

Decision 35/2017

Travel Agency Commissioner - Area 2

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

Applicant: *Island Travel*
IATA Code # 90-2 1493
Egypt

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:

The Applicant, ***Island Travel***, was terminated due to non-timely compliance regarding "change requirements".

The reason behind the "non-timely compliance" was a combination of "miscommunication" (change of email address) and hospitalization (documented) of the recipient.

At no time has there been risk for collection of BSP Participating Airlines' funds; therefore, taken all statements and evidence into consideration, I deem this falling within the provisions of "*Excusable Human Error*".

Consequently, it is hereby decided as follows:

- IATA has followed proper procedures when terminating the Applicant;
- As confirmed by IATA: all reinstatement requirements have been met;
- An administrative recover fee of US\$ 500.00 shall be paid by ***Island Travel***;
- IATA can reinstate under the same numeric code as previously assigned to the Applicant.

This Decision is effective as of today.

Decided in Stockholm, on August 1st, 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 August 16th, 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.