

STARLUX Airlines GDS Booking Policy

A. Name Element

All GDS PNR require the full name and title be provided which match the government travel document being traveled on. Please do not leave blank space between names to ensure successful mileage accumulation.

	Passport				Reservation Name Input		
	Last Name	First Name	Middle Name	Title	Last Name	First Name	Title
Regular	CHEN	JOHN	-	MR	CHEN	JOHN	MR
With Middle Name	LEE	MEI	IVY	MRS	LEE	MEIIVY	MRS
Without First Name	CHEN	-	-	MS	CHEN	CHEN	MS
Without Last Name	-	JOHN	-	MSTR	JOHN	JOHN	MSTR
Single Letter Last Name	A	MARY	-	MISS	AA	MARY	MISS

Note: Travel agent does not need to repeat single letter first name.

B. Name Corrections/Name Changes

1. Name corrections and changes are not permitted unless travel agent obtain an authorization from STARLUX for below circumstances. It can only be allowed "ONCE" for each passenger on JX stock ticket. The following un-ticketed bookings are considered simple correction/change and are permitted without supporting documentation (Except For f. item)
 - a. Correct the spelling of last name/first name (up to 2 letters are permitted)
 e.g., CHANG/WEIMI MR to CHANG/WEIMING MR
 - b. Correct homophones (similar sounding) of last name/first name
 e.g., KEITH/ALICIA MS to KEYS/ALICIA MS
 - c. Correct inverted first and last names
 e.g., DAWEI/WU MR to WU/DAWEI MR
 - d. Change or correct a title or prefix
 e.g., LEE/HUAFANG MS to LEE/HUAFANG MR
 - e. Add or delete a middle name or initial
 e.g., LIN/POFAN MS to LIN/POFANMARY MS

- f. Change a name (Significant name change must be provided with supporting documentation)
e.g., LIU/YANGMEI MS to LIU/LIHUA MS
 - Correction/change for already issued tickets will be asked to submit supporting documentation.
 - Travel agent must obtain an authorization from STARLUX before name correction. For 1A user, the name correction must be modified by STARLUX customer service agent; Non-1A users (e.g. TRAVELSKY) will need to update the name through their reservation system.
2. For ticketed bookings, the reissue fee will be charged as below:
 - TWD 300 per time of reissue in Taiwan office.
 - USD 10 per time of reissue in other countries.
 - The reissue fee can be exempted for passengers changing titles only.
 - The credit card holder will be asked to present the credit card and photo ID at the airport check-in counter or downtown ticketing counter when reissuing with credit cards. Any schedule change must be updated through STARLUX Customer Service Center after ticket issuance due name change.
 3. Any unauthorized name change will result in booking cancellation.
 4. STARLUX does not allow passenger travelling with others' ticket.

C. Emergency Contact Information

Travel agent must input passenger contact information in every PNR as required by the IATA resolution 830d. To ensure that passenger receives flight notification from STARLUX in the event of flight irregularity, please insert passenger's mobile number and e-mail address in the correct format as below.

- Choose "TW" or "ZH" for Mandarin notification, "EN" for English notification, and "JA" for Japanese notification.
- Please put the county code before mobile number and delete 0 if it's the first digit.
E.g., Taiwan mobile number: 0911222333 → 886911222333
- Certain symbols need to be transferred in a different form when inserting e-mail address through SSR CTCE.
E.g., GDS _@STARLUX-AIRLINES.COM → GDS.//STARLUX./AIRLINES.COM

Punctuation	Entry
- (Dash)	./
_(Underline)	..
@	//

Amadeus

- Mobile Number (APN)
Entry: APN-M+886912345678/TW/P1
Description: APN-M+country code mobile/language/passenger association
- Email (APN)
Entry: APN-E+ GDS_@STARLUX-AIRLINES.COM/TW/P1
Description: APN-E+email address/language/passenger association
- Mobile Number (SSR CTCM)
Entry: SRCTCM-886912345678/EN/P1
Description: SRCTCM- country code mobile/language/passenger association
- Email (SSR CTCE)
Entry: SRCTCE- GDS_//STARLUX./AIRLINES.COM/EN/P1
Description: SRCTCE- email address/language/passenger association
- If passenger refuses to provide contact information
Entry: SRCTCR-REFUSED/P1
Description: SRCTCR-Passenger refuses to provide contact information/passenger association

Sabre/Abacus

- Mobile Number (SSR CTCM)
Entry: 3CTCM/886921888999/ZH-1.1
Description: 3CTCM/country code mobile/language-passenger association
- Email (SSR CTCE)
Entry: 3CTCE/GDS_//STARLUX./AIRLINES.COM/TW-1.1
Description: 3CTCE/email address/language-passenger association
- If passenger refuses to provide contact information
Entry: 3CTCR/REFUSED-1.1
Description: 3CTCR/Passenger refuses to provide contact information-passenger association

Travel Sky

- Mobile Number (SSR CTCM)
Entry: SSR CTCM JX HK1 886912345678/TW/P1
Description: SSR CTCM JX HK1 country code mobile/language passenger association
- Email (SSR CTCE)
Entry: SSR CTCE JX HK1 GDS_//STARLUX./AIRLINES.COM/TW/P1
Description: SSR CTCE JX HK1 email address/language/passenger association
- If passenger refuses to provide contact information
Entry: SSRCTCR-REFUSED/P1
Description: SSRCTCR-Passenger refuses to provide contact information/passenger association

D. Duplicate Booking and Relevant Regulations

STARLUX Airlines does not allow duplicate segments and/or PNRs. The creation of bookings across one or more PNRs and/or GDSs, where it is logically impossible to travel, is not permitted.

Examples of duplicate bookings including:

- Reserving one or more seats/OnDs on the same flight or different flights for the same time frame, regardless of the class of service.
- Bookings held in fake passenger names are not allowed.
- Create live PNRs for training or test purposes using active sell segment status codes is prohibited.
- Travel Agent is responsible for promptly working all Queues, notifying passengers of any schedule change, flight cancellation or others informed by STARLUX.

E. Inactive/Informative/Passive Segments

Travel Agent is responsible for removing all inactive/informative/passive segments from the GDS PNR at least 24 hours before departure. Inactive/informative/passive segments included those with the status code of DL/DS/GK/GL/HL/HN/HX/IX/MM/NO/PN/RM/SC/TK/TL/TN/UC/UN/US/ UU/WK or WL.

F. No-Show Regulation

The onward/return segments will be cancelled when passenger is detected as No Show on a STARLUX flight 4 hours after flight departure. No-Show fee will be charged based on the ticket regulation. Please contact STARLUX before the system detection if passengers wish to keep their onward flights.

G. Special Service Request

STARLUX provides wheelchairs service for passenger with disabilities. If the request was properly made, JX check-in counter should have a wheelchair ready at each of our airports. It's best to request a WCHR/WCHS/WCHC in advance before the day of travel through GDS. Other special travel needs, please contact the STARLUX Customer Service Center or visit STARLUX website for more details.

H. Special Meals

For passenger with special dietary or religious needs, we offer special meals on selected routes/aircraft.

- Some special meal choices may not be available on all routes/aircrafts.
- Visit STARLUX website for meal description.
- For hygiene reasons, STARLUX cannot reheat or refrigerate personal food carried by passengers.
- Please contact the STARLUX Customer Service Center for special fusion meal requests, note that special fusion meal must be requested 72 hours (3 business days) before flight departure.

I. Infants without Seats

Due to safety requirements, 10 lap-held infants are allowed per flight on STARLUX A321 aircraft. Please see the following guideline for infant flyers.

- STARLUX accepts infants over 7 days and under 2 years old onboard the flight, but they must be accompanied by an adult over 18 years old in the same cabin. Due to CAA regulations, infants who reach 2 years old are required to occupy a seat and pay the applicable child fare for their onward or return flights.
- Ensure that infant SSR INFT is associated to an adult with confirmation status before issuing the infant ticket.
- SSR INFT will return as “UC” when there is no infant quota left on the flight. Please advise passenger to reschedule accordingly.
- The DOB (date of birth) information and form of the SSR INFT are mandatory for infant flyers. Fail to insert SSR INFT in the correct format might cause quota exceeding and safety issues. STARLUX reserves the right to deny boarding when infant quota exceeded, and Penalty USD 200 will be charged if fail to follow the above guideline.
- Maximum Quota on Infants not Occupying a Seat

Aircraft	Infants Quota
A321-Neo	10

J. Insert SSR INFT/CHLD

- Please insert SSR-INFT with date of birth for infants not occupying a seat.
- Please insert SSR-CHLD with date of birth for children passengers under 12 years old.

(For passengers without last name, please insert the same name in first name)

(For passengers without first name, please insert the same name as last name)

K. Travelling with Infants and Children

- Each adult (aged 18 or older) can travel with 2 infants at most. (one of the infants must occupy a seat with child fare)
- Each adult (aged 18 or older) can travel with 1 infant and 2 children (including infant occupying a seat) at most.
- Each adult (aged 18 or older) can travel with a maximum of 8 children. (the number of children aged 2-4 must be less than 3)

Age	Adult (18+)	Infants (under 2)	Children (2-4)	Children (5-12)
Number of Passengers Allowed	1	2	N/A	N/A
	1	1	2	
	1	N/A	3	5
	1	N/A	N/A	8

STARLUX Airlines Vietnam Branch

Customer Service

- Hotline: +84-236-3538800 # 8001
- Fax: +84-236-3538600
- Open Hours: Monday to Friday: 08:00 - 17:00
(Saturday/Sunday & Public Holidays Closed)

Service Location

- Office Address: 1st Floor, Da Nang International Airport
- Open Hours: Monday to Friday: 08:00 - 17:00
(Saturday/Sunday & Public Holidays Closed)