

Virgin Atlantic Sales Bulletin

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NAME CORRECTION POLICY

Please be informed that there is changes to Virgin Atlantic's Name Correction Policy (Effective 01 February 2017). The new policy, which applies worldwide to VS 932 ticket stock, will allow travel agents to make minor corrections.

Virgin Atlantic does not permit entire name changes to another customer as tickets are non-transferable. Any corrections made outside of the policy will be subject to ADM as part of the audit process.

Bookings must be created using the customer's full first and last names as they appear in their passport. It is essential that the name shown on a booking, ticket and the customer's passport are exactly the same.

Middle names and Titles are not required for travel, however if they are added to the ticket, they must be displayed in the correct order.

If a ticket has been issued in the customers married name and their passport displays the maiden name (or vice versa) or they have legally/officially changed their name, documentation must be supplied to prove it is the same customer. For amendments of this nature, you must contact Virgin Atlantic Sales Support to action.

In the event of a death of one of the travelling customers, please contact Virgin Atlantic Sales Support.

Un-Ticketed Bookings

Name corrections of a maximum three characters are permitted free of charge for un-ticketed bookings, to reflect the customer full first and last names as it appears in their passport. Please contact your GDS helpdesk for relevant entries.

Ticketed Bookings

Name corrections of a maximum three characters are permitted free of charge, to reflect the customers full first and last names as they appear in their passport. The following SSR must be added to the booking:

SSROTHSVS – CORRECT NAME N2 JON SMIT SHOULD BE JOHN SMITH

Please contact your GDS helpdesk for relevant name change and reissue the ticket after name change is done.

Any name corrections of four characters or more, the Agent must contact Virgin Atlantic Sales Support for approval. If approved the airline will place an authorisation in the booking, allowing the correction to be made. The agent will need to reissue the ticket using the approved correction.

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Only one reissue for a name correction is allowed per customer ticket. If the name requires further correction and the ticket needs to be reissued a second time, please contact Virgin Atlantic Sales Support for assistance.

Bookings with other carriers in the itinerary

We are only able to action name corrections against bookings where the flight is operated by Virgin Atlantic Airways and Delta Air Lines.

Any name corrections where there is a flight operated by another carrier, the Agent must contact each airline to obtain approval for the name correction, an SSR must be entered to the booking:

SSROTHSYKK1* VS APPROVED UPDATE TO NAME TO SHOW CORRECTLY

SSROTHSYKK1* EI BETH APPROVED UPDATE TO NAME TO SHOW CORRECTLY

If any of the other airlines within the journey do not accept name corrections, the agent must cancel and rebook under correct name.

Any other name corrections not covered under this policy require a new booking to be created, using current availability and fare validity.

If you have any queries relating to this communication, please contact our Sales Support – HKG.SalesSupport@fly.virgin.com or +852 2532 3080.