

# **Porter Airlines Name Change/Correction Policy for Electronic Ticketed Bookings**

**NAME CORRECTIONS**

Porter allows name corrections to ensure that a passenger's ticket/itinerary matches their government-issued photo identification. **Name corrections are not allowed to substitute one passenger for another.** That would be considered a name change and would be subject to our **NAME CHANGE** policy (below).

**Please note:** The policy below applies to E-TICKETED reservations only, which are wholly unused, issued on Porter 451 ticket stock where all flights are both marketed and operated by Porter Airlines, and in OPEN status. **For all INSTANT PURCHASE (ticketless) reservations, name corrections and name changes can only be handled by the call centre by calling 416-619-8622 or Toll Free 866-619-8622.**

The following **exclusions** apply:

- If the ticket includes flights marketed or operated by another carrier (such as Air Transat, JetBlue, Qatar)
- If the ticket is issued on a ticketing plate other than PD/451
- If more than three letters of the passenger's last name or first name must be corrected
- If the name has already been previously corrected
- If the booking is partially travelled

Porter's Name Correction policy permits the **issuing** travel agency to self-manage minor name corrections directly in their GDS for e-ticketed files without needing to contact Porter for assistance or authorization. The following guidelines apply.

- Applies to PD/451 ticket stock only
- All flights on the itinerary must be marketed and operated by Porter (Codeshare, OAL or Interline bookings not permitted).
- Must be an original document that is fully unused, in OPEN status
- Only one name correction will be permitted per original document
- The Secure Flight Passenger Data (SFPD) information must be corrected before reissue
- Only one correction scenario permitted

**Name Correction scenarios that can be self-managed by the travel agent (review reissue instructions below):**

Scenario	Example	Use Waiver
Correct spelling of passengers' first name of up to a <b>max. of 3 characters</b>	- SMITH/STEVEN to SMITH/STEPHEN - JONES/LYNN to JONES/LYNE	<b>PD1STNAME</b>
Correct spelling of passengers' last name of up to a <b>max. of 3 characters</b>	- SMYTH/STEPHEN to SMITH/STEPHEN - BROWE/LISA to BROWNE/LISA	<b>PDSURNAME</b>
Correct/add/remove middle name or middle initial	- LONG/ALBERT to LONG/ALBERT JOHN - THOMPSON/ALISON A to THOMPSON/ALISON	<b>PDMIDNAME</b>
Remove or add prefix or suffix	- BURTON/DALE MRS to BURTON/DALE MR - WILLAMS/MARK to WILLIAMS JR/MARK	<b>PDPSNAME</b>
Inverted first and last name	- ADAM/DAVID MR to DAVID/ADAM MR	<b>PDINVNAME</b>

Name Correction and Reissue instructions:

1. If name correction is permitted as above, correct the name in your GDS, update the SFPD and save file.
2. Reissue the eticket documenting the appropriate waiver above to the ENDORSEMENT box without spaces or extra characters. The travel agent may process as an EVEN EXCHANGE, waiving the normal name change terms and fee, provided the original ticketed itinerary has not been cancelled or changed.
3. If the original ticketed itinerary has been cancelled or changed, the travel agent may only waive the normal name change terms and fee, however the applicable change penalties and fare/tax difference must be collected on reissue.
4. Once the name has been corrected, and e-ticket reissued please notify Porter via email to [agency.services@flyporter.com](mailto:agency.services@flyporter.com). Include the original and new e-ticket in your email.

**Please note:** Porter does not accept notification of waivers by OSI or SSR. Waivers must be documented without spaces or extra characters in the Endorsement box of the exchange. Missing, incorrect, incomplete, improperly applied or otherwise invalid waivers will be deemed unauthorized and subject to recall by Agency Debit Memo (ADM).

**Examples of Name Correction scenarios that cannot be self-managed by the travel agent (review requirements provided below):**

Scenario	Example	Action
Change nickname to legal name	- COURT/LIZ to COURT/ELIZABETH - PARKER/JONATHAN to PARKER/JON	Please contact carrier, see below
Legal name change (due to marriage or divorce)*	- Passenger CHAPMAN/MARIA has a new passport with married name JONES/MARIA	
Correct spelling of passengers' first AND last name	This scenario is typically considered a NAME CHANGE	

*Name corrections for the above scenarios cannot be managed by the travel agency without written authorization from Porter. The travel agent must acquire and send supporting documentation to [agency.services@flyporter.com](mailto:agency.services@flyporter.com).*

*The documentation must support that the ticketed name and the intended name are in fact the same person.*

*Examples:*

- 2 Government-issued photo ID: 1<sup>st</sup> with the ticketed name, 2<sup>nd</sup> with the intended name
- \_\_\_Government-issued name change certificate which shows both ticketed name and intended name.

Without adequate evidence to support that the two names are the same person, normal name change terms/procedures will apply. Please see **NAME CHANGES** below.

**NAME CHANGES**

Changes to passenger names that do not meet our NAME CORRECTION policy are considered a NAME CHANGE. All Porter fares, with exception to Basic fares, permit a complete name change on fully untraveled itineraries. Fares that permit a name change will include terms in CAT16 - PENALTIES in the GDS for the fare purchased including the fee that must be collected on reissue. Basic fares do not permit changes, thus a name change is not permitted.

**Please note:** The policy below applies to Porter 451 ticket stock where all flights are both marketed and operated by Porter Airlines.

The following **exclusions** apply:

- If the ticket includes flights marketed or operated by another carrier (such as Air Transat, JetBlue, Qatar)
- If the ticket is issued on a ticketing plate other than PD/451
- If the name has already been previously changed
- If the booking is partially travelled or a segment is a no show
- If the booking contains a Basic fare component
- Group bookings - please contact your Groups Coordinator for any changes - fees may apply
- Instant purchase (ticketless) reservations. Please contact the call centre directly at **416-619-8622** or *Toll-Free 866-619-8622 for assistance.*

Porter's Name Change policy permits the issuing travel agency to self-manage name changes in their GDS for e-ticketed files, where permitted, without needing to contact Porter for assistance or authorization. The following guidelines apply.

- Applies to PD/451 ticket stock only
- All flights on the itinerary must be marketed and operated by Porter (Codeshare, OAL or Interline bookings not permitted)
- The terms of the most restrictive fare component must permit a name change. The terms of the fare purchased can be found in your GDS in CAT16 – PENALTIES
- Must be an original document that is fully untraveled
- Only one name change will be permitted per original document
- The Secure Flight Passenger Data (SFPD) information must be updated prior to ticket reissue

**Name Change and Reissue instructions:**

1. Ensure the fare rules permit a name change, and the coupon status is OPEN
2. Correct the name in your GDS within the guidelines above, update SFPD and save file
3. Reissue the eticket:
  - a. Only name has been changed: Retain fare, but collect Name Change Fee + applicable tax on reissue. A waiver is **NOT** required.
  - b. Name and itinerary change: Use current fare, collecting Name Change fee plus normal change penalty, fare and applicable tax difference on reissue. A waiver is **NOT** required.

For any questions or scenarios not covered here, please email [agency.services@flyporter.com](mailto:agency.services@flyporter.com).