



News Update Alert

Reminder: Name Amendment Policy

Schiphol, 17 July 2026

Dear Agent,

We would like to remind you of the importance of ensuring that the passenger's names exactly matches the names shown on their travel document when creating a booking.

As outlined in our current policy, **name changes are not permitted for bookings that have not yet been ticketed.**

Name corrections may only be considered for issued tickets, and only in cases that fall within the "same person" policy. All requests require prior authorization from Cathay Pacific, either via an SSR OTHS message or a service request submitted through Cathay Agents.

In order to reduce requests for name correction, we kindly ask you to carefully verify all passenger details before finalizing each booking.

For your convenience, the updated Name Amendment Policy is available on [Cathay Agents](#) under:

- Policies and Procedures
 - Reservation/Ticketing Policies
 - Name Amendment

Thank you for your attention and continued cooperation.



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