

公告

CI/AE FIT PNR 改姓名規則通告

各位旅遊同業先進：

自台灣時間 2021 年 4 月 15 日(開票/改票日)起，CI/AE 國際航線 FIT PNR 改姓名規則說明如下：

一、主規則

1. 姓的更改不超過 2(含)個字母
2. 姓名之間以及"/"之錯置(可同時)，但拼音及稱謂需與之前一致

註：部分國家發行之護照旅客資料頁之姓名欄位順序與機器判讀區(MRZ)的不同，訂位時可依據護照資料頁姓名欄位或機器判讀區之姓名拼音擇一輸入。

3. 名 4(含)個字母以內之修改
4. 稱謂之修改限 4(含)個字母以內

二、訂位記錄和機票之處理方式

- 符合其中一項主規則者之訂位紀錄處理方式
 - 1 或 2 項：一律重建訂位代號(給位仍須視機位狀況而定)。
 - 3 或 4 項：已出票者需事先聯繫 CI/AE 移除機票後方可直接在原紀錄修改 1 次，不需取得 CI/AE 授權(除 1E Travelsky 外)。
- 符合其中一項主規則者之機票處理方式

以Re-issue方式處理並收取機票改名服務費。若需要重建訂位代號時，當RBD/航點/航班/日期不同需重新計價並收取價差/稅差。

符合2或4主規則者可免收機票改名服務費並限1次。若旅客於機場改票者則仍需收取機票改名服務費。
- 不符合任一項主規則者之訂位紀錄及機票處理方式

一律重建訂位代號並視機位狀況給位，機票一律以退票重開方式處理，退票時需依照票規或當地規定收取退票手續費，重開票需依當下行程計價出票。

三、說明：

- 此規則僅適用 CI (297) or AE(803)之本票且行程為 CI/AE 自營航班，若訂位紀錄中涉及它航航班或 codeshare 航班需重建訂位代號，給位仍須視機位狀況而定。
- 如未依規則欲強制更改姓名，確認機位將會被系統改為US (候補)狀態。
- 業者開立之全程未用機票若至華航各地分公司改票時，需酌另收臨櫃改票服務費。
- 授權業者依照以上機票處理方式針對自己開立之機票進行退改票以及收取相關費用。

敬請公告周知

中華航空公司 敬上

ANNOUNCEMENT

CI/AE FIT Name Modification Policy

Dear Travel Partners,

CI/AE international FIT Name Modification Policy is effective from 15APR2021 TPE Local Time (Ticketing/reissue date)

1. Main Rules

Only one of the following 4 main rules can be applied once. Combined use of different rules within same transaction is also not allowed.

(1) The modification of the Last name should be less than 2 letters (including 2)

(2) First name and the last name are in wrong order, and move the "/" (can be at the same time), all the spelling and title should be identical for the modification

Note: The name sequence in the passport may be inconsistent with the name sequence in the MRZ (Machine Readable Zone) for some countries. However, using the name sequence shown in either the MRZ or the passport data page is acceptable when you create the PNR.

(3) The modification of the first name should be less than 4 letters (including 4)

(4) The modification of the title should be less than 4 letters (including 4)

2. PNR and Ticket Handling Guidelines

- PNR handling when one of above main rule is met

When (1) or (2) rule is met :

Create the new PNR subject to the flight availability.

When (3) or (4) rule is met :

Travel agents need to contact CI/AE offices to remove ET before they perform the modification on the original PNR without authorization (Except 1E Travelsky) and this modification is limited to 1 time only.

- Ticket handling when one of above main rule is met

The ET needs to be reissued along with name change fee collection. Meanwhile, repricing and fare/tax difference collection is also required when any of the RBD /origination /destination /flight /date is changed while creating new PNR.

When 2nd or 4th rule is met, the name change fee can be waived for one time, the waiver is not applicable for the change made at the airport.

- PNR and ticket handling when none of above main rule is met

Create the new PNR subject to the flight availability, the original ticket must be refunded and issue a new ticket (subject to the applicable fares) and collect the refund charge according to fare rules or your current local practice

3. Notes :

- This policy applies to CI/AE operating international flight(s) and 297(CI) or 803 (AE) validated tickets only. If any codeshare or OA flight contains in the PNR, please create a new PNR subject to the flight availability.
- Force to make the name modification without complying with the above rules will result in the confirmed seat's status becomes US (wait-listed) after End of Transaction.
- Fully unused tickets would be charge an over-the-counter service fee when name change reissuance occur in CI/AE offices.

- According to the ticket handling guidelines above, travel agencies are authorized to reissue or refund and issue a new ticket and collect the related fee for the issued tickets by themselves.

China Airlines Thanks for Your Cooperation

