

Decision 68/2017

Travel Agency Commissioner - Area 2

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

Applicant: Dotcom Travel
IATA Code # 90-2 2435
Egypt

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.

Background:

As per the evidence on file, it was clear that the Applicant had paid the annual fee in June 2017, which has not been duly registered into IATA's account.

Furthermore, the Applicant in its submissions stated:

<<I received a termination email from IATA on the 7th of November. It stated that we hadn't paid the annual fees for 2017. The fees had been paid via credit card on the 26th June 2017.

Please find attached a bank document stating that the payment transaction was done on the 26th June. It was done through the payment link on the IATA website. All correct information was proved including the invoice number. After 5 months I received the termination email stating that I hadn't paid the annual fees.

I have tried many times to contact Customer Service through the portal and by phone but no one has been able to solve this issue>>.

Decision:

From the proofs submitted by the Applicant and not contradicted by IATA, it is obvious that the payment for the annual fee was done in due time.

Unless IATA has reasons I have missed not to reinstate, I hereby order to **reinstate without delay**.

This Decision is effective as of today.

Decided in Stockholm, on December 23rd, 2017

Andreas Körösi
Travel Agency Commissioner
IATA-Area 2

In accordance with Resolution 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 January 7th, 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.