



Name Correction Policy **(Effective 01 February 2022)**

ANA prohibits any changes in the name field after PNR creation

Exceptions:

Name correction will be considered only when rebooking is not possible and fulfills one of the following conditions:

- Correction of spelling - initial or title of the name (gender change)
- When the first name and the family name are in the wrong order
- Middle name addition and deletion
- Surname change due to marriage or divorce
- Incorrectly input name (including misread kanji)

Additionally, the following conditions need to be met:

- If the ticket has already been issued, it must be on 205 ticket stock
- Flights operated by other airlines are not included in the itinerary
- There are no changes in flight, date, booking class or itinerary

1) Before departure & before ticketing

Are the same booking class seats available?

Yes ➤ Create a new PNR and cancel original PNR

No ➤ Please email ausales@ana.co.jp a copy of the passenger's passport to obtain an authorisation for the name correction

After obtaining an authorisation from ANA in the PNR, please contact your GDS Help Desk to amend name

2) Before departure & after ticketing

a) Are the same booking class seats available?

Yes ➤ Create a new PNR and cancel original PNR

Please email ausales@ana.co.jp a copy of the passenger's passport to obtain an authorisation for reissue

No ➤ Please email ausales@ana.co.jp a copy of the passenger's passport to obtain an authorisation for the name correction and reissue

After obtaining an authorisation from ANA in the PNR, please contact your GDS Help Desk to amend name

b) Reissue e-ticket

After updating the name and obtaining a reissue authorisation from ANA, please reissue the ticket with the correct name and the original fare/taxes/fees

- There is no reissue fee for name correction (Free of charge)
- **Endorsements Box:**
Input "**NAME CORRECTION**" the original endorsement box content
All information on the original ticket's endorsement box shall be transferred

3) After departure

Name Correction after departure is not permitted

4) Ticket Audit

Reissued tickets as result of name correction may be audited and an ADM will be issued should any of the following occurs:

- "NAME CORRECTION" keyword has not been input in the endorsement box
- Reissue without ANA's authorisation
- Any other change(s) than name correction

5) Note:

ANA do not mesh seats into a new PNR for name correction under any circumstances

Contact:

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