### Mechanism for the amendment of names in the booking record

<table>
<thead>
<tr>
<th>Date</th>
<th>Reference</th>
<th>Effective date</th>
</tr>
</thead>
<tbody>
<tr>
<td>23 October 2018</td>
<td>201810232</td>
<td>IMMEDIATELY</td>
</tr>
</tbody>
</table>

#### Update Chapter 5.2 for passenger information:

- **Names change completely:**
  - Some offices in Jeddah and Riyadh have authorities for seats reserved by Revenue Department of some government sectors on all domestic flights, the office numbers and the names of the supervisors authorized should be determined to make such an amendment, such as (National Guard seats--the seats of the Crown Prince's office).
  - It is permitted to change the name of a passenger on the booking record only in cases of medical escorts, unaccompanied child escorts, Carrier of extra bags and special needs (before ticket issuance).
  - Giving authorization to some employee that are authorized to change name by SAUDIA Manager.

- **Names change Partially:**
  - The name of the passenger may be corrected if an error occurs by staff. The amendment shall be limited to a maximum of three letters without name modification, (first name, middle name or family name) (no fees).
  - It is not permitted to modify the passenger's name for tickets issued by travel agencies through sales offices (not completely used).
  - If the change is more than three letters, MUST contact SAUDIA for approval with attachments of:
    - International flights = Passport Copy (fees apply).
    - Domestic flights = a copy of the national identity or resident identity (fees apply).
  - The name of the passenger may be corrected for ticket issued by travel agencies with a maximum of three letters only through ATOs within 24 hours of departure time (fees apply).
  - It is permitted to amendment or add passenger description by staff without fees.

#### Errors committed by the staff

- **Tweaking the names:**
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<table>
<thead>
<tr>
<th>Errors committed by the passenger:</th>
<th>It is permitted to modify the passenger description from adult to child and vice versa with the collection of the price difference if any and (collecting reissuance fees).</th>
</tr>
</thead>
<tbody>
<tr>
<td>- The name of the passenger may be corrected if there is an error by passenger, so that three or less letters (First, Middle or Family) can be modified by staff directly without changing the name (without fees).</td>
<td></td>
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<td>- In case of more than three letters changed, MUST contact SAUDIA for approval and attach the documents:</td>
<td></td>
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<td>- International Flights = Passport Copy (Fees apply).</td>
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<td>- It is permitted to amend or add passenger description without fees.</td>
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<tr>
<td>- Middle name addition is allow (no re-issuance fees apply), Ensuring that complete information of passport , national identity or resident ID is identical</td>
<td></td>
</tr>
<tr>
<td>- A complete name change is not allowed if the names are repeated in the booking record by passenger, so that one of the two tickets will be refunded (no fees)</td>
<td></td>
</tr>
<tr>
<td>- Swapping between first and family name is permitted, (without fees), Ensure that the full name information is matched by (Passport/national ID/resident ID).</td>
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<td>- It is not permitted to modify the name in the booking record if there are routes on other airlines (OAL).</td>
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</tr>
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- It is permitted to add the middle name (re-issuance fee is not applied) and make sure that all the information of passport, national identity or resident ID is matched.
- If the reservation record contains more than one passenger and the employee repeats the last name of more than one passenger (by mistake), the family name will be changed (without fees), subject to matching of the name information according to (passport / national identity or resident ID).
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**NOTE:**

- All the procedures for correcting the names are done according to the origin of (passport/ national identity / resident identity) to match the data of the passenger.
- The value of E3 tax must be collected in all re-issuance cases.

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**ملاحظة:**

- جميع اجراءات تصحيح الاسماء تتم وفق اصل (الجواز / الهوية الوطنية / هوية مقيم) لملائمة البيانات الخاصة بالمسافر.
- يجب استحصال قيمة ضريبة E3 في جميع حالات إعادة الاصدر.