



IAAI Newsletter

May 2015, 1st Fortnight Issue

IAAI News

Clarification on the IAAI APJC Case

To clear the apprehensions about the Case filed by IAAI - the case is solely against IATA only and not against any Associations or their activities. This is a case filed in October, 2014, that came up for hearing after overcoming a lot of legal challenges on the Court jurisdiction and authority issues.

For the greater good of the fraternity and for the survival of the ordinary Travel Agents, IAAI had approached the Delhi Court to stop all activities of the present APJC and direct IATA to re-constitute APJC-India as per the new Guidelines issued by the Passenger Agency Conference (PAConf) in January 2014 under Appendix "F".

The new guidelines of PAConf require the IATA Manager in a Country to establish APJCs as follows:

1. Countries under Res 818g shall have 18 members equally represented by Airlines & Association of agents.
2. In case of Countries with more than one national association, it has to be ensured that all the associations should have equal representation.
3. If a fraction of agents are not being represented through any of the national associations, then it has to be ensured that a member of them shall be selected to represent them.
4. The Chairman of the Council should be elected from the 18 members.

IAAI had only approached the Indian Judiciary against the vested interests in our travel trade to get the rights of agents established through the Court of Law, and none of the travel trade associations are a party to our Court case.

Everyone should remember that IAAI was formed in 2001 solely to answer the distress call of the IATA Agents' Fraternity when APJC introduced the Rs.20 lakhs Minimum Bank Guarantee and the diminishing Bank Guarantee based on credibility and aging in 2001.

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CONDOLENCE



It is of profound grief that Mrs. Prema Radhakrishnan, Chairperson – PR Council – IAAI & Director, Emerald Airways, Chennai passed away on 14th May 2015.

It is a great loss to the Travel Trade Industry in general and IAAI in particular.

IAAI News

It is also be recalled that IAAI got these Guarantees quashed by the IATA Travel Agency Commissioner who declared that “APJC-India acted in excess of their authority” as also the Hon. High Court of Kerala declared it as being ‘discriminatory’. Had they been implemented, almost 40% of the ordinary IATA Travel Agents in India would have been wiped out.

On Page 3 there is a graphic illustration of the fate that has befallen the IATA Agents over the years since 2002 and the road to perishment that awaits them.

It has been a lone crusade for IAAI against the many injustices that have been heaped upon the IATA Agents through the directives of the present APJC.

IAAI has always been an ‘Association by the Agents, for the Agents’ and IAAI will continue to champion the cause of the IATA Agents.

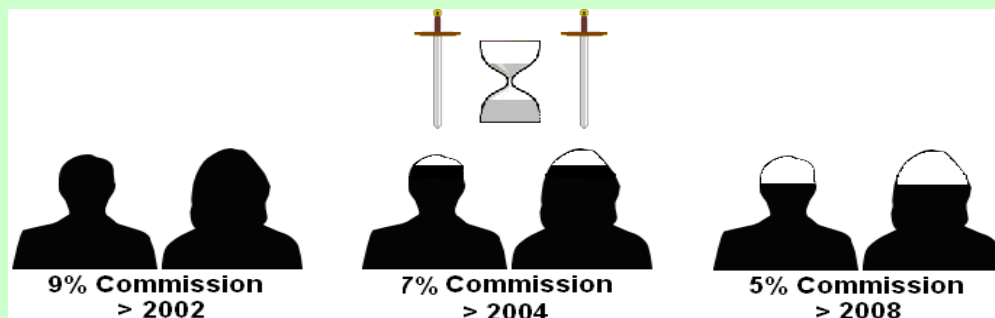
IAAI seeks your wholehearted support in this endeavor.

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IAAI News

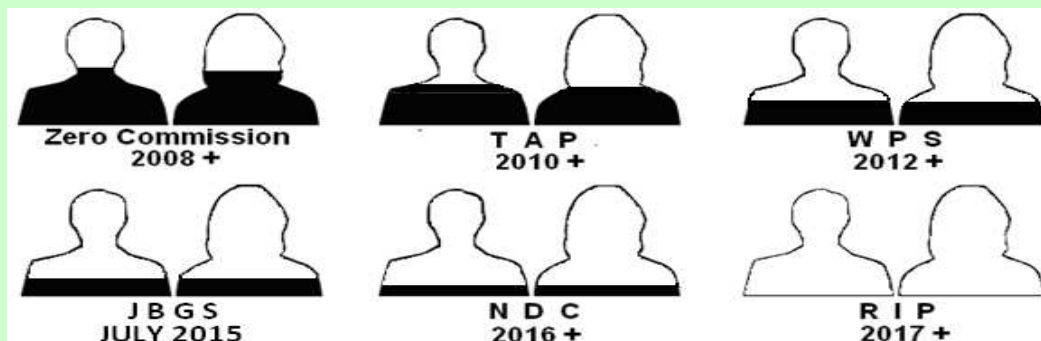
THE IATA TRAVEL AGENTS IN INDIA

AN ENDANGERED SPECIES AND THEIR STRUGGLE FOR SURVIVAL



THEN - A DECADE OF DECADENCE – 2008 TO 2017

A VANISHING TRIBE



ANNIHILATION

Aviation News

Flying gets costlier as airlines hike rates



All aisle and window seats on IndiGo flights will cost more, if pre-booked. This follows the DGCA's nod to airlines to charge for pre-booked seats.

Booking a seat in the front or emergency rows will cost Rs 600 and booking the window and aisle seats in rows 2 to 11 will cost Rs 300. IndiGo now offers window and aisle seats of rows 14 to 29 (12 and 13 are emergency exit rows that have extra legroom) for Rs 200.

Jet Airways and IndiGo have also announced a steep hike in ticket cancellation charges. While IndiGo earlier had a flat fee of Rs 1,500 for cancellations made up to two hours prior to departure time, it now has four slabs. People cancelling two to 48 hours before departure will have to pay Rs 2,250. The fee will be Rs 2,000; 1,500 and 1,250 for cancellations made 48 hours, seven to 30 days and more than 30 days before departure time, respectively.

IndiGo used to charge Rs 2,000 for international tickets cancelled up to four hours before departure time. Now, it will charge Rs 2,500 for tickets cancelled from a week to four hours before departure time. Tickets cancelled more than a week before flight departure will remain Rs 2,000.

Jet Airways' cancellation charge for domestic flights used to be in the range of Rs 1,000 and Rs 2,000 earlier. Now the slab has been widened to min. Rs. 2,750 & above.

SpiceJet to charge for fast check-in & baggage delivery

SpiceJet Ltd will offer flyers quicker check-in and baggage delivery for a fee. The airline would charge Rs 500 for assistance with check-in and baggage collection, Rs 200 for priority check-in, Rs 100 for faster baggage delivery, and Rs 35 for extra compensation for baggage loss, flight delays and cancellations.



Aviation News

Singapore's Changi Airport to reduce fee for transit travellers from July 1, 2015



Singapore's Changi Airport Group (CAG) has revamped its fee structure, dropping prices across the board for airport related fees, including a reduction in Passenger Service Charge for transit travelers. From July 1, 2015, CAG will reduce fees for transit passengers by two-thirds from SGD 9 to SGD 3, as the airport group looks to boost traffic in the face of fierce competition in Asia. CAG will also drop landing fees for long-haul flights, aircraft parking and aerobridge charges in the wide ranging revamp.

SpiceJet to make permanent complimentary meal & beverage and priority baggage handling with SpiceMAX seat

SpiceJet Ltd. will make permanent the inclusion of a complimentary meal and beverage and priority baggage handling with the booking of every SpiceMAX seat. The airline had earlier announced a limited-period offer with these additions, and noting the customer response, has decided to continue with this on a permanent basis.



The SpiceMAX product therefore now includes the following benefits :-

1. Priority check-in
2. The most legroom Economy Class seats in the world (up to six inches more legroom than standard Economy Class seats, and more legroom than Premium Economy seats on some other airlines)
3. Complimentary meal and beverage (hot meals on Boeing flights over 75 minutes) from an all-new menu
4. Priority baggage delivery

The first five rows of SpiceJet's Boeing aircraft, and the front row on the Bombardier Q400 aircraft, are especially configured to offer SpiceMAX seats. The second exit row on Boeing aircraft will also henceforth be designated SpiceMAX seats. SpiceMAX is available for an add-on fee of Rs 500 to Rs 1,000 per sector (depending on aircraft and flight length), and can be purchased by selecting a SpiceMAX seat on the seat map at the time of booking, at any time after booking using the 'Manage My Booking' option, or during web or airport check-in (based on availability).

Aviation News

Qatar Airways launches first ever Doha-Dubai shuttle service



Qatar Airways has introduced a Doha-Dubai shuttle service, which will fly from Doha's Hamad International Airport to Dubai International Airport, as well as Al Maktoum International Airport in Dubai. The first-of-its-kind service between the two cities will be offered on each of the 18 daily flights on the route, with 14 flights to and from Dubai International Airport and four to and from Al Maktoum International Airport.

The Doha-Dubai shuttle caters to the needs of both business and leisure travellers, and provides them with a more convenient and time-saving option when travelling between the two cities. Passengers flying on the shuttle will also be able to take advantage of fast-track immigration in Doha, allowing them to clear passport control within minimum amount of time before proceeding to their boarding gates located in either Concourse A or B, which are no more than a seven-to-ten-minute walk, on average, from passport control.

Tickets for the shuttle can be amended once free-of-charge. Passengers on the shuttle will also be able to enjoy the airline's new in-flight entertainment system, 'Oryx One - Explore. Play. Share.'. Moreover, members of Qatar Airways' frequent flyer programme, Privilege Club, will receive double Qmiles when travelling on the shuttle, until July 31, 2015.

SpiceJet to operate additional flights on Delhi-Hyderabad sector during May 15-31 period

SpiceJet Ltd will operate an additional flight connecting Delhi to Hyderabad to meet passenger demand during the current peak summer period. The airline will operate the additional flight on alternate days for a limited period from May 15 to May 31. With this new flight, frequency of service for the summer will increase from 10 to 14 flights weekly.

Flight details :-

Flight No.	Sector	Timings	Days of operation	Period
SG 875	Delhi—Hyderabad	6.50 pm—9.00 pm	Mon / Wed / Fri / Sun	15 May to 31 May
SG 876	Hyderabad—Delhi	9.30 pm—11.30 pm	Mon / Wed / Fri / Sun	15 May to 31 May

Aviation News

Some of the fine dining experience in the Air....

Great Business Class Meals : Qatar Airways

- The menu has been designed taking into consideration that flavours are altered when you are 30,000 feet above ground. Start a culinary journey with classic Arabic meze, then savour thyme roasted chicken breast with supreme sauce, oven roasted mustard & dill salmon & have a sweet finale with banana & caramel slice.



Best First Class Meals : Emirates

- Be ready for an on board lounge to indulge in premium wines & canapés. You can start your culinary journey with route specific wines. Served on Royal Doulton Bone China, the 'Dine on Demand' meals are creations of Emirate's master chefs.



Star Economy Meals : Malaysia Airlines & Qatar Airways

- Malaysia Airlines has introduced MH gourmet, an economy upgrade option offering six premium meals with selections from Malaysian, Western & Japanese cuisines (available on select flights).
- A special mention to Qatar for its English breakfast of cheddar cheese omelette, pancakes & grilled chicken sausages.



Special Child Meals : Singapore Airlines & Lufthansa

- Singapore Airlines has a special meal programme for kids between 2 & 11 years, travelling in Suites, First & Business Classes. Burger & chips, macaroni & cheese, fish finger battalion, chicken & vegetable lasagna & much more.
- Lufthansa serves colourful meals for young travelers on some European & all long-haul flights—in all travel classes. Flying Fish (salmon with peas & mashed potatoes), Tasty Turkey Take Off (turkey breast with green beans & potato gratin), Fresh Apple Breeze (a sweet casserole with apples & custard).



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- Best Regional Food on Board : Singapore Airlines, SwissAir & Emirates
 - Best Health Meals on Board : Malaysia Airlines, SwissAir & Turkish Airlines
 - Best Tea & Coffee Service : Austrian Airlines & Virgin Atlantic
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Hospitality News

Ginger Hotels unveils its first 'Smart Basics' hotel in Thane



Ginger Hotels announced the launch of its first hotel in the City of Lakes – Thane, Maharashtra. The Smart Basics hotel offers 46 comfortable rooms to unwind at an introductory rate of Rs 3099 for a Standard room (Double/Twin) and Rs 4700 for a suite. The Smart Space room enables one, experience simplicity at its best. Located in the heart of Thane, it is well connected to major corporate hubs, shopping malls and tourist attractions.

The hotel is just 5 km away from the Thane railway station, 36 kms from Mumbai Airport and also well connected to National Highway (NH) 3. The one-of-its-kind Smart Basics features are designed to provide guests with a comfortable and convenient hotel stay experience. The business and connectivity needs are taken care of with free high-speed Wi-Fi and well equipped options for banqueting. The multi-cuisine restaurant – Sheetal Grill offers a varied range in culinary delights.

IHG to unveil first Crowne Plaza in Chennai



InterContinental Hotels Group

The InterContinental Hotels Group (IHG) recently announced the signing of the 286-room Crowne Plaza Chennai Adyar Park with Adyar Gate Hotels Limited. The hotel, which IHG is now managing, will be rebranded as Crowne Plaza Chennai Adyar Park, marking the entry of the company's Crowne Plaza brand into the key Indian city.

The hotel joins Holiday Inn Express Chennai Mahindra World City, making it the second IHG hotel in Chennai. Located in the city's central business district and taking the site of the existing Sheraton Park Chennai, the hotel bears additional significance for IHG as it was originally the site of the company's first Holiday Inn to open in India in the 1970s. Just 10 kilometres from Chennai International Airport, the hotel features a wide array of excellent dining options which include Dakshin – a popular destination for regional cuisines from India's southern peninsula; Cappuccino – the 24-hour all day dining restaurant; The Residency which boasts global culinary delights and On the Rocks – popular amongst guests and locals for its grilled cuisine and famous for hosting Michelin star-winning chefs.

Hospitality News

Centre funding development of Cruise Tourism infrastructure



The Government is providing financial assistance for development of Cruise Tourism-related infrastructure to port authorities based on project proposals and subject to availability of funds. Cruise terminals are developed in Kochi, Chennai, and Marmugao Ports, which are major ports under the jurisdiction of the Government of India.

Railway News

Indian Railways schedules will now show on Google Maps Google Transit will now provide information for 12,000 trains in eight Indian cities.

Indian Railways schedules will now be available on Google Transit, a feature on Google Maps. In addition, the updated public transport information for eight Indian cities would be available on the App. Google Transit, a feature in Google Maps, helps in planning public transport trips efficiently, and is available through Google Maps app on any Android or iOS device, as well as on the desktop. The current update will allow access to information for 12,000 trains, as well as updated details for bus and metro routes from Ahmedabad, Bengaluru, Chennai, Hyderabad, Kolkata, Mumbai, New Delhi and Pune.



Google Maps has public transportation schedules for more than one million transit stops worldwide in 2,800 cities, including New York, London, Tokyo and Sydney. Since 2005, Google has collaborated with hundreds of public transit agencies worldwide to make their schedule information accessible to all Google Maps users.

Visa News

Indians holding “AJACSSUK” visa can enter Philippines from all entry ports



Indians with AJACSSUK (Australia, Japan, Canada, Singapore, the US and UK) visa, can travel to the Philippines from any entry port, including major international airports and secondary international hubs, as well as in sea ports by passengers on board cruise ships/vessels. Indian nationals who have a valid AJACSSUK visa can enter Philippines without a visa for 14 days. Earlier, this policy was only applicable to Indians arriving at the Ninoy Aquino International Airport or Clark International Airport.

The Department of Philippines recorded a growth of 17.14 per cent in 2014 in arrival numbers of Indians over 2013. Over 61,000 Indians visited the Philippines in 2014. It is expected that this number will rise to around 75,000 in 2015.

Industry News

Jakh-Koti Botanical Park near Tehri lake now open to tourists

The Jakh-Koti Botanical Park, developed after a painstaking work of two years with an objective of conserving the rich bio-diversity around the Tehri Dam lake, has finally been opened for tourists near Koti in Tehri district, Uttarakhand.



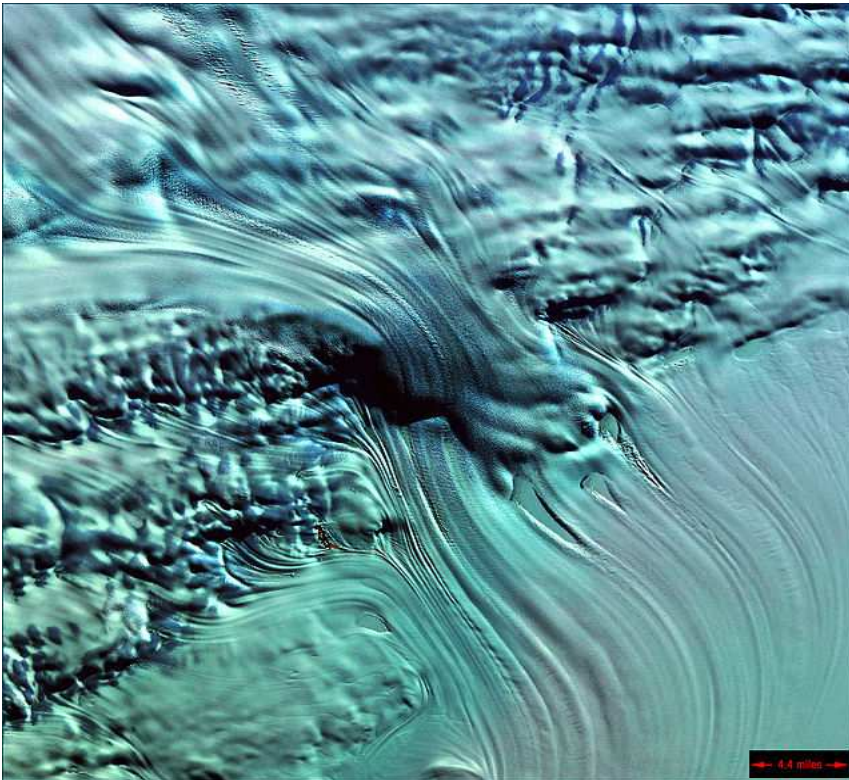
The botanical park has been developed by the Forest Department of Tehri on the Chamba-Uttarkashi road near the Tehri Dam lake, 250 mtr away from Koti Colony at a height of 890-1,010 mtr above sea level. More than 500 native species, including herbs, trees, and bamboo, have been planted in the botanical park. Presently, the trees of kaafal (berry) and apple are laden with fruits and present a beautiful photo opportunity for tourists. The tourists would also be delighted to see the trees of bhojpatra, chinar, sandalwood, almond, guava, rudraksh, maulshree, and many other herbal varieties growing under one roof in the botanical park, apart from several flower species.

The botanical garden would also attract several bird species with such a wide variety of plant species available for them to feed on in the park, in addition to the panoramic view of the lake witnessed from, for the sheer delight of the tourists visiting the Tehri Dam lake area.

Photo Feature

World's largest Glacier

Lambert Glacier, East Antarctica



Lambert Glacier is a major glacier in East Antarctica. At about 60 miles (100 km) wide, over 250 miles (400 km) long, and about 2,500 m deep, it holds the Guinness world record for the world's largest glacier. It drains 8% of the Antarctic ice sheet to the east and south of the Prince Charles Mountains and flows northward to the Amery Ice Shelf. It flows in part of Lambert Graben and exits the continent at Prydz Bay.

Open Space

Lighter Moments

An English professor wrote the words :-

“A woman without her man is nothing”

On chalkboard & asked his students to punctuate it correctly.

All of the males in the class wrote :-

“A woman, without her man, is nothing”

All the females in the class wrote :-

“A woman : without her, man is nothing”

Punctuation is Powerful

Thought for the Fortnight

Don't watch the clock, do what it does— “Keep Going”.

— Sam Levenson

IAAI Director Board

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