



IAAI Newsletter

September 2015, 1st Fortnight Issue

IAAI Column

Lufthansa Policy - The Last Resort....

From 1st September 2015 onwards agents or travelers are paying an extra surcharge of 16 Euros or US\$ 18 on each ticket purchased from anywhere other than the LH websites, service centers or airport ticket counters.. Travel Organizations like Business Travel Coalition, UF-TAA and many Travel Management Companies had objected LH proposal as this will have negative implications for the competitive structure of the industry.

And in India, it will massively wipe out ordinary Travel Agents as no customer will pay an additional cost of Rs.1200 over and above the ticket fare. Since LH has dominance over the other Star Alliance Members, all of them may have to follow suit, including our National Carrier. This would mean that all airlines operating in India would eventually enforce similar surcharges. Thus, Lufthansa would be driving the final nail in the Travel Agents' coffin.

Hence, IAAI Legal Counsel suggest following steps to curb such activities and save the Travel Agents Fraternity in India from this predicament :

Step- 1: Under the purview and scope of Aircraft Rule 1937 and IATA Resolution 010 on Hierarchy of Rules Pertaining to the Sales Agency Programme , supported by historical orders obtained by IAAI through its lone fights, the DGCA order dated 05.03.2010 and MoCA Order dated 16.9.2013 will not allow LH to charge any additional amount or fees over and above the ticket fare.

Step -2 : Reminder sent to Mr Wolfgang Will (Director- South Asia) of Lufthansa to have their pricing mechanism to be necessarily within the definition and scope of tariff defined in our Aircraft Act and Rule. Though amount of surcharges, taxes and other charges over the ticket fare is an airline commercial decision, but should be within the ambit of our National Law.

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IAAI Column

Step -3: Today, we, the travel agents are under Res 818g but within the ambit of Res 878 GENERAL CONCURRENCE (illegally implemented by APJC-India) and hence Agents also have the flexibility and freedom to take his own decision. *It is in the common interest of an Agent to take a firm decision to have the option to promote only the pro-agent airlines.* In India, we do have a network of flights and choices –alternative routes, convenient and comfortable wide/narrow body aircrafts, highly competitive fares with special offers and packages, quality services, precision handling with recorded OTP and enhanced transit facilities. Possibly, an Agent can even provide assured quality services and persuade his valued customers to FLY as a Proud Indian

IAAI will not allow any foreign airlines to dominate and dictate terms in the Indian skies and implement their vested policies on Indian soil.

Newly elected IAAI Delhi State Committee

The Annual General Meeting of the Delhi State Committee was held on 04 Sep 2015 at India Habitat Center, Delhi. The AGM commenced at 4.30 pm and was duly concluded at 6.00 pm. Following candidates are declared unanimously elected to the Delhi State Committee of IAAI, during the AGM held on 04 Sep 2015.

The following candidates are unanimously elected to the National Council:

Sr No	Name	Agency / email	Designation	Mobile #
1	Mr Jagdeep Bhagat	Vee Bee Tours & Travels president.del@iaai.in	President	093102 03050
2	Mr. Tushar Jain	BTC Tours & Travels Pvt. Ltd. tushar@btctravels.com	Vice-President	098102 30050
3	Mr. Sanjay Kumar Bhardwaj	Anuga Travel & Tours sanjay@anugaholidays.com	Secretary	099112 06008
4	Mr. Harish Verma	Reisen Tours India Pvt.Ltd harish@reisentours.com	Joint Secretary	098100 40254
5	Mr. Vikas Arora	Lumax Tours & Travels Ltd treasurer.del@iaai.in	Treasurer	099100 31718
6	Mr. Gurinder Singh Bhatia	Travel Experts texpts@airtelmail.in	Senior Co-ordinator	098990 64372
7	Mr. Dev Roop Soni	Coronation Travels Pvt. Ltd contact@coronationtravels.com	Senior Co-ordinator	098100 79660

Mr Devroop Soni of Coronation Travels was unanimously opted by the Floor as the Seventh Candidate to the Delhi Managing Committee.

Sr No	Name	Agency / email	Designation	Mobile #
1	Mr H.S. Chawla	Speed Air speedair@hotmail.com	NMC Member	098111 71114
2	Mrs. Surinder Kumar	Travel Mate (India) Pvt. Ltd. director.nr@iaai.in	NMC Member	098100 11848



Training program at Mumbai

A joint event of IAAI & Sharaf Travels was held at MSC House, Andheri, Mumbai on the evening of 4th September 2015. 46 persons including from the media attended the training program on MSC Cruises, Bhutan & Druk Air. MSC Cruises training was conducted by Mr Kunal Sampat while Mr Amit Mathur gave a presentation on Sharaf travels & its activities & informed about its worldwide offices. Bhutan & Druk Air training program was presented by Mr Paul.



Aviation News

Air India Express commences direct flight between Varanasi and Sharjah



Air India Express has deployed a 186-seater Boeing 737-800 aircraft which will depart from Varanasi thrice a week at 1700 hours and arrive Sharjah at 1930 hours. On the return leg flight IX 184 will depart from Sharjah at 1050 hours and will arrive in Varanasi at 1600 hours. The non-stop flight will operate on Mondays, Thursdays and Saturdays, fulfilling a long-standing need of passengers of the areas in and around Varanasi.

Air India also introduced a hub and spoke service from Varanasi, which will offer convenient links to many international destinations, by connecting the passengers to/from Air India flights in Delhi with immediate effect. With the newly introduced hub and spoke service, Air India will offer convenient links to many international destinations in the Gulf countries, Jeddah, Moscow, Tokyo, Singapore, Hong Kong by connecting the passengers to/from Air India flights. The new hub and spoke flight, AI 039, will leave Delhi at 1035 hrs and reach Varanasi at 1145 hours. The corresponding incoming flight AI 049, from Varanasi will reach Delhi at 1720 hours after taking off at 1550 hours from Varanasi.

Air China to launch direct flights on Mumbai-Beijing route from Oct 25

Air China, China's national carrier will launch direct flights from Mumbai to Beijing, with effect from October 25, 2015. The strategic move of Air China is a step to strengthen its existing route network in India.



The new flight to Mumbai will operate four times in a week i.e., Monday, Wednesday, Friday and Sunday. The return flight will operate on Tuesday, Thursday, Saturday and Sunday. The Airbus A330-300, to be deployed on the route, has a seating capacity of 301 passengers which offers 30 seats in Business Class, 16 seats in Premium Economy and 255 seats in Economy Class. The outbound flight will depart from Mumbai at 02:30 IST, arrive in Beijing at 11:20 CST. The return flight will depart from Beijing at 19:40 CST and will arrive next day in Mumbai at 01:00 IST.

After the launch of this route, Air China will discontinue with its existing route Shanghai - Chengdu - Mumbai - Chengdu - Shanghai effective winter schedule 2015. This new route will further improve Air China's global route network with its hub in Beijing and will also be able to get passengers from network destinations to Mumbai and further points in West and South India.

Aviation News

Sri Lankan Airlines adds three new frequencies on Chennai-Colombo route



SriLankan Airlines, the national carrier of Sri Lanka, in a time span of four months has increased three new frequencies on the Chennai - Colombo route. Chennai is one of the fastest growing markets for SriLankan and enhancement of frequencies will help the airline to capitalise on the increase in passenger traffic from the region.

With these additions, the total frequency of flights between Sri Lanka and India has gone up to 89 flights per week. The additional frequencies will operate on Tuesday, Thursday and Sunday from Chennai. Each flight will feature an array of bespoke services, world-class in-flight entertainment including a combination of Tamil language programmes and signature SriLankan Airlines hospitality services. The purpose of re-launching these flights is to increase the frequency of the airline, providing passengers with added convenience.

Vistara to fly Delhi-Bhubaneswar from October

Vistara will offer daily flight on the Delhi-Bhubaneswar-Delhi route from October 1. Vistara's next phase of expansion will focus on scaling up operations and strengthening the value proposition to suit customers' demand. With this addition, Vistara's network stands at 11 destinations across metros and non-metros. Vistara has recently launched the mobile phone boarding pass facility for customers travelling out of Mumbai's T2 terminal to New Delhi, Bengaluru, Ahmedabad and Goa. On the cards for the airline is a new lounge in T3 in New Delhi Airport, addition of new aircraft, added frequencies, new destinations and the revolutionizing in-flight entertainment (IFE) system that integrates inflight wireless streaming of pre-loaded content with customers' personal electronic devices.



Aviation News

Air Mauritius to increase frequency from Mumbai to four weekly flights



Having witnessed a growing demand from the Indian market, Air Mauritius, the flag-carrier of Mauritius, will increase flight capacity from Mumbai to four weekly flights from October 2015. Till now, Airline was operating three flights from Mumbai, two from Delhi, and one from Bengaluru via Chennai to Port Louis, the capital city of Mauritius.

Additionally, Air Mauritius is in the process of expanding its code-share agreement with Air India by summer 2016. This code-share will entail free-flow flights. It will be a domestic code-share & as such passengers from 2Tier cities can get a through fare & connectivity. The recent code-share is only for 8-10 seats.

In order to cater to the holiday rush this year, Air Mauritius operated an additional weekly flight from May till mid-June. From November to January the airline will operate five flights from Mumbai every week because it is a peak season, with weddings taking place in India and people travelling to Mauritius for honeymoon. Also, Airline may look at operating five to six flights from Mumbai and an additional flight from Delhi during the May to June season because the demand is growing. In the near future Airline is looking at operating a daily flight from Mumbai, either from summer or winter of 2017.

Air Pegasus launches Chennai-Bengaluru direct flight

Air Pegasus has launched direct flights between Chennai and Bengaluru. The aircraft would leave Bengaluru at 1025 hours and reach Chennai at 1125 hours. The return flight would depart from Chennai at 1150 hours and reach Bengaluru at 1250 hours. At present, Air Pegasus offers flights to Hubballi, Thiruvananthapuram, Madurai, Mangaluru, and Kadapa. Air Pegasus plans to connect to other cities like Tuticorin, Belgaum, Rajahmundry, and Puducherry.

Hospitality News

Royal Orchid adds two hotels under Regenta brand in Kolkata & Haridwar



ROYAL ORCHID
HOTELS

Royal Orchid Hotels Limited (ROHL) has announced the opening of two hotels under its upscale brand, Regenta in Haridwar and Kolkata. Regenta Orko's Haridwar is the first property from the group in the pilgrim city of North India. The hotel is located on the Haridwar-Rishikesh highway.

The facilities at the property offers include an on-site spa, a fitness centre, dining outlets, and a well-stocked library. It offers free high-speed Internet connectivity with a combined banquet space of 4,800 sq ft for business meetings and social engagements. Regenta Orko's Kolkata offers standard rooms, club twin rooms, club rooms, and a suite. The hotel has a total of over 3,500 sq ft banquet space for various occasions, a pool-side lounge on the rooftop, and an all-day dining restaurant. Royal Orchid Hotels operates five- and four-star hotels, targeting business and leisure travellers. It currently operates 28 hotels across India and Africa.

Tourism Ministry to declare Haridwar & Rishikesh as 'Twin National Heritage Cities'

Incredible India

Ministry of Tourism
Government of India

The Ministry of Tourism will be conferring the title of 'Twin National Heritage Cities' to the temple towns of Rishikesh and Haridwar. Funds are being earmarked for the development of the two cities which will also be connected with a metro rail network in the near future. The two cities are proposed to be developed as 'world-class' yoga and spirituality centres. In order to improve connectivity between the cities, Govt is also proposing starting of a metro train between Haridwar, Rishikesh and Dehradun.

Hospitality News

Starwood Hotels & Resorts introduces new brand 'Sheraton Grand' globally

Starwood Hotels & Resorts Worldwide, Inc., has introduced Sheraton Grand, a new premier tier hotel brand that recognizes exceptional Sheraton hotels and resorts for their enticing destinations, distinguished designs, and excellence in service and guest experiences.



Starwood revealed the first ten Sheraton Grand properties, which span from Bangalore to Beijing, Dubai to Edinburgh, Miyazaki to Seoul, Taipei to Bangkok, and Tokyo to Rio de Janeiro. By year end, Starwood expects to have 50 newly-designated Sheraton Grand hotels around the world with plans for 100 by early 2017.

Sheraton Grand is one of many initiatives currently underway for Sheraton 2020, a comprehensive plan designed to solidify Sheraton as a leading global hotel brand of choice, everywhere. Among the first ten Sheraton Hotels redesignated as Sheraton Grand include the Sheraton Hotel Bangalore Brigade Gateway. The Hotel has been redesignated as Sheraton Grand Bangalore Hotel – Brigade Gateway. Situated in a landscaped 40-acre neighborhood in India's IT capital, the property features a luxurious infinity pool, panoramic views of the adjacent Brigade Lake, and stately guestrooms that blend sophisticated earth tones with plush fabrics. Other hotels redesignated are, Sheraton Grand Beijing Dongcheng Hotel, Sheraton Grand Hotel Dubai, Sheraton Grand Edinburgh Hotel, Sheraton Grand Rio Hotel & Resort, Sheraton Grande Ocean Resort, Sheraton Grande Taipei Hotel, Sheraton Grande Tokyo Bay Hotel, and Sheraton Grande Walkerhill. Exemplary Sheraton properties at resort locations, convention properties, urban hotels that offer unrivalled standards and services, hotels with dynamic guest rooms and public spaces exhibiting sophisticated design, impressive hotel amenities with top rated restaurants as well as renowned chefs will be redesignated as Sheraton Grand.

Hospitality News

New attraction for tourists visiting Goa



How about travelling across the buzzing lanes of a city and over beautiful river waters in a single vehicle? Won't that be an addition to the long list of must-do things in the 'perfect holiday destination'? Add to that the perfect view of mangroves and a bird sanctuary along the way, and you get a complete 'Go Goa' experience.

Known for its sea, beaches, sunshine, seven rivers, music and food, Goa is now going to also be home to the country's first 'amphibian' bus service. These buses, each with a capacity to carry 32 persons and costing about Rs 2 crore, will run on both road and water.

Automobile Corporation of Goa Ltd (ACGL), a Tata group company, has built these buses in technical collaboration with Amphibious Designs India Pvt Ltd (ADI), affiliated to the US-based Advanced Ambitious Design. The company is likely to have delivered the first lot of two buses in end August. Amphibian Tours is planning to introduce six buses for tourists over a year. It will get two more buses from the manufacturer in the next six months and the remaining two in a year's time. Such services are common in popular global river and lake cities like Austin, Baltimore and Washington. These buses can run at a maximum speed of 94 km per hour on roads, and at eight knots in water. The Goa service would take tourists for sightseeing through land and water. The operator would use the river navigation department's ferry ramps to enter and exit the river.

Two routes have been identified for the service. The first, called the Hinterland Route, will showcase the mangroves and a bird sanctuary. The places covered will be Panjim to Ribandar, around the Chorao Island and Dr Salim Ali bird sanctuary. The second will be the Heritage Route, where churches and monuments will be showcased. It will be from Panjim to Old Goa and back. The fare for the trip will be between Rs 500 and Rs 1,000 per person and vary on the basis of seasons, dates and times.

Railway News

Dial 182 for Security issues in trains



A three-digit, toll free all India Security Helpline number '182' has been launched by the Railways, through security controls of the Railway Protection Force (RPF) for round-the-clock security related assistance to passengers & for women's safety.

The helpline number has been made operational in all the divisions of the Central Railway, wherein users of all service providers (landline & cell phones) can call this toll-free number which will automatically reach the divisional control office depending upon the location of the complainant.

Photo Feature

Eco-friendly Overwater Bridge Hubei Province, China



An eco-friendly overwater highway opened recently in the Hubei province, the first of its kind in China. The 10.9 km long highway, 4.4 km of which is over water, splits into two as it meets a mountain along the route, a design chosen specifically to avoid damage to the mountain's ecology. The \$70 million project has been dubbed "the most beautiful overwater highway" in China for the breathtaking views of the mountain, water and sky. The highway is expected to boost logistics and tourism at its ending point in the remote village of Xingshan. It reduces the driving time between bigger towns, cities and Xingshan -- hometown of Wang Zhaojun, known as one of the four beauties of ancient China.

Open Space

Lighter Moments

A man got really drunk one night in his local pub. The barman refused to serve him any more alcohol & told him he should be heading home.

The man thought this was a good idea so he stood up to leave but fell over straight away. He tried to stand up again but only fell over again.

He thought if only he could get outside & get some fresh air he'd be grand. So he crawled outside then tried to stand up & fell over again.

In the end after failing over lots more he decided to crawl home. When he got back to his house he pulled himself up using the door handle but as soon as he let go he fell over again. He had to crawl up the stairs & managed to fall over onto the bed & fell asleep.

When he finally woke up the next morning his wife asked him what he was doing at the pub last night. He denied it but she said, "I know you were there... "You maintained your innocence until... the barman rang to say you forgot your wheelchair again..."

Thought for the Fortnight

God has endowed mankind with two important options: To live in a hole like a worm, or soar like a winged bird.

— Ghulam Ahmed Mahjoor

IAAI Director Board

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