



IMPORTANT TRAVEL AGENT UPDATE

PASSENGER NAME CORRECTION FEE

04 July 2018
Canada

Dear Travel Partner:

For compliance with immigration, security and government requirements, the passenger name contained in the booking must match that shown on the passenger's travel document. A name discrepancy between the PNR and the travel document may result in denied boarding or entry refusal on arrival at the destination.

Name change is NOT permitted. A minor name correction will be authorized without a fee in the following cases:

- Same person with name wrongly input due to typo up to 3 letter
- Middle name addition or deletion
- Surname and First name swapped
- Title or gender correction.

With immediate effect all ticketed PNRs are subject to a name correction fee of **USD30 (If originating North America, Japan and Taiwan) USD60 (If originating other ports)** or CAD equivalent payable by EMD for moderate name correction such as:

- Same person with name wrongly input due to typo of more than 3 letters.
- Surname changed after marriage (Proof of documentation will be required)

An SSR message must be sent through the agency GDS to obtain name correction approval from CX before any correction could be made in your GDS. Otherwise it will result in the booking being cancelled and a debit memo issued.

- Please note the system will automatically remove the original ticket number in the PNR after the name is corrected in the GDS and will impose a new ticketing deadline. Ticket must be exchanged according to the new deadline. (Note: Ticketing deadline is displayed in GMT time).
- Please also note the TICKET REISSUE FEE will apply if applicable even for approved name correction.

Thank you for your attention and continued support.

***Cathay Pacific Airways
Revenue Management - Canada***