



Subject: **CROATIA AIRLINES NAME CHANGE POLICY – Summary**

Date: 7JUN2024

To: Croatia Airlines Selling Offices, Selling Agents & GSA -

The Name change policy is already applicable to our customers with bookings on OU operated flights and with tickets plated with OU/831 code, hence the purpose of this document is consolidation of all previous versions of the Name change policy in order to have all the necessary information in one place.

This policy applies for both online as well as the agent distribution channel. The policy differs name changes and name updates as described below.

### **General information**

For each passenger the title and full name according to travel documents must be entered at the time of booking.

The policy applies for non-ticketed PNRs and for PNRs with tickets if the journey has not commenced.

The policy applies with following restrictions:

- Only for PNRs with OU operating live segments if booked under OU flight number, no OAL segments in the PNR are permitted
- If the ticket is issued in the PNR, changes or updates are allowed only for OU/831 tickets

### **Definitions:**

#### ***Name update:***

Change of max three characters in passenger name element

Confusion of family name/first name (e.g. Joseph/Jansen Mr changed into Jansen/Joseph Mr)

Change of title (e.g. Jansen/Joseph Ms change into Jansen/Joseph Mr)

Adding DOB in name element (e.g. Jansen/Joseph Mr change into Jansen/Joseph Mr (IDDOB02DEC97))

#### ***Name change:***

Any change in the name element not mentioned under name update,

(e.g. change of passenger, inserting additional surname, adding middle name, change nickname into a correct name, legal name change, etc.)

If unclear, e.g. completely different first name (passenger has several First names) OU should ask passenger for a proof of identity like a copy of passport or in case of marriage/divorce copy of marriage/divorce certificate.

**Conditions:**

***Before ticketing:***

**Name update:**

No charge.

**Name change:**

Charge 20€ for name change.

For PNRs containing segments for travel only within Croatia charge €15 (VAT should not be collected).

In case the ticket should be refunded, the name change fee remains non-refundable.

***After ticketing:***

Charge applies for all OU tickets if the itinerary contains at least one international sector									
FARE TYPE	EASY	OPTI	FLEX	BWISE	BUSY	GROUPS	REWARD	ID/AD/ZED	IT/NEGO/SEAMEN
Name update	€ 70	€ 40	FREE	FREE	FREE	FREE	waiver required	waiver required	waiver required
Name change	€ 120	€ 70	€ 40	€ 120	FREE	€ 40	not allowed	not allowed	waiver required

Charge applies for all OU tickets issued for transportation wholly within Croatia									
FARE TYPE	EASY	OPTI	FLEX	BWISE	BUSY	GROUPS	REWARD	ID/AD/ZED	IT/NEGO/SEAMEN
Name update	€ 13	€ 7	FREE	FREE	FREE	FREE	waiver required	waiver required	waiver required
Name change	€ 30	€ 15	€ 10	€ 30	FREE	€ 7	not allowed	not allowed	waiver required
VAT must not be added to the charge.									

If the waiver is required for your fare type, please contact your Croatia Airlines Country manager.

Waivers are not possible for reservations/tickets marked with "not allowed". PNR must be cancelled and a new reservation is required. After the ticketing refund policy as per fare rule applies.

## **Procedures:**

### ***Online***

Please contact our customer support at [contact@croatiaairlines.hr](mailto:contact@croatiaairlines.hr)

### ***GDS Bookings***

- **GDS Amadeus:**

#### ***Before ticketing:***

Issue EMD-S with RFISC code 0L7. Request a name change by sending e-mail to your Croatia Airlines country manager not later than four working days prior to departure. EMD must be shown in the PNR.

PNRs without EMD will not be processed for any reason.

#### ***After ticketing:***

Create a new PNR with the correct name. Do not cancel old PNR prior to creating new PNR with correct RBD with HK status. Contact your Country manager for the support in obtaining seat confirmation.

Issue EMD-S with RFISC code 0L7. EMD must be shown in the PNR.

Reissue the ticket using the same RBD, same fare type, base fare and ROE as it is at the original ticket. No rebooking fee required.

Cancel the old PNR to avoid a debit memo.

- **Other GDSs**

#### ***Before ticketing:***

Issue EMD-S for the required amount as per table above.

Create a new PNR with the correct name. Do not cancel old PNR prior to creating a new PNR with correct RBD with HK status.

New PNR must be in the same RBD as the old one. Contact your Country manager for the support in obtaining seat confirmation.

***After ticketing:***

Create a new PNR with the correct name. Do not cancel old PNR prior to creating new PNR with correct RBD with HK status. Contact your Country manager for the support in obtaining seat confirmation.

Reissue the ticket using the same RBD, same fare type, base fare and ROE as it is at the original ticket. No rebooking fee required. Add the required amount for name change as DU tax into the reissued ticket.

Cancel the old PNR to avoid a debit memo.

If you have any questions or suggestions, please contact your nearest Croatia Airlines office or contact us via [www.croatiaairlines.com](http://www.croatiaairlines.com)

Thank you for your support!

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Pricing, Distribution & Commercial Agreements Department  
[www.croatiaairlines.com](http://www.croatiaairlines.com)