must contain a /CO or /GV ticket designator.**

### Eligible Corrections

#### Pre-Ticketing

Virgin Australia permits one name correction as per the conditions outlined above. 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 applicable fare change fee must be collected as per fare rule.

# NAME CORRECTION POLICY

## CORPORATE POLICY

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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 above. Please note that once travel has commenced approval will not be given.

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

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

^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 customers on Virgin Australia operated flights, for both domestic and international reservations pre and post ticketing as outlined in the Name Correction policy.

**Q. Do I need authority from Virgin Australia to action a Name Correction in the GDS prior to 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 for Corporate fares?**

**A.** Any ticket issued with the /CO or /GV designator is exempt from the Name Correction Service Fee.

**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 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.*