

**Guideline for Austrian Airlines, Brussels Airlines,
Lufthansa and SWISS ticket stock**

NAME CORRECTION GUIDELINE

Valid for:

☒ Austrian Airlines

☒ Brussels Airlines

☐ Eurowings

☒ Lufthansa

☒ SWISS

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Target group: Travel agencies

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Overview of changes

Version	Date of Change	Chapter	Content
1.1	01FEB19	1	SN adapts fee to OS/LH/LX
		1	Explanation for conversion rules for fee
		1	No exception to fee for any kind of ticket
		2	Country specific exceptions to fee
		3	Additions of further examples
		6 b	Fee is also applicable in case of refund; explanation for issuance of new ticket
		7	Information for markets without DU Tax
1.2	01SEP19	2 a	Time span for legal name correction clearly defined as “between booking and commencement of travel on first outbound sector”
		2 b	Correction of two letters in middle name added
1.3	01DEC19	1, 6, 7	After currency adaption change of fee in CAD to CAD 35 as of 16DEC19
		4	New: WK flights LX8xxx must be booked in a new PNR Exception: for Name corrections in Farelogix (F1) PNRs contact your Lufthansa Group Agency Support
1.4	01DEC21	all	Integration of SN
1.4	14FEB22	2	Clarification of ‘inverted names’
1.5	05SEP22	all	Integration of EN flights on OS/LH/LX/SN ticket stock

1. Introduction

In general, the name on a ticket must match the passenger's official document (passport, ID card). When creating a new booking, the passenger's name must match the name on the ID exactly.

Retrospective corrections to the PNR/ticket involve considerable effort and expense. For this reason, a fee of EUR 25 / CHF 25 / USD 25 / CAD 35 (or equivalent in the local currency converted from EUR as per standard conversion rules) per ticket will apply to a name correction made after an Austrian Airlines, Brussels Airlines, Lufthansa or SWISS ticket has been issued. The fee applies to any kind of ticket that needs to be exchanged due to a name correction (e.g. also INF and Rail&Fly).

These guidelines apply to all name corrections, which meet the following requirements:

- Issued on OS (257), SN (082), LH (220) or LX (724) document. EN (101) ticket stock is excluded from this policy.
- OS/SN/LH/LX/4Y/EN flight number and operated by OS/SN/LH/LX/4Y/WK/EN.
- Entirely unused ticket
- One name correction per person is permitted
- Changing the person travelling is never allowed
- The rules detailed here apply solely to individual bookings. The rules for group bookings apply as per the group contract.

2. Permitted Name Corrections

- **Legal name correction**

The **name of the person travelling** has **changed** as a result of marriage, divorce, gender reassignment, legal proceedings and/or due to a new passport/ID. The name update has taken place between booking and commencement of travel on first outbound sector.

Proof is required (e.g. a marriage certificate or decree absolute, divorce certificate), that the person travelling is the same. Once this is verified, the name will be corrected by the Lufthansa Group Agency Support.

- **Misspelled Name**

Not every request can be accepted as a name correction. The following corrections **are allowed**, once per passenger:

- Correction of **up to two (2) letters in the first-, middle- or last name** which can be corrected in the GDS* (e.g. BRWON to BROWN) or
- Correction of **nicknames** by the Lufthansa Group Agency Support (e.g. BILL to WILLIAM, USCHI to URSULA, PACO to FRANCISCO) or
- Correction of names in **inverted sequence** (first name/surname transposed, e.g. PETER/WILLIAM to WILLIAM/PETER or within first name/surname e.g. MEIER/PETER HANS to MEIER/HANS PETER) by the Lufthansa Group Agency Support

For name corrections of tickets sold in India or Brazil (Point of sale: IN or BR), please contact the Lufthansa Group Agency Support.

No other errors will be corrected PNR.

Passengers can decide whether they wish to travel with the incorrect name on their ticket/PNR, or buy a new ticket.

The addition of an SSR DOCS with the full/correct passenger name is recommended in case the passenger wishes to utilize the original ticket.

*) see WK exception under point 4. Technical Restrictions

3. Not permitted Name Corrections

The following name corrections are not permitted, and will therefore not be processed by Lufthansa Group Agency Support?

- Corrections of more than two (2) letters in the first-, middle- or last name are not permitted (exception: nicknames, passenger's first and surname inverted, legal name correction as explained above).
- Addition or deletion of second first- or middle names
- Addition or deletion of a second family name (provided that the name of the person travelling has not changed through marriage, divorce, etc.)
- Addition/change/deletion/exchange MR or MRS or MS or titles (e. g. Dr, Prof, etc) in case of mistake or wrong/missing input
- Change of first and/or last name of INF in case of wrong/missing input
- No other name corrections other than those listed under point 2 are permitted
- The person travelling must never be changed. If **another person is to travel, a new ticket has to be issued**. The new booking is subject to current availability and the current fares. The original ticket may be refunded in line with the fare conditions.

4. Technical Restrictions

In most instances where there are mixed PNRs involving other airlines, a new PNR should be created.

Once **segments by other airlines** (OAL = Other Airlines) are included in the PNR, often the OAL segments will be cancelled (UC/HX) automatically after updating a name in the PNR.

- **WK** operated flights **must be corrected by creating a new PNR**
All correction done within the same PNR will not be transferred/synchronized to WK and will cause errors upon check-in!
- If **Eurowings** (EW) segments are included in the PNR, please contact your Lufthansa Group Agency Support prior to a name correction.
- Alternatively, a booked **segment operated by another airline (OAL) in the original PNR can be rebooked on the basis of current availability**. If OAL flights are only still available in higher booking

classes, an additional fare payment must be made to the applicable fare.

- If an **FQTV element** is included in the PNR, a name correction is not possible. In certain instances, it is possible to delete the FQTV element and re-enter it after the name correction. If this is not technically feasible, a new PNR must be created.
- Depending on the **synchronisation functions** with the **global distribution system** (GDS) used, name corrections carried out by Lufthansa Group Agency Support may not be synchronised in the original PNR. Should this be the case, contact the GDS/NDC Help Desk. If synchronisation is not possible, a new PNR must be created.

Exception: for Name corrections in Farelogix (F1) PNRs contact the Lufthansa Group Agency Support.

5. New PNR creation process

- Enter the name correctly and in accordance with the passenger's **valid travel document** for the period of the trip.
- **Book the same flights** and original RBDs as in the original PNR:
 - OS/SN/LH/LX/4Y/WK/EN flights: depending on current availability, these can be booked
 - 'Confirmed' or
 - 'Waiting list' status or
 - in the next highest available RBD, if the original booking class is closed
 - Flights by other airlines: confirmed in the original booking class or in the next highest available booking class.
- The **original PNR must remain active & unchanged**

Contact the Lufthansa Group Agency Support:

- If required, the OS/SN/LH/LX/4Y/WK/EN flights will be reinstated in the new booking PNR and then the original PNR will be cancelled.
- The Lufthansa Group Agency Support cannot help you with flight confirmations for other airlines. If OAL flights can only be confirmed in a higher RBD the fare difference is applicable.

6. Name correction not permitted - options

- a) If the incorrect name is noticed immediately after the ticket has been issued, the ticket can be voided or refunded within the 'grace period' (next calendar day) and a new ticket with the correct name issued based on current availability.

- b) **New booking or new ticket based on current availability and prices:** in this case, a **waiver** for the originally issued ticket may be requested from the Lufthansa Group Agency Support – provided the person travelling and the booked flights remain unchanged and the new ticket is issued. The OPC and the DCC (YR Tax) will not be refunded.
A fee of EUR 25/CHF 25/USD 25/CAD 35 per ticket (or equivalent in local currency converted from EUR as per standard conversion rules) is applicable and can be deducted from the refund amount.

The fare/total price in the new ticket may be equal, lower or higher. It must be issued in accordance with all fare conditions at the time of ticketing.

- c) Entry of the **correct name as an SSR DOCS element** in the original PNR with the following output format:

```
SSR DOCS YY HK1 ///DDMMYY/F//LAST NAME/FIRST  
NAME/MIDDLE NAME
```

- In this case, it is highly recommended that the passenger carries a printout of the PNR during the journey.
- Please note that it is the passenger's decision to travel with a ticket with an incorrect name. If this causes problems, e.g. at check-in or immigration control, it may be necessary to purchase a new ticket with the correct name during the journey.
- SSR DOCS can be used, for example, if the second first name/middle name is missing. Please note that, in these instances, the passenger can only check in online with the name entered in the name field of the PNR/on the ticket.
- There is no charge for SSR DOCS entry.

7. Reissue of ticket

Once a name correction has been made, the ticket must be reissued.

- FE element: NAME CORRECTION must be entered in the FE element.
- DU Tax: in all instances where a reissue of a ticket after a name correction becomes necessary (even if only one or two letters changed), a fee of EUR 25 / CHF 25 / USD 25 / CAD 35 (or equivalent in the local currency converted from EUR as per standard conversion rules) per ticket is applicable.
If no DU Tax available (e.g. in ARC-markets), known settings are to be used.
- No waiver from your Lufthansa Group Agency Support is required for these reissues.

8. Name correction prior to ticketing

If a name correction is requested before the ticket is issued, the same rules apply as for a name correction after ticketing. Only corrections of a maximum of two (2) letters in the first-, middle- or last name, corrections of nicknames, inverted first- and last name and legal name correction are permitted.

Before ticketing, the fee does not apply.