



IAAI Newsletter

March 2016, 1st Fortnight Issue

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IAAI News

New Director for IAAI-Southern Region



Mr Faisal Sharhabeel from Magellan Travel Services (P) Ltd., Chennai has been appointed as the new Director-Southern Region of IAAI. This post was lying vacant since the untimely demise of Mr T K Gopakumar.

Coverage of Agent's issues in IAAI Newsletter

It was decided in the recent IAAI NMC Meet at Chennai to cover a Query Corner in each issue where readers, regardless of whether they are IAAI Members or not, can put forth IATA or Industry-related queries or share their problems /concerns and FREE counseling will be provided.

Mr. Shekar Somaskandan of IAAI-Tamilnadu, & also responsible for IAAI Training & Education has been given the additional responsibility of answering the queries and managing the Query Corner. As such we appeal to all industry colleagues to address their issues to training@iaai.in with cc to iaai.pune@iaai.in & seek advisory help from IAAI for the same. At times it may not be possible to accommodate all queries in the newsletter but care will be taken to respond to all.

Aviation News

Vistara to expand services by 25%



Airline Vistara, announced a 25% increase in flights at the start of summer 2016 schedule, including the launch of new services to Jammu, Srinagar and Kochi (Cochin). Vistara's expanding route network will now cover 15 cities as the airline increases its weekly flights from 317 to almost 400 weekly. With the induction of four new Airbus A320 aircraft during the course of the year, the airline will introduce additional new destinations and further increase frequency on its existing routes. By the end of October 2016, the total number of flights would have increased by 85% relative to the current schedule.

Starting April 7, 2016, Vistara will offer direct daily return flights from Delhi to Srinagar and from April 9, 2016 daily same-aircraft flights from Delhi to Jammu via Srinagar. The direct daily return flights from Mumbai to Kochi, and daily same-aircraft flights from Delhi to Kochi via Mumbai will commence from April 14, 2016. The new summer schedule has 17 city pairs connected through direct (non-stop) flights; 16 additional city pairs connected through 'via' flights such as Mumbai to Varanasi, Lucknow and Bhubaneshwar and Bengaluru to Guwahati; and over 40 additional single-stop travel options through connecting flights such as Srinagar to Mumbai, Hyderabad and Bhubaneshwar; and Lucknow to Pune and Hyderabad (all via Delhi).

Airports Council International rates Mumbai's CSIA as the world's best airport



Mumbai's Chhatrapati Shivaji International Airport (CSIA) has been rated as the Best Airport in the world, in the 25-40 million passengers per year category, by Airports Council International (ACI) in the Airport Service Quality (ASQ) Survey for the year 2015. This is the fifth consecutive year that CSIA has been rated among the top five airports worldwide in the aforesaid category. The ASQ Awards, which are highly regarded in the aviation industry, are testimony to CSIA's continued excellence in customer service. The 2015 survey result is the latest feather in CSIA's cap, which already won several prestigious awards over the past two years. The 2015 survey has also ranked CSIA in second place in the Best Airport category for airports in the Asia-Pacific region that sees traffic of more than 2 million passengers per year.

Aviation News

IndiGo adds Dehradun as its 40th destination

IndiGo

Effective March 1, 2016, IndiGo will launch three new daily non-stop flights on the Delhi – Dehradun route, and will further connect 3rd non-stop daily flight between Chennai and Bengaluru; 10th non-stop daily flight between Kolkata and Delhi; 7th non-stop daily flight between Hyderabad and Chennai; 3rd non-stop daily flight between Kolkata and Jaipur; 12th non-stop daily flight between Delhi and Bengaluru; 11th non-stop daily flight between Delhi and Chennai; 3rd non-stop daily flight between Bengaluru and Thiruvananthapuram and 1st non-stop daily flight between Pune and Thiruvananthapuram. Effective March 15, 2016, IndiGo introduces 2nd non-stop daily flight between Jaipur and Hyderabad.

Ahmedabad airport repair to affect flight operations



Tourist traffic is set to be hit in the summer as airlines begin to reschedule or suspend flights from Ahmedabad's Sardar Vallabhbhai Patel International Airport (SVPIA) as its runway will undergo repairs, overdue for two years. SVPIA has undertaken partial re-carpeting and repair of its 3.5-km-long runway, and this will be extended fully from April 16. As a result, flights will not operate between 10 am to 6 pm.

While IndiGo has announced suspension of flights that run between 10 am and 6 pm connecting Ahmedabad to Delhi, Mumbai, Bengaluru, Kolkata, Goa, Pune, and Indore, Jet Airways will be suspending services for the Mumbai, Delhi, Bhopal and Indore routes. Announcements from other airlines are awaited. SpiceJet has rescheduled six domestic and two international flights to Chennai, Mumbai, Pune, and Dubai, while it has cancelled flights between Goa and Ahmedabad. The renovation is not likely to hit international traffic as 90% of these operate in the night. While IndiGo will suspend seven flights from April 16 onwards, Jet Airways will suspend four.

Aviation News

Thai Airways increases frequency on Delhi-Bangkok route



Thai Airways (THAI) has announced increased frequency to 19 flights a week on Delhi - Bangkok route from April 1, 2016. The additional day flight will offer greater options to passengers travelling to Australia and Auckland. Flying at three different time slots, Thai offers convenience and flexibility to passengers. The

late night flight, TG316 will operate with aircraft type 773 offering capacity of 34 seats in Business and 330 seats in economy, early morning flight TG332 will operate with aircraft type 787 offering capacity of 24 seats in business and 240 seats in Economy and day light flight TG 324 will operate with 777-200 offering capacity of 30 seats in business and 279 seats in Economy. Total capacity per week will be 5941 seats from Delhi. THAI is currently operating from 6 Indian cities : Delhi, Mumbai, Kolkata, Hyderabad, Chennai and Bangalore offering 52 flights a week. It also operates seasonal flights from Gaya and Varanasi between October-March.

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Aviation News

Parliament approves the bill to hike compensation for travellers



A bill providing for enhanced compensation to air travellers in case of death, injury, lost baggage or even inordinate delay in flights, was passed by Parliament. Once it gets the nod of the President and becomes an Act, the law would require Indian carriers to pay compensation amount that is equivalent to the rates paid by their global counterparts. It would allow the

government to revise the liability limits of airlines in line with the Montreal Convention, which was acceded to by India in May 2009. Among others, the compensation for death in an air accident and the amount would be calculated on the basis of special drawing rights. The bill intends to raise the liability limit for damage in case of death or bodily injury for each person from 1,00,000 SDR to 1,13,100 SDR equivalent to around Rs. 1 Crore. The currency value of the SDR is based on market exchange rates of a basket of major currencies — US dollar, Euro, Japanese Yen and Pound Sterling.

Hospitality News

Hotels check out of Oyo after unhappy stay



More than 200 hotels are estimated to have ended ties with leading aggregators Oyo Rooms in the last few months. Apart from undercutting hotels' own sites, the aggregators are also being accused of not paying dues and making unrealistic promises to customers that the hotels are incapable of meeting, leading to trouble at check-in time. To be sure, those 200 properties cited above are a small proportion of those that have tied up with aggregators. Oyo says it has 45,000 hotel rooms in more than 170 cities.

Hyatt launches new brand-The Unbound Collection by Hyatt



Hyatt Hotels Corporation announced the launch of The Unbound Collection by Hyatt, a global collection of unique and independent stay experiences. The Unbound Collection by Hyatt will include a portfolio of new and existing upper-upscale and luxury properties that will maintain a distinct character while providing guests and

owners Hyatt's award-winning customer loyalty program, robust operational and marketing resources and trusted, quality brand. The properties within The Unbound Collection by Hyatt – which will include historic urban gems, contemporary trend-setters, boutique hotels, resorts, and more – will have their own individual brand identities, free from constraint or convention. At the same time, the brand will provide guests the freedom from worry by giving them the high-quality that comes with the Hyatt brand.

The Unbound Collection by Hyatt launches with properties around the world, including The Driskill Hotel in Austin, Texas; the Hôtel du Louvre in Paris, France; the Carmelo Resort & Spa in Carmelo, Uruguay; and the Coco Palms Resort in Kauai, Hawaii, which is expected to undergo a revitalisation and re-open in spring 2018. Future hotels in The Unbound Collection by Hyatt will be equally story-worthy, whether it be through a fascinating past, an exclusive location, famous architecture and design, or an award-winning dining experience.

Premium bus service for elite class in Delhi soon



Delhi Transport Corporation

The Delhi government has proposed to start a 'Premium Bus Service' for the elite class with higher fares, a step aimed at encouraging them to use public transport. According to the plan, Delhi Transport Corporation (DTC) will run air-conditioned premium buses for those who can afford higher fares. These buses will ply only on selected routes where elite class is residing and working. They can also book their seats in these buses online. Delhi government will launch

Premium Bus Service for elite class, most of whom use their cars to go to their offices as of now.

Hospitality News

The Park Hotels in India joins Starwood Preferred Guest programme



The Park Hotels, being part of the Design Hotels network, has joined Starwood Hotels' guest loyalty programme – Starwood Preferred Guest (SPG). SPG, which has 21 million active loyalty members, can redeem the loyalty benefits at The Park Hotels in key Indian cities like Kolkata, New Delhi, Chennai, Hyderabad and Bengaluru. Recently, Starwood Hotels officially named Design Hotels as its 11th brand, offering them a very valuable portfolio of properties that are crafted with a purpose of creating original experiences.

Hilton to launch hostel-like accommodation



Hilton Worldwide Holdings may add a new brand that focuses on small, cheap hotels in big cities. Hilton, owner of the Waldorf-Astoria and Hampton Inn brands, aims to meet increasing demand by young travelers seeking no-frills, affordable lodging. Large hoteliers face increasing competition for budget accommodation from online providers such as Airbnb Inc. The brand would offer "hostel-like" accommodation for younger guests, with lower prices and less service, Nassetta said. Hilton prefers to develop new brands itself, rather than making acquisitions.

UP Tourism to launch hop-on hop-off buses for tourists



Following a directive by the state government, UP Tourism is set to launch hop-on hop-off buses in all major tourist centres across the state to serve as inexpensive alternatives for tourists for last-mile connectivity in the towns of UP. The move comes as part of the state's revised tourism policy implemented earlier this year. The policy states that the government will start 'special tourist bus services like hop-on hop-off and operate them in tourist hotspots'. Similar services have been in place in limited capacities in cities like Lucknow and Agra but they are run by the municipal corporations there. This new service will be run by the tourism department in association with local authorities and the state transport department.

Hospitality News

TSTDC introduces Luxury Yatch rides at Hussain Sagar in Hyderabad



Telangana State Tourism Development Corporation (TSTDC) has launched two new catamaran yachts for the Hussain Sagar Lake at Lumbini Park in Hyderabad. The new catamaran boats have been procured from the USA and are available to ferry the public from March 3 at the Hussain Sagar Lake. The boats can accommodate 12-15 members per trip. TSTDC has introduced the luxury ride package with these two new boats, which will be priced at RS 100 per person. Additionally, TSTDC has also launched party packages priced at RS 2000 per hour at these luxury boats. The party packages will begin post 8:30 PM and can be availed up to 12:00 AM. The boats will not only provide a luxurious ambience to tourists but also have a lower seating which is closer to the water during the ride.

TSTDC owns the largest water fleet in India amongst the state tourism departments, about 95 which comprises small and big boats. The Corporation operates leisure based cruises and water sports at different lakes and rivers of the State, Parasailing activity at Hussain Sagar is very popular amongst the local crowd as well. Currently the Corporation already operates one mechanical large boat as a ferry to the Buddha statue. TSTDC also runs three cruises two AC and one Non AC for parties and rides on the lake. TSTDC has also introduced a jolly ride with these cruises - with a carnival style folk and cultural song and dance presentation during the ride. It operates a Jetski and speedboat as well to cater to the tastes of adventure enthusiasts.

Source : T3



Anantara Hotels, Resorts & Spas is set to open two luxury resorts in the Sultanate of Oman in mid-2016—Anantara Al Jabal Al Akhdar Resort in the north east of Oman and Al Baleed Resort - Salalah by Anantara in the southern province of Dhofar. Both resorts will be very unique, very luxurious and will offer the very best in hospitality in Al Jabal Al Akhdar and Salala.

Government plans PF cover in 10-worker units



Companies employing 10 or more workers may soon have to pay provident fund, a move aimed at increasing the coverage of the Employees' Provident Fund (EPF) scheme and in line with the government's plan to ensure social security to a larger section of workers. As of now, provident fund is mandatory in establishments employing 20 people or more under the social security net run by Employees' Provident Fund Organisation (EPFO). If the move is notified, it will force small units to pay provident fund benefits.

Visa News

UK eases visa procedures; hikes visit visa fees by 2% from April



Following the annual increase norm, the UK Visas and Immigration (UKVI) would be increasing the visitor, work and study visa fees by 2% starting from April. On the other hand, UK announced a number of eased visa measures. Improvements to the service include expanding the same day, super-priority visa services to first time visitors and work visas. The 3 to 5 day priority visa service will also be expanded to visit, study and work routes allowing more customers in India, the opportunity to get a visa decision faster. From February end, Indian visit visa applicants will be able to benefit from a new quicker and easier online application form, initially in English but soon in Hindi, Tamil and Gujarati as well. Once the form has been filled out, customers will be able to download an auto-completed Schengen application form to print and apply with. As per the new MICE scheme, a dedicated person would be appointed at UKVI centre to discuss the needs of the groups and assist them as per the requirements. Around 50 preferred agents will also be appointed pan India to certify applicants on behalf of UKVI.

Turkish Tourism unveils e-appointment facility for visa applicants globally



Turkish Tourism has announced the launch of e-appointment feature for visa applicants across the globe. Under the same, visa applicants can log on to www.konsolosluk.gov.tr/ and opt for the e-appointment facility. They can upload documents and pay visa fees online, post which the applicants will get an appointment with their nearest Embassy. Applicants will have to submit their passport at the Embassy and it will take three working days to process the visa. On the other hand, travellers with a valid UK, US and Schengen visa can apply and pay online for an e-visa which will be processed in minutes.

PHOTO FEATURE

Separate identities of two Seas , near Denmark



The Gulf of Alaska gives a spectacular view of the two oceans that never meet. The Baltic Sea & the North Sea never meet because of the salinity. The density of the two seas is very different. The Baltic Sea in itself is very shallow & the area at which it meets the North Sea is also very shallow due to which there is minimal contact face which reduces the possibility of mixing. The difference in color is very well visible from a higher viewpoint. One has to take a helicopter ride for the aerial shot of this unusual phenomenon.

Open Space

Lighter Moments

John went to a psychiatrist. "Doc", he said, "I have got trouble. Every time I get into bed, I think there is somebody under it. I get under the bed, I think there is somebody on top of it. Top, under, top, under. You gotta help me, I am going crazy !"

"Let me take care of it," said the Doc. "Come to me three times a week, and I will cure your fears."

"How much do you charge?"

"A hundred dollars per visit."

"I will sleep on it," said John.

Six months later the doctor met John on the street. "Why didn't you ever come to see me again?" asked the psychiatrist.

"For a hundred bucks visit? A bartender cured me for ten dollars."

"Is that so ! How?"

"He told me to cut the legs of the bed !"

Thought for the Fortnight

Our scientific power has outrun our spiritual power. We have guided missiles & misguided men.

— Martin Luther King Jr.

IAAI Director Board

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