

# Changing the data on a flight ticket – a how-to guide

## Low-cost airlines

In most cases, low-cost airlines let you change some of the data on a ticket – date, passenger name, or route, depending on the Terms and Conditions of a given carrier. When it comes to lowcost airlines you will pay a fee for every change, which is given in the carrier's price list.

Here are a few basic rules about the fees charged for making changes to a ticket:

- Change of flight date: a fee is charged for each passenger for each changed leg of the journey, plus any difference in ticket prices is added for each passenger
- Change of passenger name: a fee is charged for each changed name for each leg of the journey, plus the difference in ticket prices is added for each changed name
- Change of route: a fee is charged for each passenger for each changed leg of the journey, plus any difference in ticket prices between the original flight(s) purchased and the new flight(s) is added.

### **Remember!**

- A flight ticket is always a personal ticket. Changing the name of a passenger can be more expensive than purchasing a new ticket.
- When the price of the new flight is lower than the price of the original ticket, carriers don't refund the difference in costs.
- The costs of making changes to your flight generally depend on the difference in prices between the original flight and the flight on a new date, both when changing the flight date and changing the passenger name.
- Changes of flight direction are not possible in other words, it is not possible to reverse the sequence of flights.
- Exchanging a low-cost carrier for a flight with a traditional airline or a different low-cost carrier is not possible.
- Changes to the data of the payer **not** the passenger are free of charge.
- Changes can be made via the Customer Service Call Centre.

eSky charges a standard agency fee for making changes to a ticket. This fee is included in the total cost of the changes, and is charged for each passenger whose ticket is changed.

#### **Traditional airlines**

As with low-cost airlines, traditional airlines with regularly scheduled flights allow you to make changes to tickets already issued.

### **Remember!**

- Changes to the name on the ticket for regularly schedule flights of traditional airlines are usually not possible. If you need to change the name on a ticket, it is best to contact the eSky Customer Service Call Centre of eSky.
- All changes and related costs are given in the Terms and Conditions of the fare for which the flight is purchased.
- The cheaper the fare and price of the flight, the fewer possibilities there are to make changes.
- Promotional fares or the cheapest economy-class fares usually don't allow any changes, or if they do, there are high fees.
- If you think there is a chance you will need to make changes, choose a fare that allows

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