

Niall Cremin

From: Jill Summers <jsummers@ie.hrgworldwide.com>
Sent: 16 April 2019 11:47
To: Niall Cremin
Cc: Vincent Murphy
Subject: IATA Ruling re contact details
Attachments: Customer Contact Information required.pdf

Good Afternoon

Effective from the 1st June 2019, International Air Transport Association (IATA), are introducing a policy to allow airlines and travel agents to work together to ensure passengers receive the best possible experience during any event that may cause flight disruption. The new policy is designed to ensure that the passenger can always receive accurate and timely information directly from the airline.

As such, from the 1st June, IATA are mandating travel agents to enter a passengers mobile phone number into the booking, or actively each passenger before the time of ticketing whether they wish to have their contact details excluded for each booking.

In order to facilitate quicker transactions and to avoid delays during ticketing which could result in price increases and/or loss of availability of seats, Club Travel will make mobile phone numbers mandatory for all passengers. Should your company wish to continue having mobile phone numbers as an optional field, you must contact your account manager and request this in writing.

If you have any questions about this or the attached communication from IATA, please contact your account manager.

Kind Regards,

Jill Summers
Account Manager



Next Annual Leave : 23Apr-26Apr19

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