

SAA NAME CORRECTION POLICY

1. CODESHARE & INTERLINE PNR's

Unfortunately name changes on existing PNR's containing codeshare flights or other Airline flights is not possible. The process for these Bookings is as follows.

- Split the passenger with the incorrect name details off the existing PNR
- Create a new PNR in the correct name at current availability & fare.
- Issue a new ticket at the current applicable fare in the available RBD's and endorse with NAME CORR FROM (and original PNR Reloc)
- Submit the original ticket via BSP for a full refund, less AUD60 admin fee per application, noting the new ticket number and reason NAME CORR with copies of passports.
- Meshing PNR's is not possible

If your booking contains only SAA 2 or 3 digit flight numbers and a name correction is required, the name corrections and changes should be requested via <https://www.flysaa.com/change-passenger-data> , the request is to be logged with a passport copy as name changes and corrections can only be authorized and processed by SAA Johannesburg please taking the below into account

2. NAME CHANGE AND CORRECTION AFTER TICKET ISSUANCE

- South African Airways provides additional services to all our passengers on flights. We offer the option of performing a name change or correction after ticket issuance at an applicable fee.
- All reservation agents need to ensure that the full names are exactly as it appears on the travel document to avoid any delays or inconvenience at the airport.
- Once a ticket has been issued, any misspelled names in the booking will be subject to South African Airways Name Change and Correction policy.

- Booking classes on the Saver Fare (G, W, and L) do not qualify for a name change. They are only permitted to have a name correction after ticket issuance, in accordance with the terms and conditions.
- Only one name change is restricted the system will restrict any attempts.
- Voyager Dynamic Awards are NOT allowed to use the name change function, all other Voyager redemption tickets booked in “I or X” class are restricted.

2.1 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-routing is not permitted.
- Complete Title change is permitted at the applicable fee ONLY at check-in.
- Group PNR is not permitted for a name transfer.

2.2 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.

2.3 Limitation on the Name Change and Correction.

- Partially used tickets are not permitted.
- A PNR qualifies for one Name Change and Correction only on published fares.
- IT Fares do not qualify for Name Change and Name Correction
- Booking with Codeshare and Interline sectors are not permitted.
- Group PNRs.

- The email address on the booking must be the same as the requestor, email address inserted as SRCTCE.
- NMCG and NMCR EMD's are non-refundable.
- Purged PNR`s are not permitted.
- The endorsement on the FE element must be:
 - ❖ REISSD DUE TO NMCG CHANGE or
 - ❖ REISSD DUE TO NMCR CORRECTION
- Inversed names will be allowed only on Domestic and Regional flights, official Identity document must be produced upon check -in. (No exceptions: No Check-in/Boarding will be allowed without proper identification/Passport.)
- **Title change will be allowed only on SA flights on the day departure upon check-in. NB: All Passenger Type Codes (ADT, CHD, INF, U08) cannot be amended.**