

# NAME CORRECTIONS POLICY

22 JUNE 2022

This document shall provide you with a transparent overview of the circumstances under which name corrections can be made when selling Air Mauritius.

Please ensure passenger's names are booked as reflected as in the passport used for travel.

## ❖ Scope

This policy covers name corrections on Air Mauritius (MK) for the following:

- ✓ Correction of up to three (3) characters in the first name, middle name and / or surname
- ✓ Inverted names (e.g. Margaret/Smith to Smith/Margaret)
- ✓ Replacing a nickname with a full name (e.g. Liz to official name Elizabeth).
- ✓ Correcting a middle name or middle initial.
- ✓ Correcting a title (e.g. Mr to Mrs).
- ✓ Removing a suffix or prefix.
- ✓ Marriage / Divorce name (with proof that the person travelling is the same).

Please note:

- The rules for group bookings apply as per the group contract.
- Only one single name correction per person is permitted.

## ❖ Administration Charges (name fee)

Air Mauritius collects a name fee of GBP50.

This policy applies:

- ✓ To tickets issued on MK (239) ticket stock.
- ✓ To bookings ticketed in the UK.
- ✓ To sectors booked on MK operated flights.
- ✓ To INS (infant seated) bookings.

## ❖ Name Corrections on MK codeshare flights operated by other Airlines - Ticketed on MK 239

For sectors operated by other airlines (OAL) but ticketed on Air Mauritius, the PNR needs to be cancelled and a new reservation has to be made using the current availability. Any ADC from higher fare must be collected plus MK name correction fee. It is not possible to have the same seat preference between the original and the new PNR.

## ❖ Acceptable Name Corrections – tickets have not been issued (Free of charge)

Name and title corrections are permitted free of charge, provided the tickets have not been issued. Please contact your GDS helpdesk for relevant entries.

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**Please note that when making name corrections this can cancel the ticketing time limit. If the PNR is cancelled, MK cannot guarantee a full reinstatement in the original RBD's 100% of the time. If in doubt, please request the name change via our Sales Support or email [uksales@airmauritius.com](mailto:uksales@airmauritius.com)**  
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❖ **Name Correction on MK flights – Ticketed on 239 stock (Fee GBP50)**

Amadeus, Galileo, Sabre and Worldspan users:

- Please email [uksales@airmauritius.com](mailto:uksales@airmauritius.com) with supporting documents.
- Please create a new booking only for the passenger incorrectly booked with the correct name, matching itinerary/flights and RBD as the original PNR.
  - If same class available, please reissue ticket at nil value collecting only MK name correction fee – please issue an EMD as SSR ancillary service NCHG (EMD NCHG/RFIC D-OL7). Please cancel the original PNR.
  - If same class not available, please reissue ticket collecting any additional amount resulting from higher fare plus MK name correction fee – please issue an EMD as SSR ancillary service NCHG (EMD NCHG.RFIC D-OL7). Please cancel the original PNR.

❖ **Travel Agents booking and ticketing responsibilities**

We would like to remind you of the importance of ensuring that passenger names must match their passports.

If the original itinerary is not available and the itinerary includes other airlines (OAL) including flights operated by other airlines (OAL) please cancel the booking and process a refund with the applicable penalties.

Name changes from one person to another are NOT permitted. Ticket must be refunded with the applicable penalties and a new ticket must be issued.

The principles set out in this policy are solely for name corrections and cannot be used in conjunction with Air Mauritius Flexible Policy. Tickets are not transferable when processing name corrections. Original tickets must be converted to a travel voucher GFFT. Please submit your request to the support team via [uksales@airmauritius.com](mailto:uksales@airmauritius.com).

Air Mauritius will provide carriage only to the Passengers named on the Ticket. Passengers may be required to produce appropriate proof of identity.

If the tickets of the passengers were issued by or on behalf of another airline, it is the property of the airline which issued it. Air Mauritius name correction policy will not apply and the Travel agents must contact directly the issuing carrier.

Acceptable documentation includes, but is not limited to copies of passport, marriage certificate and ID. Passenger's middle name is optional in the PNR. Adding or deleting is not required provided pnr DOCS information matches the full name on the passport.

Only one reissue for a name correction is permitted per ticket. If the name requires further correction, please refund ticket applying the applicable fare cancellation fee.

Passengers shall not be entitled to be carried on a flight unless they can provide proof of identity and a valid Electronic Ticket has been duly issued in the correct name.

Air Mauritius UK Sales Support.