

海航集团海南航空控股股份有限公司 国际业务文件

主送方：各营业部及驻外办事处 发件方：海航控股商务委员会国际部

签发人：朱力

经办人：赵元龙、赵璐

抄送：海航（财务部）页数：12 发布对象： 营业部、驻外办事处 代理人

发布方式： 销售终端

电子运价手册

海航网站

关于海航国际客票修改姓名及证件号的规定

随着电子商务及多渠道销售业务的快速发展，客票姓名有误的情况时有发生。为了确保各位旅客顺利出行，即日起，旅客在购票过程中因人为原因造成乘机人姓名或证件号输入错误需要修改的，海航客服中心将提供旅客姓名或证件号修正服务。

1. 前提条件

- 1) 通过致电海航 95339 客服热线进行申请或前往海航境内外直属售票处进行现场办理。
- 2) 同一客票，姓名与证件号，只能更改其中一项，且每张客票只能更改一次。

2. 针对 880 票证开具的海航为实际承运人的航班、海航与外航联运的航班以及海航为市场方的代码共享航班

- 1) 姓名修改范围：

原则上，汉语拼音、英文姓名允许变更的字符数最多不超过 3 个（含）的英文字母。

但在能够判定乘机人为同一人的前提下，允许变更的字符数不受 3 个（含）的英文字母的限制。包括并不限于如下情形：

- (1) 汉语拼音、英文姓与名发生颠倒（姓名颠倒、名字颠倒）时；
- (2) 英文姓名 FIRST NAME、MIDDLE NAME 颠倒及 MIDDLE NAME 漏订时；
- (3) 台湾拼音、香港拼音等与汉语拼音音同拼写不同时，例如：“LIQIAN”可改为“LEEQIAN”；
- (4) 姓名重复时，例如：CHENYI/CHENYI；
- (5) 姓名为整体（不分名和姓），但订票时对姓名进行了区分，需要复原时，如原名 AUCHMANMODE, 错订成 AUCH/MANMODE,需要复原成 AUCHMANMODE/XX；

2) 证件号码修改范围：

- (1) 证件号码：可以更改，且最多只能更改其中 2 个字符（含英文字母）。

但若在旅行途中，旅行证件发生变更或丢失（使用临时证明乘机）时，在能够判定乘机人为同一人的前提下，允许变更的字符数不受 2 个（含英文字母）的限制。

- (2) 护照有效期：可以更改，修改内容不受限制。
- (3) 出生年月日：原则上不得更改。遇特殊情况（如证件号和旅客姓名信息都正确），在判定乘客与原出票人为同一人，不存在换人的情况下，可以进行修改。

(4) 针对上述未提及的证件信息，均默认为不得更改。

3) 更改费用：

更改姓名或证件号时免收服务费。

3. 客票修改操作流程：

海航境外办事处或直属售票处、95339 在订座系统里提取 PNR，
修改旅客姓名：

1) 全程为海南航空实际承运航段(含包机)及海航为市场方的代码
共享航班，不包含 SPA 及外航 ADD ON 航段的电子客票修改：

(1) 在 RMK 备注里做“修改姓名/PX+海航直属售票处、
95339+工作人员姓名”例如，95339 李 XX 修改了一个
PNR 里的第二个旅客姓名，在 RMK 里标注为“changed
name/p2 95339 lixx”。

(2) 票面处理：修改 PNR 后务必 DETR 提取票面确认票面姓
名发生相应变更，并在客票历史中 TRMK 备注海航办事处
或直属售票处、95339 及操作人姓名。

注：针对不能直接在 PNR 里修改名字的代码共享航班，参照 2)
的规定按重购客票处理。

2) 客票上的行程中含 SPA 航段及/或外航 ADD ON 航段客票的修
改：

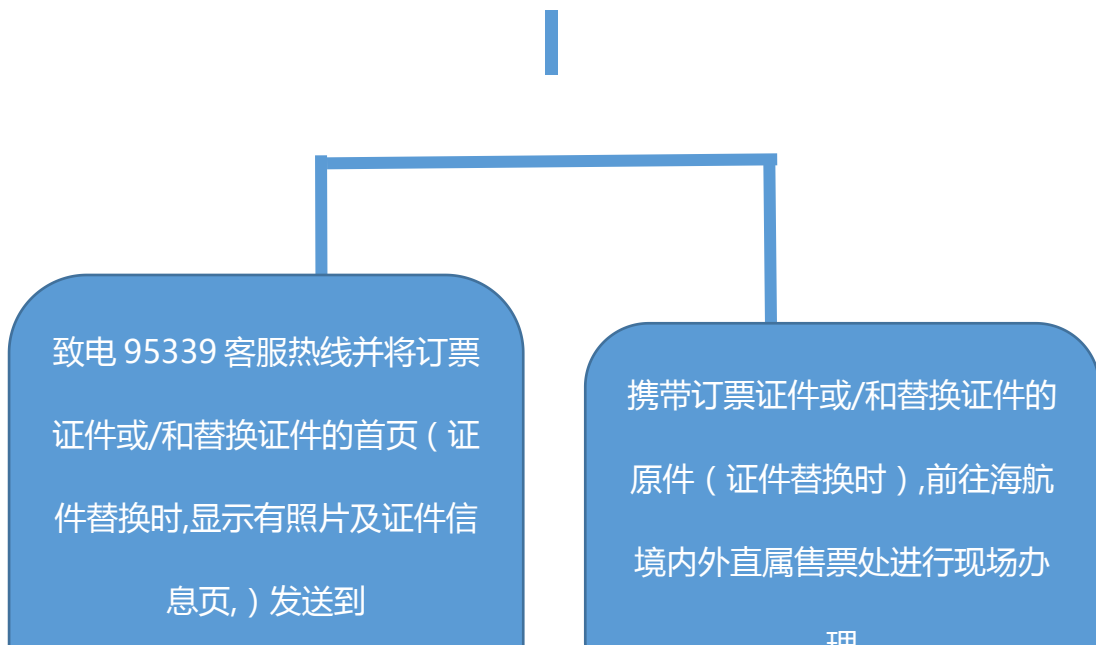
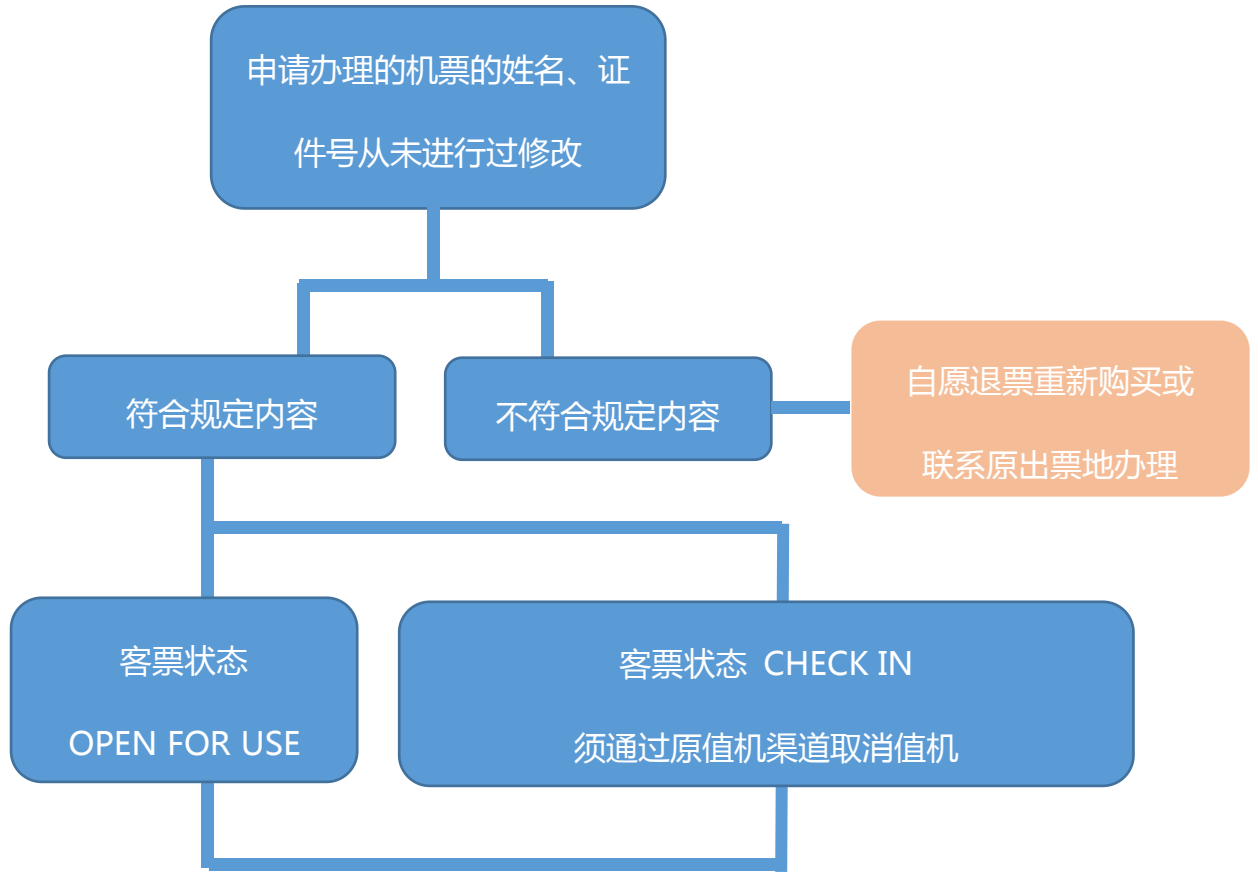
(1) 按照正确的姓名重新开具新客票，且航程日期与原客票必
须一致。并在新客票 PNR 中的 RMK 备注里做“修改姓名/
原客票 PNR 记录+海航办事处或直属售票处、95339+工
作人员姓名”，例如，95339 李 XX 修改了一个 PNR 里的

第二个旅客姓名，在 RMK 里标注为“changed name/jv12t 95339 lixx”。同时在 FC 项中输入原客票票号，IE 项的最前面增加代码“CHNA”。

- (2) 新客票出票后，旅客需按实际销售价格支付票款及税费，原客票未使用航段可按非自愿退票办理（退票在原出票地办理）。
 - (3) 如旅客不同意自行承担所需补交的差额的，请旅客联系原出票地办理。
4. **针对团队客票旅客，请自行联系原出票地办理。**
 5. **不符合上述规定的情况的，请自行联系原购票地，自愿退票后重新购票。**
 6. **业务办理流程图，见附表。**
 7. **本政策自下发之日起生效，同时废止《HUIR12069 关于国际电子客票旅客姓名更改操作规定》及《HUIR18117 关于海航国际客票修改姓名及证件号的规定》。**

海航控股商务委员会国际部
2019 年 1 月 2 日

附表：业务办理流程图



更改姓名或证件号,
免收服务费

HNA Holding Group Hainan Airlines Co., Ltd.

International Business Documentation

To: Business departments and overseas offices

From: International Business Department-Board of Commerce- Hainan Airlines

Issued by: Zhu Li

Processed by: Zhao Yuanlong, Zhao Lu

Cc: Hainan Airlines (Finance Department) **No. of Pages:** 5

Recipients: Business Departments and Overseas Offices Agents

Means of Publication: Sales terminals Electronic fare handbook

Hainan Airlines website

Regulations on Amending Names and Identification numbers on

Hainan Airlines International Passenger Tickets

With the rapid development of e-commerce and multichannel sales, name errors on passenger tickets are more frequent. In order to ensure smooth travel for all passengers, from now on, if a name or identification number error occurs during the ticket purchase and must be changed, the Hainan Airlines Customer Services Center will provide a name or identification number amendment service.

1. Preconditions

- 1) File an application by calling the Hainan Airlines customer service hotline at 95339, or go to a Hainan Airlines domestic and overseas ticket office for on-site processing.
- 2) On the same passenger ticket, you can either change the name or the identification number. Each ticket can only be changed once.

2. For 880 tickets issued by Hainan Airlines, where Hainan Airlines is the operating carrier or is connecting with other airlines, or as marketing carrier for code-share flights

- 1) Name change limitations:

In principle, the maximum number of character changes allowed for Chinese Pinyin and English letters should not exceed 3 English letters (inclusive).

However, with the precondition that the passenger is the same person

and their identity can be confirmed, the maximum number of character changes allowed for Chinese Pinyin and English letters is not limited to 3 English letters (inclusive). Including, but not limited to the following circumstances:

- (1) When Chinese Pinyin and English first names and last names are reversed (first and last names are reversed or given names are reversed);
- (2) When the FIRST NAME and MIDDLE NAME are inverted, or when the MIDDLE NAME is missing in English;
- (3) When Taiwan Pinyin, Hong Kong Pinyin and other Chinese Pinyin are spelled differently, for example:
- (4) "LIQIAN" becomes "LEEQIAN";
- (5) When the name is repeated, such as: CHENYI/CHENYI;
- (6) When there is a full name (the first and last names are not separated),

whereas the name was separated when the ticket was booked, for example, if the name AUCHMANMODE is wrongly entered as AUCH/MANMODE, and it needs to be reverted to AUCHMANMODE/XX;

2) Change limitations to identification numbers:

- (1) Identification numbers: can be changed, but only up to characters (including English letters).

However, if the travel document is lost or replaced during travel (using

temporary documents for the flight), the number of characters that can be changed is not limited to 2 (including English letters), with the precondition that the passenger is the same person and their identity can be confirmed.

- (2) Passport validity period: can be changed without restrictions.
- (3) Date of birth: cannot be changed in principle. However, in special circumstances (for example, the identification number and passenger name are correct), it can be changed by the judgment that the passenger and the original drawer is the same person, and there is no substitution.
- (4) Under normal circumstances any travel document information not covered above cannot be changed.

3) Change fee:

No charge when changing a name or identification number.

3. Procedures for ticket change:

Overseas offices or ticket offices of Hainan Airlines and 95339 extract

PNR in the reservation system to change the passenger name:

- 1) To change electronic tickets for the whole flight of the actual segment of Hainan Airlines (including chartered flight) and the code-share flight with Hainan Airlines as the marketing carrier, excluding SPA and ADD ON flight segments of other airlines:

- (1) Note in RMK "changed name/PX+ the ticket office of Hainan

Airlines or 95339 + staff name". For example, Li XX of 95339 changed the name of the second passenger in a PNR and marked it as "changed name/p2 95339 lixx" in RMK.

- (2) Ticket processing: Upon the change of PNR, the ticket must be withdrew in DETR to confirm that the ticket name has been changed accordingly, and the ticket office of Hainan Airlines, 95339 and the name of the operator must be noted in TRMK of the ticket history.

Note: For code-share flights unable to change names directly in PNR, it will be regarded as repurchase in reference to the provisions of 2).

- 2) To change tickets which cover SPA segment and/or ADD ON segment

of foreign airlines:

- (1) A new ticket must be issued with the correct name, and the date of flight must be the same as the original ticket. Note in RMK of PNR on the new ticket "changed name/PNR record of the original ticket+ the office, the ticket office of Hainan Airlines or 95339 + staff name". For example, Li XX of 95339 changed the name of the second passenger in a PNR and marked it as "changed name/jv12t 95339 lixx" in RMK. At the same time, enter the original ticket number in FC, and add the code "CHNA" in front of IE.
- (2) After the new ticket is issued, the passenger shall pay the fare and tax according to the actual sales price, and involuntary refund can be got for the unused section of the original ticket (refund is

handled at the original place of issue).

- (3) If the passenger does not agree to pay the price difference, the passenger must contact the original ticket issuer.
- 4. For group tickets, please contact the original ticket issuer.**
- 5. If you do not meet the conditions listed above, please contact the original ticket issuer, and re-purchase the ticket, following a voluntary refund.**
- 6. Please see the attached flow-chart for the business handling procedure.**
- 7. The Regulation shall be valid from the date of issuance, <HUIR12069 Regulations on Amending Names and Identification numbers on Hainan Airlines International Electronic Tickets> and <HUIR18117yuRegulations on Amending Names and Identification numbers on Hainan Airlines International Passenger Tickets > shall be invalidated as of the same date.**

International Business Department-Board of Commerce

-Hainan Airlines Co.,Ltd

January 2, 2019

Attachment: Business handling procedure

