



## **Name Correction Policy**

ANA prohibits any changes in the name field after PNR creation

However name correction may be accepted as an exception only when rebooking is not possible and when it fulfills the following conditions

- Correction of spelling, initial, 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 and divorce
- Incorrectly-input name (including misread kanji)
- If the ticket has already been issued, it is a 205 ticket
- Flights operated by other airlines are not included in the itinerary
- There are no changes in flight, date or itinerary

### **1) Before departure & before ticketing**

A. Are the same booking class seats available?

Yes ➤ Create a new PNR and cancel original PNR

No ➤ Please contact ANA Call Centre on 1800 081 765 to obtain an authority for name change

You may be asked to send a photocopy of the passenger's passport and supporting documents depending on a scenario to verify correct names

After obtaining a name change authority from ANA in the PNR, you can 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

No ➤ Please contact ANA Call Centre on 1800 081 765 to obtain an authority for name change

You may be requested to send a photocopy of the passenger's passport and supporting documents depends on scenario to verify correct names

After obtained a name change authority from ANA in the PNR, you can contact your GDS Help Desk to amend name



- B. Issue a new ticket with correct name with **current air fare**\*
- C. Contact ANA Inside Sales Team by email ([sydsales@ana.co.jp](mailto:sydsales@ana.co.jp)) for waiver of cancellation penalty of the original ticket by advising a new ticket number with a photocopy of their passport (and supporting document if necessary)
- D. Consolidator/Ticketing Agent can process full refund of the original ticket through GDS with the obtained waiver number

*\* ANA does not charge Name Correction fee. New tickets issued with correct name must be based on a current fare and the fare level must be equal or higher to the original fare.*

*Fare difference between original fare and current fare may apply and are payable upon issuance of new ticket.*

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