

On a go forward, when we receive a name correction or name change request from anyone who has booked through the following 4 sites, we MUST initiate the name correction/change with the airline.

A change to a different passenger is not permitted except if the airline's policy allows it.

- Gotogate BR
- Mytrip BR
- Flightnetwork BR
- Booking.com BR

As per Brazil's legislation (ANAC, art. 8) they have mandated the requirement of reaching out to the airline in writing whenever a name correction or change is being requested.

Important points to keep in mind...

- Whether or not the airline is able to do the name correction or name change, we must inquire with the airline in writing so we have it on record that we initiated the request
- Our naco/nach fee will always apply, regardless if the airline cost is FOC
- You should charge our service fees only if the name correction/change has been approved by the airline, along with airline cost for the correction. No fees shall be prepaid before we are sure that the name correction/change is possible.
- Majority of the name correction/change will be for Gol Linhas Aéreas G3, Latam LA, Azul Airlines AD & LATAM Airlines Brasil JJ.
- For LCC bookings, where in Edwin documents it is stated that we should NEVER contact the airline, please refer the customers to the airline directly.
- For all other booking sources including Consolid, we must assist with the naco/nach, follow the normal routines