

YVR2018-001

## Important Notice of Name Correction

In the case when an incorrect name is on passenger's ticket, for any mistakes within 3 letters/any repeated first names/only one middle name missing, you can apply for a Waiver Code for full refund. Any mistakes outside of the range mentioned above will be subject to voluntary refund rules.

### A. Procedure for Before Departure Name Correction:

- Create a new PNR with correct name and same class of service (if there is no same class, please make a waitlist).
- Send an email to [info@cs-air.ca](mailto:info@cs-air.ca) to request for a waiver code, including original & new PNR, and a copy of passenger's passport.
- Cancel the original PNR after same class of service confirmed.
- Using the waiver code, fully refund the original ticket without penalty.
- Issue a new ticket with the original fare and taxes, and enter in the Endorsement Box: "NM CHG for 784-\*". ("784-\*" is the original ticket number.)

### B. Procedure for After Departure Name Correction:

- Create a new PNR with correct name and same class of service for unused segments in original ticket (if there is no same class, please make a waitlist).
- Send an email to [info@cs-air.ca](mailto:info@cs-air.ca) to request for a waiver code, including original & new PNR, and a copy of passenger's passport.
- Cancel the original PNR after same class of service confirmed.
- Using the waiver code, refund the fare for unused segments on the original ticket without penalty.
- Issue a new ticket with the refunded amount of fare and taxes, and enter in the Endorsement Box: "NM CHG for 784-\*". ("784-\*" is the original ticket number.)

We strongly recommend that you finish the correction procedure before passenger's departure date. Also, if the ticket contains flight segments with any other airlines, we cannot guarantee a confirmed same class of service.

Thank you for your support and cooperation

China Southern Airlines Vancouver Office

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