



Vietnam Airlines



UPDATE

VIETNAM AIRLINES NAME POLICY INTERNATIONAL & DOMESTIC

Dear Travel Partners,

We have recently received many questions, and even experienced some disputes and operational issues, regarding passenger name entries in reservations. Therefore, we would kindly like to remind you of the Vietnam Airlines name policy.

Please ensure that all passenger names entered in the PNR exactly match the names as stated in the passenger's passport.

- Full first names and surnames must be included.
- Names should be entered according to the passport spelling.
- In case the name exceeds the character limit, abbreviations are allowed where necessary.

Example:

Johannes Maria Cornelis → **johannesmariac**

Incorrect or incomplete name entries may result in operational issues, additional costs, or denied boarding, even if passenger(s) were accepted on the flight in EU.

Please note that these requirements are strictly enforced, as the final decision regarding a passenger's acceptance for travel is determined by airport security and immigration authorities, and not by Vietnam Airlines.

Please find complete **UPDATED** policy [HERE](#)

Thank you for your cooperation and attention to this policy. Please make sure all your colleagues are aware of this policy.

Please contact the local ticket desk if you need to correct or update a name.

Tel: +31 (0) 20 31 61 930 &
+32 (0)2 712 64 47

Email: vietnamairlines@apg-nl.nl &
vietnamairlines@apg-belux.be

Kind regards,
APG Benelux



The Network for Airline Services

BENELUX

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