Amadeus

Please find the procedure to add INF name in to an existing PNR.

Procedure

Infants appear in the name field of a PNR and because of this, adding an infant to an already ticketed PNR is regarded as a name change. For most Airlines Name changes are not permitted

in Amadeus once a PNR has been ticketed. If the airlines allows to add the name in a ticketed PNR follow the steps number 6,7 and 9.

If you try to add an infant in the normal way to a ticketed PNR, you may receive an error.

Input: **1/(INF/JOE/25MAY16)**

Output: RESTRICTED - FA/ET EXISTS

Please note:

Before you follow the steps below, you must contact the airline and confirm that they are happy for you to add the infant in this way. Some carriers may prefer to make this amendment for you and issue the infant ticket themselves.

To add an infant to the PNR, follow these steps:

1. Contact the airline and check that they want you to make the change yourself in Amadeus. If so, please also confirm that that they will authorise a full refund of the adult who will travel with the infant and that this passenger can be rebooked at this original fare.

2. If there is more than one passenger in the PNR, split (SP) the adult you wish the infant to be associated with from the main PNR.

3. Contact the airline and confirm you are able to refund the adult ticket at no charge and rebook the adult and issue again on the original fare.

4. Refund (**TRF**) the adult ticket but do not cancel the seats.

5. Remove (**XE**) the adult's FA line from the PNR.

Please note that Travel Agents nor Help Desks do not have the capability to remove the FA line. only airlines does.

For non-altes users, the option is to let the airline take over the booking.

Workaround: Travel Agent could create a second booking with the adult names they want the infant to be associated to as a ghost or passive segment, then to issue the infant only in that second PNR.

Please note that travel agents do not have the capabilities to remove the FA line (with XE). Only airlines (Altea users only) can remove the FA element in the PNR.

6. Add the infant to the PNR using the format to passenger 1 : **1/(INF/JOE/25MAY19)**

7. Restore the adult TST.

8. Store the infant TST (**FXP/INF**), if no price available force price using the Fare Basis, Eg. **FXP/INF/L-YOWAE**

9. Update required fields and Issue the tickets (**TTP/INF**)

Travelport

You can add an infant (without seat) to a booking even if it has been ended.

Galileo:

Below is the example format to enter an infant name Galileo:

N.I/1JONES/DAISYMISS*02JAN09
You must enter the date in the format DDMMMYY.

Worldspan:

Below is the example format to enter an infant name Worldspan:

-SMITH/JOHN*INF
Add the **SSR 3SAN1.1INFT-2.1/01SEP09** (1.1 is the adult passenger, 2.1 is the infant in this example, the date is the birth date of the infant)

Apollo:

Below is the example format to enter an infant name Apollo:

N:I/COOK/MAY MISS*6JUN13

Sabre

An infant can be added and issued in a PNR where the adult is holding a ticket. The below steps shall be followed even in scenarios where there is no Infant fare in the RBD on which Adult is booked. Refrain from creating a new PNR for issuances of an infant ticket.

In the event, the PNR isn't pricing for the infant. We advise agent to manually price the booking using mask entries. See below:

Create a **Manual PQ** record with a mask entry	W¥CTKT **Note:** If multiple passenger type codes are included in the W¥CTKT entry, the system price status of - MANUAL PQ shell is created for each passenger type code.	W¥CTKT
Create an empty **Manual PQ** record	PQM-(free text) **Note:** You can enter a maximum of 200 characters in the free text	PQM-RATE DESK QUOTED

	field. You cannot add a cross of Lorraine (¥) in the free text field.	
Create an empty **Manual PQ** record for a specific name	PQMN(name number)-(free text) **Note**: You can enter a maximum of 200 characters in the free text field. You cannot add a cross of Lorraine (¥) in the free text field.	PQMN2.1-MORE FREE TEXT

Below are Sabre entries for adding an infant into the PNR .

INFANT DETAILS IN PNR

Add a **single infant name** field not occupying a seat (do not add INF to the name)	-I/(last name)/(first name)	-I/DOE/JOE
Add **multiple infant names** not occupying a seat (do not add INF to the name)	-I/(number of infants)(last name)/(first name)/(first name)/(first name) **Note:** Only one lap infant is allowed per adult seat reservation. If the are not enough adults traveling to hold a lap infant, the extra infant(s) must pay a child's fare and occupy their own seat.	-I/3DOE/JOE/SAM/SUE

INFANT SSR DETAILS

Step 1: Add the SSR INFT data for the infant name field:
Note: An adult name number is not required when only one adult exists in the record.
3INFT/(last name)/(first name)/(infant date of birth)-(accompanying adult name number)
3INFT/SMITH/BETTY/15JUN09-2.1

NOTE: The name entered in the SSR message (INFT entry) must match exactly the name entered in the PNR infant name field, including any titles used (MISS, MSTR, etc).

INFANT SSR DETAILS

infant Secure Flight details

Action	Command Description	Example
Add **Secure Flight information** for a lap infant for all airlines	3DOCS (assume all segments)/DB/(date of birth: DDMMMYY or DDMMMYYYY)/(gender code: MI or FI)/(mandatory last name)/(mandatory first name)/(optional middle or second name, or initial)-(adult's name field) **Note**: Do not exceed 9 alpha numeric characters when including date of birth.	3DOCS/DB/12JUL15/MI/DOE/JOE-2.1