



## Chat Transcript

Fri 7 Nov 2025

**Customer**

6:10 pm

Hi- My surname and firstname are more than 31 letters, how can i complete the form

**Leonardo S.**

6:10 pm

Hello, my name is Leonardo. I'll be assisting you today. How may I help you? 😊  
You can add just your very first and last name on the booking, that's fine 😊

**Customer**

6:11 pm

I've first name, middle name and last name, and it saying that it should match the document

**Leonardo S.**

6:11 pm

So you can use just your first and last.  
Yes, match the very first and very last names of the document.

**Customer**

6:12 pm

His Name is Prasobh Thattarapurakkal Prathapan

**Leonardo S.**

6:12 pm

So you can use Prasobh Prathapan.  
There's no problem.

**Customer**

6:13 pm

Oh okay, thank you. I hope there won't be an issue while doing the check in.

**Leonardo S.**

6:13 pm

You're welcome! There won't be any issues, don't worry. 😊 You can also download the transcript of this chat if you want to