

Decision 30/2017
Travel Agency Commissioner - Area 2

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

Applicant: *Elite Travel*
IATA Code # 77-2 1912 2
Namibia

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:

Considering that this is a "new Agent";
Considering also the fact that the "banking instruction" could be a source of misunderstanding;

Provided that there is a financial security in place and the amount to be "remitted prematurely" (immediate settlement of May), I find this being an *excusable human error* and well within the spirit inside the provision of the "*Minor Error Rule*".

Therefore, unless IATA sees risk for prejudiced collection of Members' funds, The Applicant should be reinstated without further delay and without the need for "*immediate settlement*", as originally instructed.

This Decision is effective as of today.

Decided in Stockholm, on May 18th 2017

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 June 2nd, 2017**.

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.

CLARIFICATION
RENDERED ON MAY 20TH, 2017

Dear Ms. Pommier, IATA-AMM team,

My intent was to reinstate in full without the "*reinstatement requirements*", which I assumed included any "*subsequent billing*".

Please accept my apologies for not being clear enough.

Regarding the unpaid charges (ZAR 961.18), please make sure to resend the invoice to the Applicant unless not already done so.

Dear Ms. Jackson,

Please be aware that this is a one-time exception granted by IATA and this Office.

"*Subsequent payments*" are part of the reinstatement requirements simply because the money of your May-sales should be in your account already, since they belong to IATA Member Airlines.

I hope this clarifies, and I am sure this incident will make **Elite Travel** more vigilant to the responsibilities of an Accredited Agent.

Thanks and
Kind Regards,

Andreas Körösi
Travel Agency Commissioner
(for Europe, Middle East & Africa)