

Decision 39/2017
Travel Agency Commissioner - Area 2

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

Applicant: *Jet Set Travel*
New Applicant
United Kingdom

Respondent: International Air Transport Association (IATA)
Torre Europa
Paseo de la Castellana, número 95
28046 Madrid, Spain

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:

Background and conclusion

The request for application as IATA Accredited Agent was denied due to the following reasons:

- a) "*Risk for misleading*" signage box which could be perceived as if the location belonged to an IATA Member Airline;
- b) At least one employee -not- having sufficient training in ticketing and ticketing rules.

During the review it has been established that there was a misunderstanding about "*staff training*" and, therefore, certified training was only performed by management.

After discussions an amicable solution has been reached between ***Jetset Travel*** and IATA.

This "understanding" is hereby confirmed as a decision by this Office,

Provided

- 1) Signage Box is displayed, so there cannot be any potential misunderstandings for clients;

- 2) Staff training would have to be completed at the first available opportunity for an Amadeus training session.
- 3) The confirmation for this training by the provider should be sent to IATA.

After completion of the above requirements IATA can accredit ***Jetset Travel***.

Jetset travel has been informed that IATA can at any time perform unannounced inspections.

This Decision is effective as of today.

Decided in Stockholm, on August 15th, 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 30th, 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.