



neeru Abhishek modi &lt;neerubh.cbs@gmail.com&gt;

## About your eDreams booking 11341708171

3 messages

**NoReply eDreams** <no-reply@contact.edreams.com>  
To: neerubh.cbs@gmail.com

Fri, Mar 10, 2023 at 10:25 PM



Dear customer,

With regard to your booking reference 11341708171 with eDreams

Thank you for your request to rectify the name on your booking.

We have passed your request to the airline (referred to as the "Data Controller" here, for legal purposes), and insisted on their obligation to rectify your inaccurate registered name.

Unfortunately the Data Controller has not responded, since we contacted them on requesting the change.

Please understand that while eDreams fully recognises and supports your right to make this change swiftly and free of charge, the policy of the airline (the Data Controller, who hold the data you wish to change) is out of our control.

We encourage you to consider raising any possible complaint against the airline to the competent data protection and/or consumer authorities.

Kind regards,  
Your eDreams Customer Services Team

*Did you know you can manage your booking online? [Click here](#) to check the status of your refund, request an invoice, cancel bookings, request a resend of your confirmation email, and more.*

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(#EML-iP2k-e9Nc-tUqY-ktp8)

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**NoReply eDreams** <no-reply@contact.edreams.com>  
To: neerubh.cbs@gmail.com

Sat, Mar 11, 2023 at 9:57 AM



Dear customer,

**With regard to your booking reference 11341708171 with eDreams**

As you have contacted us for the name correction, then we have contacted the airline for the name correction and this is the revert we got from the airline-  
Dear eDreams

Thank you for contacting Japan Airlines.

Unfortunately, we are not able to correct the passenger's name for tickets, including other airlines. Please follow the fare rules and proceed with the refund.

However, if you make a new booking with Japan Airlines and issue the ticket on a JAL plate, we can offer a full refund of the original ticket. The new fare and taxes may differ from the original.

Please note that if the ticket is not reissued before the departure, the passenger will be denied boarding.

Please see the instructions below.

Please provide JAL with the information below.

Original PNR and ticket number

New PNR and ticket number

A copy of the passenger's passport

JAL will issue the waiver code.

Please cancel the original booking.

Kind regards,

**Your eDreams Customer Services Team**

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**NoReply eDreams** <no-reply@contact.edreams.com>  
To: neerubh.cbs@gmail.com

Sat, Mar 11, 2023 at 8:31 PM



Dear customer,

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Thank you for your request to rectify the name on your booking.

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