

Decision 11/2016 Travel Agency Commissioner - Area 2

Andreas Körösi
P.O. Box 5245
S-102 45 Stockholm, Sweden

Applicant: SA TRAVEL SOLUTIONS
IATA Code # 77-2 0363 0
South Africa

Respondent: International Air Transport Association (IATA)
King Abdullah II Street, Al Shaab Roundabout
Business Park, Building GH8
P.O. Box 940587
Amman 11194 Jordan

NOTE:

This summarized decision is being posted as the Parties have received it. Occasional requests for clarification are not posted. However, should any Stakeholder requests it, a copy of such clarification will be sent to her/him.

Decision:

This case is about the consequences of an IATA Member Airline being defaulted and the miscommunication between IATA and *Travel Solution*.

Firstly, this Office acknowledges that IATA has acted according to Resolutions and IATA's Operational Procedures.

Taking into consideration that:

- The Applicant unfortunately did not react to the info dated 09 February about direct settlement to Airlines due to suspension of *Heli Air Monaco*, and **OVERPAID on Remittance Date with ZAR 8,040**;
- Consequently IATA issued an SPCR which appeared on the next billing BUT,
- Also, IATA's email clearly stated: "... *Billing equals Amount received*..." which
- Understandably, can be perceived as "all is fine";

- Additionally, the Applicant has been very proactive in attempting to immediately solve the situation

I deem this as a Resolution 818g § 13.9 supported "**...excusable delay ... and is NOT the result of an Agent's lack of reasonable diligence...**"

Since all due amounts have been settled, I hereby decide that:

- **SA Travel Solutions shall be reinstated in full** without facing further consequences of IATA's reinstatement requirements.

This Decision is effective as of today.

Decided in Stockholm, on March 24th, 2016

Andreas Körösi
Travel Agency Commissioner
IATA-Area 2

In accordance with Res 820e § 2.10 any Party may ask for an interpretation or correction of any error in computation, any clerical or typographical error, or any error or omission of a similar nature which the Party may find relevant to this decision. The time frame for these types of requests will be maximum 15 calendar days after receipt of this decision. Meaning as soon as possible and **not later than April 7th, 2016.**

Please also be advised that, unless I receive written notice from either one of you **before** the above mentioned date this decision will be published in the Travel Agency Commissioner's secure web site, provided no requests for clarification, interpretation or corrections have been granted by this Commissioner, in which case the final decision will be posted right after that.

Please note that if after having asked for and obtained clarification or correction any Party still considers aggrieved by this decision, as per Resolution 820e §4, the Party has the right to seek review by Arbitration in accordance with the provisions of Resolution 824 §14.

Please let me know if any of the Parties requires a signed hard copy of this decision and I will send one once the time for "interpretation or correction" has elapsed.