

**DECISION 2018 - 07 - 13**  
**TRAVEL AGENCY COMMISSIONER - AREA 3**

Jo Foged  
685 Remuera Road  
Remuera, Auckland 1050  
New Zealand

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**Applicant:**

***Arsalan Tours and Travels*** ("the Agent")  
IATA Code 27-3 1090  
Quetta, Pakistan

**Respondent:**

Agency Administrator, International Air Transport Association ("IATA")  
Singapore.

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**The Case and Decision:**

The Agent's accreditation was terminated as a consequence of defaulting on a BSP settlement. In its request for a review the Agent advised it had settled all outstandings including "reinstatement charges and late penalty" and "a sympathetic decision requested."

IATA's summary of events recorded an earlier Notice of Irregularity (NoI) and a default which, after allowing for the grace period, remained unpaid and termination action occurred on 3 June 2018. Post that date all outstandings were settled except for an invoice for USD 128.07. The Agent sought a review on 21 June 2018.

In considering this matter the fact that full settlement had been made at the time the review was requested and IATA's seeming assumption that this Office would reinstate the Agent has influenced the outcome.

The Parties have complied with the terms of Resolution 820e and were placed on notice that in the writer's judgment an oral hearing was not necessary and that this decision would be based on the written information submitted.

Based on the foregoing, therefore, it is hereby decided as follows:

1. The Agent is to be reinstated subject to settling IATA's invoice and any further charges and fees associated therewith

This Decision is effective as of today.

Decided this 13<sup>th</sup> day of July 2018 in Auckland.

The following sub paragraph of Resolution 820e is brought to the attention of the Parties:

"2.10 - within 15 days after the receipt of the decision, a party, with notice to the other parties, may request that the Commissioner gives an interpretation of the decision or correct in the decision any error in computation, any clerical or typographical error, or any error or omission of a similar nature. If the Commissioner considers that the request is justified, he shall make the interpretation or correction within 15 days of receipt of the request. The interpretation or correction shall form part of the decision."

In this particular case the 15-day time frame expires on **28<sup>th</sup> July 2018**.

If after having pursued this process a Party still considers itself aggrieved by this Decision the Party has the right to seek review by arbitration as detailed in Resolution 824, Section 14.

Finally, I seek your authority for this Decision to be posted on the private pages of the Travel Agency Commissioner website which can only be accessed by the 3 TACs and the 12 members of the Passenger Agency Programme Global Joint Council. In the absence of advice to the contrary by 29<sup>th</sup> July 2018 I will assume that there is no objection to that action being taken.

Yours faithfully,

**Jorgen Foged**  
**Travel Agency Commissioner Area 3**