

## **Decision 13/2019**

### **Travel Agency Commissioner - Area 2**

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

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**Applicant: *Reeman Tours***  
IATA Code # 54-2 1265 3  
Morocco

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

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#### **NOTE:**

Both Parties are hereby advised that this is a summarised decision based on the findings of the case. Below considerations and the decision are based on the written statements shared by both Parties, and according to my judgement, as allowed in Resolution 820e §2.3, I do not see the need for an Oral Hearing.

#### **Background**

*Reeman Tours* was terminated due to not having paid during multiple remittance periods. *Reeman Tours* presented a Bank Letter explaining that due to a bank error the first remittance was paid to the wrong account and according to Moroccan Banking procedures it takes 180 days to retain those funds.

Not only were these funds "adrift", *Reeman Tours* account was also "frozen" during a short period, which caused that the subsequent remittance could also not be timely paid by *Reeman Tours*.

#### **Considerations**

All debts have been settled by *Reeman Tours*.

The evidence from the Bank demonstrates that the account was fully funded to execute both payments and that the reason for the non timely payments was beyond reasonable control of *Reeman Tours*.

The submissions and evidence presented by the Parties, particularly the evidence from the Agent's Bank, made me come to the conclusion that *Reeman Tours* should be exonerated from the 2 irregularities leading to default. I consider

these late payments to be incidents beyond reasonable control of *Reeman Tours*.

### **Decision**

Consequently, if all other requirements are met;

- *Reeman Tours* has to provide evidence by Bank Statement that the BG provided is still valid;
- A full Agent status report, as if a New Applicant, has to be submitted to IATA;
- After evaluation by IATA that all "accreditation requirements" have been satisfactory met;
- *Reeman Tours* is to be reinstated to the same IATA numeric code as when terminated;
- *Reeman Tours* shall be reinstated without the need to apply for a new accreditation.

**This Decision is effective as of today.**

Decided in Stockholm, on April 18, 2019

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 May 3, 2019**.

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.