



IAAI Newsletter

November 2014, 1st Fortnight Issue

IAAI News

IAAI—ETAA joint programme at Mumbai



1. Mr Naresh Rajkotia felicitating Mr Shashi Laxman, Chairman (Ajanta Group)

2 & 3. Attentive & interactive audience during the Programme

A Travel Agent Educational Programme was jointly held by IAAI & ETAA at Hotel Ajanta, Juhu, Mumbai on the 8th of November 2014, attended by over 65 agents. Amongst those present were Mr Jagat Mehta (National President, ETAA), Mr Naresh Rajkotia (Director WR, IAAI) & Mr Salvadore Saldanha (National Treasurer, IAAI).

The first session was conducted by Mr Dev Karvat (MD, TrawellTag Cover.More) & Mr Aman Kaushik of Fulcrum—Push to make the member agents aware of the ancillary products and services for their clients, including travel insurance offered by TrawellTag Cover.More. The programme covered the behavioural patterns of domestic and outbound travellers, and the growing need and importance of travel insurance. The agents were presented with statistical data, highlighting the benefits to travellers who purchased travel insurance, as opposed to the ones who did not opt for it. The above two Professionals also spoke about the range of travel ancillary products that the company offers and highlighted the newly added products in the range. A lot of interest was shown by the delegates on the Rs. 999 annual premium scheme for domestic travelers with coverage features such as trip cancellation & missed-connections.

During the second session there was a presentation by Mr Rajan Laxman, Director (Ajanta Group on)—

- a. Alitalia Airline re-entering India with Jet Airways & Etihad to fly passengers from various Indian cities to Abu Dhabi & onward travel on Alitalia. All IATA travel agents will be offered a 7% special offer on the base fare along with liberal capping.
- b. High-end car rental offerings by the Ajanta Group through their tie-up partners in USA & Canada with 10% commission to travel agents.

The event was followed by Cocktails & Dinner, sponsored by the Ajanta Group.

Special mention has to be made of the hardwork put in by the IAAI Maharashtra team led by its President Mr Chetan Momaya in arranging this programme. Mr Momaya said, "We want to send out a strong message to the industry despite all the challenges, it is the small agents - be they IATA or Non-IATA - who carry the Travel Industry on their shoulders. It is on them the Airlines, Consolidators, the passengers and tourists depend. Hence on the welfare of the small agents depends the welfare of the Industry."



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Aviation News

Emirates to start fourth daily service to New York from March 2015



Emirates will launch its fourth daily service from its hub, Dubai International Airport (DXB), to JFK International Airport (JFK), New York from March 8, 2015. Flight EK 207 will depart from Dubai at 1450 hours and arrive at JFK at 2035 hours. The return flight EK 208 will take off at 1630 hours and reach Dubai at 1315 hours the following day. One of Emirates' A380 aircraft will be deployed on

the new route. The aircraft will feature 14 First Class Private Suites, 76 Business Class lie-flat beds, and 399 Economy Class seats on the main deck. Its upper deck features Emirates' On-Board lounge for premium passengers and two unique Shower Spas for First Class passengers. All passengers on board can have access to up to 1,800 channels of films, TV shows, music and games through ice, the airline's in-flight entertainment system.

Jet Airways starts daily flights on Delhi- Bangkok-Ho Chi Minh City route



Jet Airways Ltd launched daily flights from Delhi to Ho Chi Minh City via Bangkok. As reported earlier in this newsletter, with this service Jet will offer connections to cities in the ASEAN region and beyond Ho Chi Minh to Sydney, Melbourne and Hanoi, and within Vietnam with its code-share partner Vietnam Airlines. The airline has deployed the state-of-the-art Boeing 737-800 next generation aircraft on the route, offering Premiere and Economy class seats. The flight 9W 064 will depart at 0855 hrs and arrive in Bangkok at 1430 hrs. The flight will leave Bangkok at 1545 hrs to arrive at Tân Sơn Nhứt International Airport in Ho Chi Minh City at 1715 hrs. On the return leg, flight 9W 063 will depart Ho Chi Minh City at 1815 hrs and arrive in Bangkok at 1945 hrs. The flight will depart from Bangkok at 2050 hrs to arrive at Delhi at 2359 hrs. (All timings local). Ho Chi Minh City is the 22nd international destination on Jet Airways' network.

Aviation News

Jet Airways starts second frequency from Mumbai to Doha, Colombo & Bangkok



Jet Airways Ltd has started operating additional flights from Mumbai to Doha, Colombo and Bangkok. The airline is operating a Boeing 737-800 aircraft on these new routes, offering Premiere and Economy class seats. Jet Airways flight 9W 560 departs Mumbai at 0120 hrs and arrives in Doha at 0245 hrs. The return flight 9W 559 departs Doha at 0345 hrs and arrives into Mumbai at 0930 hrs. This flight provides connectivity from Mumbai to Doha and beyond to destinations in Gulf with direct and code-share flights. The flight 9W 252 departs Mumbai at 1805 hrs and arrives into Colombo at 2035 hrs. The return flight 9W 251 departs Colombo at 2135 hrs and arrives in Mumbai at 0015 hrs, providing onward connections to Dubai and Abu Dhabi in the Gulf, Bangkok, Singapore and Hong Kong in the Far East and to North America via Brussels and London Heathrow with direct and code-share flights. In addition, the third daily direct service from Mumbai to Bangkok, flight 9W 060 departs Mumbai at 1255 hrs and arrives in Bangkok at 1835 hrs. On the return leg, flight 9W 061 departs Bangkok at 0855 hrs and arrives into Mumbai at 1155 hrs daily. (All times local).

- SriLankan Airlines has wef 9th Dec commenced a direct, non-stop service to London Heathrow, with its newly acquired Airbus 330-300. The A330-300 has configured its layout seating 297 passengers in two classes accommodating 28 in Business Class and 269 in Economy.



New Sikkim Airport has huge traffic potential



The proposed new "Pakyong" airport in Sikkim for which work has already commenced, has a huge traffic potential. Besides being very convenient to tourists in terms of avoiding tedious & time consuming road travel, the opening of the second route to Kailash Mansarovar via Nathu La Pass also has a huge off-seasonal traffic potential, the peak yatra time being the months of July & August each year.

Aviation News

MEHAIR to start regional air service in Gujarat by year end



The Department of Civil Aviation, Government of Gujarat, has issued a Letter of Intent (LOI) to M/s Maritime Energy Heli Air Services Pvt. Ltd. (MEHAIR). The service is likely to be launched in December 2014 and will connect the cities of Ahmedabad, Surat, Bhavnagar, Bhuj, Mandvi, Jamnagar, Keshod, Porbandar and Rajkot. MEHAIR will use its 2 x Cessna 208B Grand Caravan aircraft, which are configured to carry two pilots and nine passengers. As part of the contract, the Government of Gujarat will provide a subsidy to ME-

HAIR on the various flights operating across the state. With the finalisation of this project, Gujarat has become the second state in the country after Madhya Pradesh to have regional intra-state aviation service.

Air India to start flights from Delhi to Gorakhpur & Shimla from Dec 16, 2014



Air India Ltd will start operating flights on Delhi-Gorakhpur and Delhi-Shimla routes and resume the third direct Delhi-Kochi flight from December 16, 2014 onwards. These flights will operate thrice a week. Also on the anvil is the plan to increase the frequency of the Delhi-Birmingham-Delhi B787 flights to daily from the current four-times-a-

week service. An addition of extra 1,500 seats a week on route will give passengers greater choice, flexibility and the opportunity to travel from Birmingham airport to Delhi and Amritsar.

Recently, Air India introduced four weekly flights from Goa to Moscow via Delhi. The carrier has also introduced a third daily direct flight between Goa and Delhi. This flight will offer additional capacity to meet the demand for the forthcoming holiday season.

New Flights from Air Asia India



AirAsia India is to introduce three new domestic flights from Pune. The first flight out of Pune will be to Chandigarh on November 30 & the airline has also scheduled services to Jaipur & Goa from the city. AirAsia is launching Bangalore-Pune-Goa, Bangalore-Pune-Chandigarh & Bangalore-Pune-Jaipur from November 30 onwards. These flights will be on a daily basis.

Aviation News

Royal Jordanian offers Business Class upgrade through electronic bidding

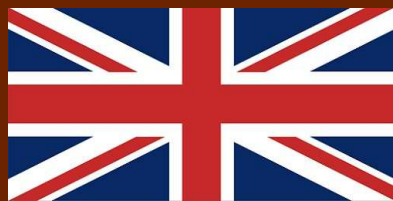


Royal Jordanian (RJ) has launched a feature, 'Go Crown' that allows passengers holding Economy Class tickets to place a bid to upgrade to Crown Class. After the passenger purchases an Economy Class ticket, he/she receives an invitation to bid for the chance to upgrade on the email address he/she provided upon booking. If the passenger purchases the ticket through any channel, he/she can go to 'Manage My Booking' option on the RJ website, add their contact details and place their bid. The bidding passengers submit an offer based on the amount they are willing to spend to upgrade (within a minimum and maximum offer value). If the passenger's bid is successful, they will receive a notification between 24 and 72 hours prior to departure. If it is not awarded, travellers retain their original reservation.

Crown Class is RJ's signature Business Class cabin offering passengers a wide range of added benefits and comfort including exclusive check-in areas, use of the Crown Lounge, as well as added comfort through wider seats and added leg room.

Visa News

Same day UK visa scheme to be extended to more countries



The same day Super Priority Visa service to UK with clearance within 24 hours & visa fees GBP 600 above normal charges is being extended to new countries from April 2015. The same day visa was first launched in March 2013 in India followed by China. The new countries to benefit include Thailand, Turkey, South Africa, UAE & Philippines.

On an average about 60 applications in India & about 100 applications in China in this category are currently being processed each month.

Hospitality News

Amritsar to have the Largest Hotel in India



Just 9 km away from the Golden Temple, the largest hotel in the country is on its way to become a fascinating reality. The name of the future hotel is Hawthorn Suites by Wyndham Amritsar & the property will be having five-star amenities & facilities. The massive hotel of the near future will comprise of 1113 rooms. About 75 percent of its rooms will be marketed as timeshare, in partnership with RCI.

The first phase of the mixed use property will become operational by the end of 2017, & the phase will include 370 odd rooms.

Gujarat Tourism to support Private Tour Operators



Tourism Corporation of Gujarat Ltd (TCGL) will be facilitating private tour operators from across the country, wherein they can now register themselves with Gujarat Tourism as certified operators. Further to this, TCGL will also be offering facility of online booking of private hotels that will be registered with it. TCGL will continue to aggressively market Gujarat as a tourist destination in India as well as abroad. To further strengthen the efforts in this direction TCGL have introduced Public Private Partnership model whereby various tour operators both from within & outside of

Gujarat can register with TCGL through its website. The private operators can also now showcase their own packages on Gujarat Tourism website, which will be offered to the tourists looking at visiting Gujarat.

Goa Tourism introduces Women Taxi Service



Goa Tourism has launched a women taxi service, thus making Goa among the few states in the country to offer taxis driven by women. The service was flagged off by Manohar Parrikar, Former Chief Minister of Goa, in Miramar. Goa Tourism decided to take this step to cater to female tourists and residents in the state. The initiative taken up by Goa Tourism will give a new career direction to women. The taxis will be driven by female drivers who are trained in self defense, soft skills,

first aid, and have knowledge of tourist spots, thus doubling up as tourist guides to their passengers when needed. The drivers are groomed in basic etiquette, personal hygiene, and customer relations. The cars will be equipped with GPS monitoring system, which supports a panic alert button controlled by the back office. To begin with the project, ten new air-conditioned taxis will be available to ply to and from the airport, hotels, railway stations, and bus terminals, and will be stationed at GTDC residencies. The number of taxis will be increased, subject to demand.

Industry News

Soon, Aadhaar e-KYC to Let You Enter Airports

Bengaluru airport to experimentally roll out this facility in Jan 2015



After the approval to eKYC (Electronic Know Your Customer) Aadhaar service for giving SIM cards, the Home Ministry has now agreed to allow e-KYC for passenger entry to airports. For a start, a passenger having an Aadhaar number can place his fingerprint on a biometric kiosk at airport entry gate in Bengaluru starting January and a display unit will instantly flash his photograph and other details to the CISF personnel for identification and allowing him entry to the airport. Unlike the practice globally, passengers have to show an identity document to CISF personnel at Indian airports to get entry into the airport as security threats have been cited for such checks. Aadhaar card had been accepted as one of the identity documents. However, the UIDAI, CISF and Kempegowda International Airport (KIAL) have now decided to also roll-out an e-KYC based application at the airport. This is on an experimental basis...if it works out fine, the e-KYC plan can be considered for other Indian airports too. The Self Service Biometric Kiosk and the display unit for the CISF at the airport will be connected to an eKYC Server of UIDAI Regional Office for instant authentication. The service will be fully automated, and KYC data will be furnished in real-time, without any manual intervention. It will however not be compulsory for passengers to use the e-KYC process and passengers can still show other identity documents for entry.

Dubai starts a tram service



Adding to Dubai's transport network, a modern tram service has started operations wef Nov 12th. The first tram service in the Gulf region will cover a distance of 10.6-kilometres. The tram will run every 10 minutes in peak hours and every 12 minutes during off peak hours. The trams will have two cabins reserved for women and children. Besides this, another cabin will be reserved for 'gold class' passengers. The tram expected to ferry 27,000 people every day. Each tram can accommodate 405 passengers. While a silver class trip will cost 3 dirhams, the gold class fare will be 6 dirhams per ride, one of the cheapest fares for trams. Some stations have air-conditioned bridges with escalators and lifts. The service also has the credit of being the world's first tram network to use platform screen doors at the stations. The tram uses automatic protection technology to ensure comfort and safety to riders, according to Dubai's Road and Transport Authority. The fleet currently has 11 trams and 14 trams will be added in the second stage to bring the total to 25 trams.

Interesting Photographs

Gulf of California *USA*

The Colorado River flows through
5 US states & 2 Mexican States,
before emptying into the Gulf of
California



Amazing Rock Formations due to wind

Open Space

Lighter Moments

A man had been driving all night and by morning was still far from his destination. He decided to stop at the next city he came to, and park somewhere quiet so he could get an hour or two of sleep. As luck would have it, the quiet place he chose happened to be on one of the city's major jogging routes. No sooner had he settled back to snooze when there came a knocking on his window. He looked out and saw a jogger running in place.

"Yes?"

"Excuse me, sir," the jogger said, "do you have the time?" The man looked at the car clock and answered, "8:15". The jogger said thanks and left. The man settled back again, and was just dozing off when there was another knock on the window and another jogger.

"Excuse me, sir, do you have the time?"

"8:25!"

The jogger said thanks and left. Now the man could see other joggers passing by and he knew it was only a matter of time before another one disturbed him. To avoid the problem, he got out a pen and paper and put a sign in his window saying, "I do not know the time!" Once again he settled back to sleep. He was just dozing off when there was another knock on the window.

"Sir, sir? It's 8:45!."

Thought for the Fortnight

(Applicable to today's travel industry)

Hope is important because it can make the present moment less difficult to bear. If we believe that tomorrow will be better, we can bear hardship today.

IAAI Director Board

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|---|---|---|
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