

# Name change policy | All POS

**Effective from : 24 February 2026**

## 1. Purpose

To define the rules, restrictions, process flow, and fees for passenger name changes on FitsAir tickets to ensure compliance, reduce fraud, and protect revenue integrity.

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## 2. Scope

This SOP applies to all FitsAir reservations, including domestic and international flights, regardless of booking channel (direct, travel agents,GSA, OTAs).

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## SECTION 1: PASSENGER NAME ENTRY GUIDELINES (PRE-TICKETING)

### 1.1 General Rule

Passenger names must be entered **exactly as shown in the passport or government-issued travel document**

Field	Format Requirement	Example
Last Name (Surname)	Must match passport surname exactly	PERERA
First Name (Given Name)	Must match passport given name	ROSHINI

Middle Name	Optional (mandatory for USA/Canada travel if present in passport)	NIRMALA
Title	Mandatory	Mr / Mrs / Ms/Miss/ Mstr/ Rev

**Correct Format in GDS / System:**

LASTNAME/FIRSTNAME MIDDLENAME TITLE

Example:

PERERA/ROSHNI NIRMALA MS

## 1.2 Special Name Entry Scenarios

Scenario	How to Enter	Example
Passenger with Middle Name	Enter after first name	PERERA/ROSS NIRMALA MS
No Middle Name	Enter first and last only	PERERA/ROSS MS
Multiple Given Names	Enter all given names or the starting letter	FERNANDO/MARIA ANTONIA MS FERNANDO/MARIA A MS
No Surname in Passport	Enter given name as surname and use Salutation	ROSS/ MS

No Given Name in Passport	Enter surname and use salutation	PERERA/ MR
Hyphenated Names	Remove hyphen, use space	ABDUL RAHMAN/MOHAMMED MR
Apostrophe in Name	Remove apostrophe	OCONNOR/LIAM MR
Very Long Names	Enter maximum allowed characters and update SSR DOCS with full name	As per passport
Infant Name	Must match passport exactly	PERERA/ROSH MISS

### 1.3 Critical Name Entry Rules

Rule	Requirement
Passport Matching	Name must exactly match passport
Spelling Accuracy	Even 1 letter difference may cause boarding denial
Nicknames	Not permitted

Titles	Mandatory for all passengers and must strictly limited to: MR, MS, MRS, MSTR, and MISS
Group Bookings	Each passenger name must be verified individually
Responsibility	Agent / Staff must confirm spelling before ticketing

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## 1.4 Name Verification Procedure (Mandatory Before Ticketing)

Reservation staff must:

- ✓ Request passport copy (recommended for international routes)
- ✓ Verify spelling letter-by-letter
- ✓ Confirm surname and given name order
- ✓ Confirm title and gender match
- ✓ Reconfirm with passenger/agent before issuing ticket

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## Staff Responsibility

FitsAir reservation staff must:

- Ensure correct name entry before ticketing
- Verify passport spelling
- Inform passengers about name change fees
- Follow SOP strictly

## SECTION 2: NAME CHANGE / CORRECTION POLICY (POST-TICKETING)

### 2.1 General Policy

FitsAir allows **limited name corrections only for the same passenger**.

Name changes that transfer the ticket to a different person are strictly prohibited.

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### 2.2 Types of Name Corrections Allowed

#### A. Minor Name Correction (Same Passenger)

Correction Type	Example	Allowed	Fee
Spelling correction (max 2 characters)	ROSHINI → ROSHANI	Yes	USD 20
Title correction	MR → MS	Yes	USD 15
Add/remove middle name	ROSHNI → ROSHNI NIRMALA	Yes	USD 35
Rearranging name order	PERERA/ROSHNI → corrected format	Yes	USD 30

Conditions:

- Must be same passenger
  - Passport proof required
  - Allowed once only
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## B. Legal Name Change

Reason	Documents Required	Fee
Marriage	Marriage certificate + passport	USD 50
Divorce	Court order + passport	USD 50
Legal name change	Government certificate	USD 50

Fare difference applies if fare class changes.

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### 2.3 Name Changes NOT Allowed

Not Allowed Scenario	Action Required
Changing entire passenger to different person	Cancel and rebook
Transferring ticket to another person	Not permitted
Changing identity of passenger	Not permitted
Name correction after travel started	Not permitted
Multiple name corrections	Not permitted

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## 2.4 Time Restrictions

Time Before Departure	Allowed
More than 72 hours	Yes
48–72 hours	Any changes 50 USD
Less than 48 hours	Not permitted

## 2.6 Process Flow for Name Correction

- Step 1: Receive request from passenger/agent
  - Step 2: Verify eligibility
  - Step 3: Request passport copy
  - Step 4: Confirm correction is for same passenger
  - Step 5: Collect applicable fee
  - Step 6: Update booking / issue the new ticket
  - Step 7: Document change in reservation system
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## 2.7 Name change authority - GSA / PSA / Sales team / Customer care team

***Only the Customer Care Manager or Assistant Manager has the authority to process the name change requests.***

- All name corrections and name changes must be routed through the Customer Care team and only the Manager or Assistant Manager is authorized to process the name changes as per the request.
  - Customer Care staff must ensure that all required and accurate information is forwarded to the Manager or Assistant Manager before proceeding with any name change request, including the applicable penalties.
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## 2.8 Special Note

Passengers may be denied boarding if:

- Name does not match passport
- Incorrect title/gender
- Spelling incorrect

FitsAir is not responsible if an incorrect name is entered by an agent or passenger.

## Amendments to SOP

FITS Aviation reserves the right to amend, modify, or withdraw this SOP at any time without prior notice.

<b>Prepared by</b>	
<b>Name:</b>	Ashwini Keshavanayar
<b>Position:</b>	Senior executive- Revenue Management
<b>Date:</b>	20 February , 2026
<b>Reviewed by</b>	
<b>Name:</b>	Bhanu Chaudhary
<b>Position:</b>	Revenue manager
<b>Date:</b>	20 February,2026
<b>Approved by</b>	
	Najath Suruba
<b>Position:</b>	Chief Commercial Officer
<b>Date:</b>	24 February,2026