



NEWSLETTER

SEPTEMBER 2014 | FIRST FORTNIGHTLY ISSUE

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IAAI COLUMN

Air Passenger Rights on DGCA Portal

Minister for Civil Aviation, Shri Ashok Gajapathi Raju Pusapati launched a 'Know Your Rights' (KYR) portal of the Directorate General of Civil Aviation (DGCA) on 9th Sep 2014. Describing the features of the portal Dr Prabhat Kumar, DGCA said that it would provide information on the rights of passengers in cases of delays, cancellation and denied boarding, lost, delayed, misplaced and damaged baggage; and on matters related to booking, airfare components and refund of air tickets. The information on availability of the Grievance Redressal Mechanism, names of nodal officers and contact numbers would be shared with the public on the portal.

Passenger Rights:-

1. Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights.
2. Booking Issues, Baggage, Airfare component
3. Regulation on refund of Airline tickets to Passengers
4. Carriage by air of persons with disability and/or persons with reduced mobility
5. Facilities for Senior citizen, Expectant mothers
6. Grievance Redressal Mechanism – Responsibility of Airline

Please click on the following link to access KYR Portal :-

<http://www.dgca.nic.in/kyrdgca/index.html>

<http://pib.nic.in/newsite/PrintRelease.aspx?relid=109481>

-Information shared by Mr Joseph Ravi

DGCA cap on airfares from Leh, Srinagar to Delhi

After getting complaints of airfares shooting up on flights from Jammu & Kashmir to Delhi, the aviation regulator asked airlines to cap Srinagar-Delhi fares at Rs 2,800/- and Leh-Delhi fares at Rs 3,000/-. Airlines have also been asked to fly out stranded people from Srinagar and Leh even if they don't have money to pay for tickets at airports there and collect the payment from them after they reach Delhi. Air India has kept two big planes (Airbus A-330) for operating rescue flights to Srinagar. Airlines must airlift those passengers from Srinagar who do not have any money at this stage. The Airfare may be charged from such passengers upon their arrival at Delhi. DGCA issued directive that airlines should not charge any cancellation or rescheduling charges from passengers to J&K.



Directorate
General of
Civil
Aviation

Etihad Airways to launch daily service between Delhi & San Francisco

Starting 18th November 2014, Etihad Airways would launch a new daily service between New Delhi & San Francisco offering an important bridge between the two cities. The new service will also enhance the growing trade & commercial ties with India, particularly in the technology industry, with seven out of the top 10 social media companies, including Facebook, YouTube, twitter & LinkedIn, based in the Bay Area.

Sector	Flight No.	Dep.	Arr.	Frequency
Delhi—Abu Dhabi	EY 223	9.55 pm	12.35 am (+1)	Daily
Abu Dhabi—San Francisco	EY 183	2.15 am	6.30 am	Daily
San Francisco—Abu Dhabi	EY 182	8.30 am	12.40 pm (+1)	Daily
Abu Dhabi—Delhi	EY 224	3.35 pm	8.25 pm	Daily

Emirates starts non-stop service on Dubai-Oslo route

Emirates has expanded its global route network by launching daily non-stop flights to Oslo, Norway from Dubai. The service is operated with a Boeing 777-300ER aircraft, is the first international service to offer a First Class product in Norway.

Emirates' new daily flight to Oslo departs from Dubai as EK159 at 0700 hrs and arrives at Oslo Airport, Gardermoen at 1210 hrs. The return flight, EK160 departs at 1355 hrs and arrives at Dubai International Airport at 2250 hrs.

Connected flights from Mumbai :-

Sector	Flight No.	Dep.	Arr.	Frequency
Mumbai—Dubai	EK 509	10.30 pm	12.05 am(+1)	Daily
Dubai—Oslo	EK 159	7.00 am	12.10 pm	Daily
Oslo—Dubai	EK 160	1.55 pm	10.50 pm	Daily
Dubai—Mumbai	EK 504	3.30 am (+1)	8.10 am	Daily

Singapore Airlines to operate more flights from Mumbai for Diwali this year

Singapore Airlines will operate additional flights from Mumbai to Singapore during the upcoming Diwali season. It currently offers two daily services on the route, using a combination of the Airbus A380 and Boeing 777-200 ER aircraft.

The additional daily flight will also be operated on the Boeing 777-200 ER aircraft. The aircraft could change depending on operational requirements. The operation of the additional flights are subject to regulatory approvals.

The additional flight schedule is as follows :

Flight No.	Aircraft	Dep (Singapore Time)	Arr (India Time)	Arr (Singapore Time)
SQ 424 / 423	A 380	19.15	21.55 / 00.25	08.20
SQ 422 / 421	B 777-200 ER	07.30	10.20 / 11.45	19.45
SQ 426 / 425 OCT 25	B 777-200 ER	18.10	21.05 / 22.15	06.20
SQ 426 / 425 NOV 2	B 777-200 ER	18.10	21.05	-

Qatar Airways will commence a non-stop service between Doha and Cape Town, South Africa on November 3, 2014. The flight will be operated five-times-a-week. Cape Town, which the airline currently serves three-times-a-week via Johannesburg. Due to the continuous growth of the airline's fleet and increasing passenger demand to the South African city, the airline will offer non-stop service to Cape Town for the first time. The route will be operated by Qatar Airways' state-of-the-art Boeing 787 Dreamliner aircraft which features 22 seats in Business Class and 232 seats in Economy Class, with the latest interactive in-flight entertainment system featuring over 1,000 options available in all cabin classes.

The flight will operate on Mondays, Tuesdays, Wednesdays, Thursdays, and Saturdays. Flight QR 1369 will depart Doha (DOH) at 01:25 to arrive in Cape Town (CPT) at 10:15. On the return leg, flight QR 1370 will depart at CPT at 12:45; to reach DOH at 23:30 (all times local).

India seeks pre-clearance facility for US-bound flights from Mumbai & Delhi

A proposal that allows passengers travelling from India to the US to complete their immigration and customs formalities in New Delhi or Mumbai is to be discussed between the two countries. While the facility will spare passengers time and trouble when they arrive in the US, it could also help the Delhi and Mumbai airports develop as hubs. Currently, the pre-clearance facility for travel to US is offered in a handful of countries, such as Ireland, Canada, Bermuda, and the Bahamas, besides the emirate, Abu Dhabi. The immigration checks would be carried out by US Customs and Border Protection officials. Aviation experts believe the facility might encourage international airlines from Malaysia, Thailand and Singapore to fly to the US via India.

The upgrade of India's air safety rating will delay negotiations, because right now Indian and US airlines are not allowed to expand the number of flights to either country. The FAA downgrade happened in January this year with the authority citing an inadequate safety oversight mechanism of the domestic aviation regulator, the Directorate General of Civil Aviation (DGCA). The DGCA has since complied with all requirements, especially hiring key safety inspectors. Last month, top officials from the regulator met FAA officials to apprise them of the progress. For the US authorities, the move will help reduce congestion at some of the bigger airports like New York's John F Kennedy and Chicago's O'Hare, besides helping passengers looking to take a connecting flight.

Currently, the bulk of the domestic air passengers going to and from the US are carried by West Asia-based carriers like Emirates, Etihad Airways, and Qatar Airways. Air India and United Airlines also operate direct flights between the two countries, while Jet Airways routes its US flights through its hub in Brussels.



Ryanair’s new Boeings-8 additional seats with 'MORE' legroom

European budget carrier Ryanair few days ago became the first airline to embrace a new variant of Boeing’s 737 that will enable it to squeeze an additional eight seats into Boeing’s popular single-aisle airframe. Ryanair, which is based in Dublin, said it had signed an agreement with Boeing to buy 100 of the planes, with an option to buy up to 100 more. Ryanair had planned to fit the planes with 197 seats, up



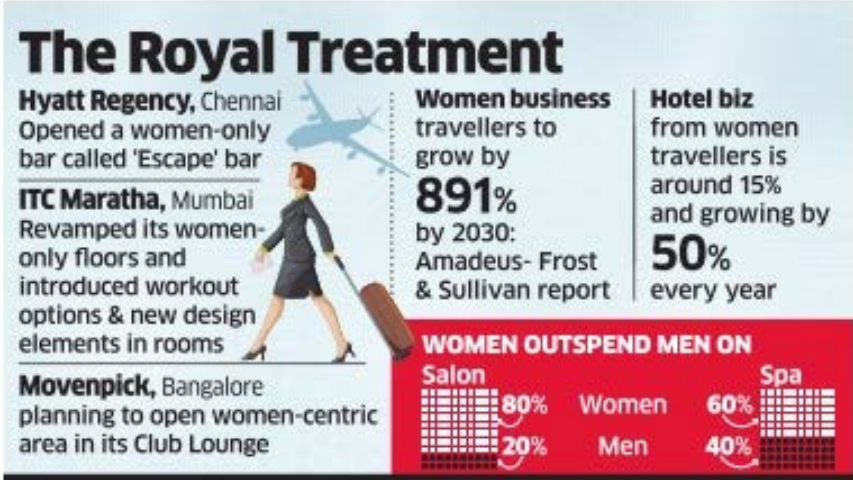
fromthemaximum189 seats on its current fleet of around 300 planes, all of which are Boeing aircraft. Ryanair would accommodate the addition of eight seats by fitting the new planes with seats that are less bulky and eliminating the forward and rear galleys. The airline said the new configuration would provide passengers with somewhat more legroom than the average of 30 inches on its current fleet. Like most no-frills carriers, Ryanair’s cabins are all economy and its seats do not recline. Eliminating the galleys will have no effect on cabin service, because the airline’s flights average less than 90 minutes and it does not serve meals. Boeing announced plans for the new single-aisle variant — called the 737 Max 200 because it can seat up to 200 passen- gers. Ryanair is Europe’s largest airline by number of passengers, with more than 81 million people travelling on its flights each year. It is one of the few airlines with an all-Boeing fleet.

Luxury Hotels measures to attract Business Women

Businesswomen are one of the fastest-growing traveller segments. With this potential, hotel chains are leaving no stone unturned to attract and retain the loyalty of female business travellers who are moving up the career ladder and now travel more often.

While luxury chain ITC Hotels was the first to conceptualise Eva rooms exclusively for women travellers in the 1990s, the concept has evolved from being just a room category at ITC Maurya in New Delhi to a dedicated wing and floor in ITC hotels across the country. Early this year, ITC Maratha in Mumbai revamped the women-only floor to incorporate new design elements and introduced work-out options such as Steppers within these rooms. The hotel chain’s upcoming property ITC Grand Bharat at Manesar near Gurgaon has special packages on golf, yoga, spa, beauty treatments and culinary classes crafted for women travellers.

Other hotel chains are now also adopting the trend of women only floors and intro- ducing newer and customised services for this segment. The Leela Palace New Delhi has crafted a new package for single lady travelers, which includes an array of services such as dedicated female housekeepers, butlers, concierges and personal shopping assistants and tour guides along with access to a personal chef who curates personalised menus during their stay. With business from women travellers growing by 50% every year, hotels say this segment cannot be ignored. Once a single-lady traveller stays at the hotel and is comfortable with the personalisation and environment, then she becomes a 100% repeat customer to the hotel. Some hotels are designing areas specifically for women travellers. For instance, the Hyatt Regency in Chennai has started a women only bar in its lobby called ‘Escape Bar.’ Mövenpick Hotel & Spa Bangalore is planning a women-centric area in its ‘Club Lounge’ on the executive floor, which will offer wines, juices, health food and magazines preferred by women. Hotels are becoming more dependent on this segment as women travellers are more liberal with their purse strings and indulge in quality lifestyle amenities including spas, beauty, health and wellness. The net revenue realization per room is higher of women travelers vis-à-vis men. The Hotels gets about 80% of its salon revenue & 60% of its spa revenue from women guests. Hotels are training their workforce to serve women travelers. For instance Le Meridian in Kochi has introduced ‘Gender Sensitisation’ training as a part of induction programme for new associates, especially males.



IHG unveils Holiday Inn Jaipur City Centre in Rajasthan

InterContinental Hotels Group (IHG) has opened Holiday Inn Jaipur City Centre, in the capital of the state of Rajasthan. The hotel, which is the ninth Holiday Inn property in India, is located right in the centre of the city and close to popular tourist and business destinations. The 172-room Holiday Inn Jaipur City Centre is located in close to key areas of Jaipur -



InterContinental Hotels Group

including the main shopping centre, railway station, government houses, multinational companies and cultural venues. For guests travelling for leisure and sight-seeing, the hotel has convenient access to historical monuments and tourist attractions such as Amber Fort, Hawa Mahal, Jantar Mantar, City Palace and Birla Temple. The central location, coupled with the fresh and comfy guest rooms and facilities, make it an ideal option for business, leisure and transit travellers to the city.

Radisson Blu to become first 5-Star hotel to open in North East India

Dharampal Satyapal Group has tied up with the top international hotel chain 'Radisson' to open the first five-star hotel of the North East in September. The first-ever five-star hotel in Guwahati, the 196-room Radisson Blu Hotel located on National



Highway 37 bypass at Gotanagar aims to redefine hospitality and provide the best in comfort in the North East.

VISA NEWS

New Zealand announces 10-week visa for 2015 Cricket World Cup as part of Trans-Tasman Travel Arrangement

Immigration Minister of New Zealand has announced that a ten-week window will apply to the Trans-Tasman Travel Arrangement for the 2015 Cricket World Cup. From 26 January to 5 April 2015, cricket fans and other visitors to Australia and New Zealand will only need to apply for one visa under a new Trans-Tasman Visa Arrangement. Over this period, New Zealand will grant a three-month visitor visa on arrival to those who already hold an acceptable Australian visa. This will make it easier for cricket fans to follow their team in both countries, and encourage those who may not have planned to visit New Zealand, to do so. The 2015 Cricket World Cup will take place from February 14 to March 29, 2015. An extended window for the visa Arrangement will also enable fans to visit New Zealand before or after the official tournament. This agreement will also allow people already in Australia on most permanent or temporary visa to come to New Zealand.



Through the Advance Passenger Processing system used by both countries, Australian and New Zealand authorities will be able to determine if an airline passenger holds an acceptable Australian visa at the time they board their flight. "The new arrangement will substantially benefit the tourism sector in both countries by streamlining

Trans-Tasman travel for the Cricket World Cup.

International visitors will still be required to meet the respective health, security and character requirements of both countries and each country will retain the right to refuse entry if a visitor does not meet these requirements.

INDUSTRY NEWS

Philippines launches maiden Philippines Specialist Program for Indian travel agents

Realising India's potential as one of the most important emerging markets, the Philippines Tourism Marketing Office has launched the Philippines Specialist Program (PSP). It is an online training programme wherein travel agents have to register themselves on the website—www.psptraining.in



The Philippines Specialist Program builds on the theme of 'Its More Fun in the Philippines' to help travel agents understand and sell the country as an ideal tourist destination. The course offers information in a visually appealing format that gives a glimpse of Philippines as a country and as a tourist attraction too. There are videos too to make the learning engaging and interesting. The Program has eight modules in Level 1, providing general information on the Philippines, to visas, attraction, shopping, nightlife, hotels and food to cities like Manila, Cebu, Boracay, Palawan and Bohol .

This certified Program provides travel professionals the perfect opportunity to familiarise and enhance their product knowledge on the destination, thereby becoming Specialists and ambassadors of the Philippines.

Kailash Mansarover Yatra to get quicker

The Government wants to make the grueling trek to Kailash Mansarover easier. For this reason it is building an all-weather two lane motorable road to Tibet border from Tawaghat in Uttarakhand. Border Roads Organization (BRO), which is on the job to convert the trekking route between Tawaghat & Lipulekh Pass to a 10-meter wide road has been asked to expedite work. BRO have already deployed machines for 20 km stretch between Tawaghat & Ghatiaabagarh. The Government wants this work to be completed in one year considering its religious & strategic importance. Once this entire stretch is ready for movement of vehicles, pilgrims can travel in much greater comfort to the shrine. At present, pilgrims spend days to cover the 91 km stretch between Tawaghat & Lipulekh Pass on foot or on pony or yaks. While the National Highway network ends at Pithoragarh, the motorable road connectivity is upto Tawaghat, which is a state highway. There is a need for proper upkeep of the 107.6 kms road from Pithoragarh to Tawaghat. The road between Almora & the road-head at Tawaghat gets severely damaged during rainy season & also the walking trails beyond Tawaghat get damaged badly due to landslides.



Centre to lift ban on use of satellite phones for Adventure Tourism

In a major relief for adventure travellers in India, the government is to lift the ban on use of satellite phones for tourism purposes. This means that tourists trekking in the wild in the North East or skiing in the upper reaches of Himalayas where there is no connectivity can use satellite phones for any emergency. At present Thuraya satellite phone service is not allowed in the country for security concerns. The ban was put in place since intelligence agencies find it difficult to keep track of these phones. According to estimates, India draws 200,000 foreign tourists for Adventure Tourism annually with domestic tourists accounting for much more. This has been a long-standing demand from adventure tour operators after deaths in accidents and life-threatening situations because of the lack of communication. The trips which are in the wilderness where there is no connectivity, the tourists require satellite phones when they suffer from ill health like high altitude sickness or accidents. Every minute counts but there have been times when the tourists had to wait for 24 hours before they could inform the Air Force to send a chopper.



INTERESTING PHOTOGRAPHS

UNESCO World Heritage Site
Rock Islands Southern Lagoons, Palau
North Pacific Ocean



LIGHTER MOMENTS

A man wrote a letter to a hotel where he planned to visit on his vacation.

He wrote: "I would very much like to bring my dog with me.

He is well-groomed and very well behaved.

Would you be willing to permit me to keep him in my room with me at night?"

An immediate reply came from the hotel owner, who said, "I've been operating this hotel for many years. In all that time, I've never had a dog steal towels, bedclothes, silverware or pictures off the walls. I've never had to evict a dog in the middle of the night for being drunk and disorderly. And I've never had a dog run out on a hotel bill. Yes, indeed, your dog is welcome at my hotel. And, if your dog will vouch for you, you're welcome to stay here, too."

THOUGHT FOR THE FORTNIGHT

Knowledge varies from wisdom. Knowledge is knowing the solution to a problem while wisdom is knowing how best to apply knowledge to the situation.

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The same may be forwarded to iaai.pune@iaai.in

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