Emirates pre-ticket name change policy 01 April 2020

Name changes to a PNR are not permitted, where a completely different person is travelling a new booking must be made and a new ticket paid for.

Types of name corrections that are permitted–

Misspelling of name / incorrect title / middle name as first name / married / maiden name issue.

Only one name correction per passenger is permitted subject to below conditions.

Examples

Jones/RobMr should be Jones/RobertMr

Smith/JulieMr should be Smith/JulieMrs

Hughes/TracyAnnMiss should be Hughes/AnnTracyMiss

Complete name change e.g. **MOON/MIKE** to **SUN/MITCHELL** or **SMITH/PEGGY** to **JOHN/PAMELA** is not allowed.

For Married/Maiden name correction, copy of marriage certificate or proof of marriage required as supporting documentation.

If you are unsure please check with the Sales Support Team to avoid any ADM’s for incorrect name corrections being raised.

Please see below procedure to amend above listed name errors.

**Before Ticket issued**:

A new booking should be created with the correct details as per current availability. The agent should then contact Emirates Sales Support with the old PNR (still live) and new PNR to request a name merge if original class is not available.

Alternatively please speak to your GDS helpdesk to check if the name can be amended on the original PNR.