

TRAVEL AGENCY COMMISSIONER

Introduction

The Office of Travel Agency Commissioner was set up in the early 1980's to provide the industry with a neutral official that would act to resolve disputes arising under the Passenger Agency Programme. Such disputes can arise between Accredited Agents and Airlines as well as the IATA Administration.

In all matters the Travel Agency Commissioner works as an impartial arbiter without any day-to-day involvement or control by any Agent, Agency Association, group of Associations, Airline or IATA.

The authority for the Office of Travel Agency Commissioner is contained in Resolution 820d and the terms of reference appear in Resolution 820e. Both resolutions are reproduced in the Travel Agent's Handbook.

Authority and Scope

Resolution 820d sets out the procedure for appointing a Travel Agency Commissioner. The appointment is made on behalf of the industry, with IATA on the one hand, and UFTAA and WTAAA on the other. The Office of Travel Agency Commissioner is jointly funded by the airlines and the travel agents.

The Travel Agency Commissioner is expected to deal promptly, practically and as simply as possible with disputes between the different parties in the IATA Passenger Agency Programme. If any party is aggrieved by a Travel Agency Commissioner decision, they can refer their grievance to arbitration for final resolution.

Understandably, because the IATA Member airlines write the rules and the IATA staff apply them, there is a tendency for most Travel Agency Commissioner reviews to be requested by Accredited Agents. Typical cause for review is the Accredited Agent's grievance that it has been wrongly treated under the terms of the Passenger Sales Agency Rules.

The IATA Agency Administrator may also seek a review of an Accredited Agent to determine if that Agent or one of its Locations has breached the Passenger Sales Agency Agreement. The grounds on which an Accredited Agent may seek a review of a grievance are set out in Resolution 820e. An IATA Member airline seeking a review usually channels its request through the Agency Administrator.

Resolution 820e requires each Travel Agency Commissioner to publish rules of practice and procedure, making it plain how the procedure may be activated and used. Those rules are published on the Travel Agency Commissioners' website <http://www.travel-agency-commissioner.aero>.

Locating the Travel Agency Commissioners

Area 1 — The Americas, except USA

Travel Agency Commissioner – Area 1
Ms. Verónica Pacheco-Sanfuentes
4047 Del Ray Road
Sechelt, British Columbia
Canada VON 3A1

Tel.: +1 (604) 740 9844
Fax: +1 (604) 740 9833
Email: area1@tacommissioner.com

Area 2 — Europe, Africa, Middle East

Travel Agency Commissioner – Area 2
Ms. Helene Cedetorn
Karlavägen 30
172 76 Sundbyberg
Sweden

Tel: +46 (0) 8 28 03 04
Email: area2@tacommissioner.com

Area 3 — Asia/Pacific

Mr. Jo Foged
685 Remuera Road
Remuera
Auckland 1050
New Zealand

Tel: +64 9 522 2153
Fax: +64 9 522 2152
Email: area3@tacommissioner.com