

Booking **ES46LGK** - STAALMAN

This morning I chatted with Mrs. Himanshu EJ124913X and Konda EJ125019X respectively. Because of a misunderstanding, the second chat was necessary (First name or First NameS). Both chats were nice and friendly. On beforehand I blame myself for any mistake I made!

The question is, what is a mistake.

Was the addition of first names necessary, as far as the policy of easyJet is concerned?

There is a difference between these 2 questions: Your first name, please? and Your first name(s), please? For an example, please look at the following picture:

<http://www.crstaalm.dds.nl/FirstName-or-FirstNameS.png>

These documents have been used by my daughter. Discretion advised.

Every person has only 1 first NAME, but can have several first NAMES.

This is misleading in particular, because on the Passport the firstly mentioned name is the Family Name, called Surname by easyJet (see provided picture).

You also see on this example that easyJet and KLM both accept one first name without other first names.

So, until proven otherwise, the name change in question (see above Chat) wasn't necessary at all.

As I see it now, to prevent any misunderstanding, every traveller should be asked for "Fill in your First and Family names exactly as they appear on the Passport or other travel document, please."

This phrase should be mentioned on every pertaining easyJet webpage.

Costs

A change of data asks for some extra effort from the Company. Of course, the traveller should pay for that. But the costs should be reasonable, in relation to the real costs the Company has to make.

E.g. a simple change/addition of names can be done within a few minutes by a well-trained administrator with an annual income of € 96,000 for 1600 hours = € 1 per minute.

With a basic tariff of € 10 per case and a 10 minutes work, the costs should be € 20 max.

Asking extremely high costs for simple actions suggest the presumption of extra profit for the Company!

Air Travel Companies already are under increased scrutiny!

To pursuing fair business at both sides is a good objective for every Company.

Thank you very much,

Christoffel Rudolf STAALMAN, april 15, 2017