

Passenger Name Change Guideline and Procedure

Effective on 19 June 2023

In order to enhance the passenger name change policy, the guideline for passenger name change was revised from 19 Jun 2023.

I. Applicable

- a. HX 851 ticket stocks
- b. HX operating flights
- c. Applicable for ticketed PNR only
- d. Applicable to individual bookings and Group bookings
- e. Name change is acceptable for the same person ONLY and No passenger change is allowed
- f. HX charter flights: Name change on charter flight should get the authorization from Charterer via Airline Planning Charter team

II. Not Eligible for Name Change

- a. HX codeshare flights
- b. ID/AD tickets

III. Name Change Criteria for Individual Bookings (FIT)

- a. Individual (FIT) Bookings without Fee
 - With below Name change criteria for FIT booking will be entitled one time free of charge.
 - Corresponding document MUST be provided as an evidence for any name change requested.

	Name change Criteria for FIT Bookings	Example	Remark
1	Title / Gender Correction	CHAN/TAI MAN MS <-> CHAN/TAI MAN MR	-
2	Add/Remove/Change Middle Name	CHAN/TAI MAN <-> CHAN/DAVID TAI MAN	-
3	Inverted Name	TAI MAN/CHAN <-> CHAN/TAI MAN	Name component must be the same
4	Correction less than/equal to 3 characters	CHAN/MCIHAEL <-> CHAN/MICHAEL	-
5	Pronunciation mistake	KWOK/CHI KEUNG <-> GUO/ZHI QIANG	-
6	Legal reasons	CHAN/TAI MAN <-> MACHAN/TAI MAN	Marriage/Divorce/Adoption etc.

b. Individual (FIT) Bookings with Fee

- If criteria not match with item III a., Name Change Fee will be collected

Applicable Fee for Name Change
HKD 400 or Equivalent to Local Currency

IV. Name Change Criteria for Group Bookings

a. Group Bookings without Fee

- One time waiver will be entitled under below name change criteria for Group passengers
- Corresponding documents MUST be provided as an evidence for any name change request

	Name change Criteria for Group Bookings	Example	Remark
1	Title / Gender Correction	CHAN/TAI MAN MS <-> CHAN/TAI MAN MR	-
2	Add/Remove/Change Middle Name	CHAN/TAI MAN <-> CHAN/DAVID TAI MAN	-
3	Inverted Name	TAI MAN/CHAN <-> CHAN/TAI MAN	Name component must be the same
4	Correction less than /equal to 3 characters	CHAN/MCIHAEL <-> CHAN/MICHAEL	-
5	Pronunciation mistake	KWOK/CHI KEUNG <-> GUO/ZHI QIANG	-
6	Legal reasons	CHAN/TAI MAN <-> MACHAN/TAI MAN	Marriage/Divorce/Adoption etc.

b. Group Bookings with Surcharge

- If criteria does not meet above item IV a., Name change fee will be collected

Applicable Fee for Name Change	
Normal Season	Peak Season [#]
HKD 500 or Equivalent to Local Currency	HKD 800 or Equivalent to Local Currency

Peak season refer to GI: HXNOTE/501

V. Name change for Group Tour Leader

- a. Early final request by Revenue Control due to flight critical

Scenario		Wavier for Name Change	Applicable Fee after one time waiver
1	Name change under same person	One time waiver only	Normal Season - HKD 500 Peak Season [#] - HKD 800
2	Tour Leader change		

Peak season refer to GI: HXNOTE/501

- b. Other Group Tour Leader except Item V. a.

Scenario		Applicable Fee	
3	Same Tour Leader name change out of Item IV.a. mentioned	Name change fee applies	Normal Season - HKD 500 Peak Season [#] - HKD 800
4	Tour Leader change due to sickness	Name change fee will be waived if able to provide BOTH supporting documents below; otherwise name change fee applies 1. Staff ID 2. Medical certificate	

Peak season refer to GI: HXNOTE/501

Special Note for Group Bookings

Failure to comply with the name change policy and any illegal name change will result in the demotion of the confirmation and a warning letter will be issued by the company to the concerning person(s).

VI. Name Change Procedure

- a. After name change has been performed, "OSI" (other services information) must be added into the PNR to state the "original (incorrect) passenger name", new (correct) name" and the staff name:

- Within the criteria which name change fee is not applicable:

OSI HX NAME CHANGE FM 1GUO/ZHI QIANG TO 1KWOK/CHI KEUNG X NAME CHANGE FEE IS
WAIVED UNDER POLICY X C08MK

- Within the criteria which name change fee is applied:

OSI HX NAME CHANGE FM 1WONG/KAR MING TO 1WONG/KA MING X NAME CHANGE FEE
COLLECTED X MCO 8511201234567 X C08MK

- b. For any changes in the Airport, special NAME CHANGE REMARKS should indicate in the PNR and email should be sent to CSC and passenger return Airport for further handling, in order to prevent any confusion on onward and return sectors.

VII. Name Input Restrictions

- Due to system constraint, surname and given name must be inputted into name field. For passenger who has either surname or given name only, please use the gender to be the given name.

Policy	Example
1Surname/Gender	1TESTINGMODE/MR
Or	Or
1Givenname/Gender	1DIANNAROSS/MS

VIII. Summary Report

- Monthly report should be provided to GDS management team by 1st week of next month

Important Notes:

- Name Change Fee is Non-refundable
- The Fee is collected per each name change request
- No discount for CHD/INF ticket
- This memo is for HX internal use only

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