

Name Change and Correction After Ticket Issuance

South African Airways is pleased to announce that effective 05 September 2024, we will offer the option of performing a name change and correction after ticket issuance at an applicable fee.

Conditions for Name Change details in the PNR.

- This action is prohibited if the first sector is flown or already checked in.
- Booking classes on saver fare (G, W and L) is not permitted.
- The request must be sent 8 days before departure.
- Re-route is not permitted.
- Complete Title change is permitted at the applicable fee.
- Group PNR is not permitted for a name transfer.

Conditions for Name Correction details in the PNR.

- This action is prohibited if the first sector is flown or already checked in.
- Maximum of three characters for the Surname and Given (first) name. Corrections of more than 3 characters qualifies for a name change.
- Changes done prior to flight departure:
 - International flight - 90 Minutes.
 - Domestic flight - 60 Minutes.
- Group PNR is not permitted for name correction.


Limitations on the Name Change and Correction.

- Partially unused tickets are not permitted.
- A PNR qualifies for one name change only on published fares.
- Booking with codeshare and interline sectors are not permitted.
- Change of routing and itinerary.
- Group PNRs.
- The email address on the booking must be the same as the requestor, email address inserted as SRCTCE.
- NMCG EMD is non-refundable.
- Purged PNR`s are not permitted
- The endorsement on the FE element must be “**REISSD DUE TO NMCG CHANGE or NMCG CORR**”.
- Inversed names are not permitted will be considered as Name Change.


Name Change and Correction Charges

Name change and correction charges will be applicable based on the **long-haul** NMCG prices for international and regional sectors.

Domestic Charges

 Name change and Correction Charges				
Charges by Market & POS-ZA				
Requirements	Permitted	Adult PNR	CHD per PNR	INF per PNR
Domestic	✓	ZAR500 + Vat	75%+Vat	10%+Vat
Charges by Market & POS -USD				
Requirements	Permitted	Adult PNR	CHD per PNR	INF per PNR
Domestic	✓	USD35	75%	10%

Regional Charges



 Name change and Correction Charges				
Regional				
Charges by Market & POS-ZA				
Requirements	Permitted	Adult PNR	CHD per PNR	INF per PNR
SADC Region excluding (FBM & FIH)	✓	ZAR2770	75%	10%
FBM	✓	ZAR3700		
FIH	✓	ZAR3700		
Accra	✓	ZAR4250		
Abidjan	✓	ZAR4250		
Lagos	✓	ZAR4250		
Charges by Market & POS-USD				
Requirements	Permitted	Adult PNR	CHD per PNR	INF per PNR
SADC Region excluding (FBM & FIH)	✓	USD160	75%	10%
FBM	✓	USD210		
FIH	✓	USD210		
Accra	✓	USD250		
Abidjan	✓	USD250		
Lagos	✓	USD250		



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International Charges

International				
 SOUTH AFRICAN AIRWAYS A STAR ALLIANCE MEMBER 	Name change and Correction Charges			
Charges by Market by POS-ZA				
Requirements	Permitted	Adult PNR	CHD per PNR	INF per PNR
Perth	✓	ZAR5100	75%	10%
Sao Paulo	✓	ZAR5100		
Charges by Market & POS -USD				
Requirements	Permitted	Adult PNR	CHD per PNR	INF per PNR
Perth	✓	USD300	75%	10%
Sao Paulo	✓	USD300		