

Virgin Australia Corporate and Government Name Correction Policy

The purpose of this document is to provide guidance and detailed information that will assist with regard 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 Corporate and Government 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:

- › Genuine error in the guests first name, middle 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)

Eligible Customers and Eligible Tickets

Name corrections are permitted for all corporate and government customers who have an active commercial contract with Virgin Australia.

The original ticket must contain a /CO or /GV or /WG ticket designator on all coupons.

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 will require reissue. Please refer to the Domestic Corporate and Government Name Change Policy for further details.

Please note that once travel has commenced no name corrections can be made.

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 by 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 on Passport^ 	Yes	Yes	Yes

**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 - Corporate.*

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.

The above table is applicable to private Corporate and Government fares. For any tickets where a combination of private Corporate or Government and published fares are ticketed together, the most restrictive fare rules will apply.

Name corrections operated by Other Airlines

For reservations issued which include a connection to/or include a sector operated by an airline other than Virgin Australia please contact our Agency Help Desk for the applicable policy. In addition, it is the responsibility of the travel agent to confirm the name correction has been accurately reflected in all linked reservations.

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. Do I need authority from Virgin Australia to action a Name Correction in the GDS.

A. A waiver code may be required dependant on the scenario as detailed above. If required, the waiver code should be added to the E-Ticket endorsement box.

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. As long as all coupons within the ticket contain the /CO or /GV or /WG then the ticket is exempt from the Name Correction Service Fee.

Q. What happens if I have a ticket that combines corporate or government private fares and published fares?

A. If a ticket has combined fares, the most restrictive fare rules will apply.
Eg SYD/BNE IZCHO and BNE/SYD QZCHO/CO then the published fare rule is most restrictive and a correction fee must be collected.

Q. When is passenger name correction permitted?

A. Name correction must be completed prior to scheduled departure of flight and only on wholly unused tickets

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 Domestic Corporate and Government Name Change Policy for further details.