

Name Change and Correction After Ticket Issuance

South African Airways wishes to advise of a change in procedure for name changes and correction after ticket issuance. **Tickets issued with names listed incorrectly can no longer be automatically submitted for refund via BSPLink.** Please read the revised policy below and for any name change request assistance please contact Sales Support via email SAAAustralia@flysaa.com or Tel +61 2 9286 8960 in Australia or +64 9 977 2237 in New Zealand.

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 for SAA Operated flights. **Please contact Sales Support regarding departures within 8 days or Ticketed Itineraries involving other carriers.**
- 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”**.



SOUTH AFRICAN AIRWAYS


A STAR ALLIANCE MEMBER 

- 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

Domestic				
	Name Change and Correction Charges			
Charges from All Markets				
Requirements	Name change	Name Correction	CHD per PNR	INF per PNR
Domestic	USD28 + VAT	USD14 + VAT	75% + VAT	10% + VAT

Regional Charges

Regional				
	Name Change and Correction Charges			
Charges by Market				
	Name change	Name Correction	CHD per PNR	INF per PNR
SADC Region excluding (FBM & FIH)	USD153	USD32	75%	10%
FBM	USD204	USD32		
FIH	USD204	USD32		
Accra	USD234	USD32		
Abidjan	USD234	USD32		
Lagos	USD234	USD32		

International Charges

International				
	Name Change and Correction Charges			
Charges by Market				
Requirements	Name change	Name Correction	CHD per PNR	INF per PNR
Perth	USD281	USD50	75%	10%
Sao Paulo	USD281	USD50		