



TRAVEL TRADE ASSOCIATIONS



TAAI - Travel Agent Association of India



OBJECTIVES

- Fundamental objective is to protect the interest of Travel & Tourism business
- Help develop and manage tourism & its resources
- May be into education & training, marketing, regulations, investment, environmental management & socio-cultural programs
- They influence and contribute to the smooth running of the tourism industry

BROAD CLASSIFICATION

TRAVEL TRADE
ASSOCIATIONS

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graph TD; A[TRAVEL TRADE ASSOCIATIONS] --- B[INTERNATIONAL]; A --- C[NATIONAL]; A --- D[STATE]; A --- E[LOCAL];
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INTERNATIONAL

NATIONAL

STATE

LOCAL

Governmental / Non-Governmental



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- **The United Federation of Travel Agents Association (UFTAA) – Founded in 1966 in Rome, Italy**
 - Earlier known as Universal Federation of Travel Agents Association.
 - Was given birth with the merger of 2 large world organizations: **FIAV (Federazione Italiano Agenti di Viaggio) & UOTAA (Universal Organization of Travel agents Association)**
 - It offers its members all the necessary material, professional and technical advice, and assistance to enable them to take their proper place in the economy of world tourism

FUNCTIONS OF UFTAA

- It unites and consolidates the federation of travel agent's National Association to enhance and promote the interest of the members.
- It represents the travel agent's activities before the various world bodies, Govt authorities and suppliers.
- It assists through its education committee.
- It lobbies to oppose legislations which are directly harmful to tourism
- It acts as an information and investigation center.



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- **Established** in the year **1951** as a **Non-Profit** travel industry association
 - First conference was held in January 1952 in Honolulu and its **headquarters were established in San Francisco, USA in 1953.**
 - Current Headquarters of PATA is in Bangkok.

Objectives

- To develop, promote and facilitate travel to and within the **Pacific area and South East Asian** region.
- To operate in the United States market as the world's biggest travel market and providing the meeting point for the people involved in all aspects of the travel trade from a large number of countries.
- To focus attention on travel opportunities in member countries and to build up greater awareness and specific contacts among the travel trade in countries.
- To work together to develop an ever-increasing flow of pleasure travel
- To provide leadership to the collective efforts of all the members.

ACTIVITIES OF PATA

- PATA provide information and practical assistance in the field of tourism
- It assists upcoming destination to develop their infrastructure
- It serves as a central source of information and guidelines.
- It helps the members in marketing.
- It organize an annual travel mart



American Society of Travel Agents

- The American Society of Travel Agents (ASTA) established in New York in 1931
- It is the world's largest professional travel trade association.
- Earlier it was known as American Steamship and Tourist Agent's Association (ASTAA)
- Aim is the promotion and advancement of the interest of travel industry and safeguarding of the traveller.
- It promotes the ethical practice in the tourism industry.

FUNCTIONS OF ASTA

- Sponsorship of conference on tourism-related matters
- Discussion with airline on fare construction and travel destinations
- Traveller's preference research
- Assistance to all agencies in travel-oriented matters
- Cooperation to other agencies , states, and government.



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- The TRAVEL AGENTS ASSOCIATION OF INDIA (TAAI) was founded in 1951 by 12 leading travel agencies who felt the need for an association
 - TAAI is non-political, non-commercial and a non-profit making organization.
 - The primary purpose was to protect the interests of those engaged in the industry, to promote its orderly growth and development and to safeguard the travelling public from exploitation by unscrupulous and unreliable operators.
 - Grew from 12 members to over 2500 members

Objectives of TAAI

- TAAI is conscious of the interest of the travelling public and maintains high ethical standards within the travel trade.
- TAAI aims at the development of the travel and tourism industry in India by constantly improving the standard of service and professionalism in the industry so as to cater to the needs of the travelers and tourists from within India and overseas.
- TAAI is engaged in promoting mutual co-operation among the different segments of the travel and tourism industry, among TAAI members, by contributing to the sound progress and growth of the industry as a whole.

Activities of TAAI

- functions as a powerful platform for interaction of thoughts and experiences.
- helps promote, maintain and stimulate the growth of travel and tourism
- educates and equips the members to meet the challenges of the industry through conventions and seminars.
- draws the attention of the controlling and regulatory authorities in the country and discusses with them the problems of the industry and works for the survival and betterment of its members.
- maintains close contact with world bodies and represents matters affecting the travel and tourism industry of the country.
- gathers useful information on travel and tourism and disseminates the same to its members for their guidance.
- helps develop better understanding among the different segments of the travel industry and brings them into its fold by offering membership under different categories.



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- Is the National apex body of the tourism industry established in 1982
 - Has over 4000 members covering all segments of Tourism Industry
 - IATO today has international acceptance, and linkages
 - It interacts closely with all Government Ministries / Departments, Chambers of Commerce and Industry, Diplomatic Missions etc.
 - It acts as the common medium between the Decision Makers and the industry, and presents the complete perspective to both sides, synergizing their common agenda of Tourism facilitation.
 - All IATO members observe the highest standards of professional ethics and offer personalized service to their clients.

Objectives of IATO

- To take all steps for promoting, encouraging and assisting in the development of tourism
- To Communicate with Chambers of Commerce, other Mercantile and Public Bodies in India, Government Departments or Committees, International Air Transport Association and various foreign and local associations and corporations, companies and concerns and promote measures in the interests of the travel trade and nominate members to act on them
- To encourage and promote friendly feelings among the tour operators and travel agents
- To try to amicably settle the disputes of the members of this Association
- To protect the interest of the members of this Association from the malpractices of foreign tour operators
- To set up and maintain high ethical standards in the industry.
- To undertake such welfare activities which the members can not undertake individually.

Contd...

- To get affiliation with similar organisation in other countries.
- To promote equal opportunities for all visitors to enjoy the Tourism & Travel facilities without distinction of race, colour, creed or nationality.
- To organise overseas promotional tours jointly with various airlines and Govt. of India Tourist Office abroad and other similar organisations.
- To conduct aiding and assisting seminars, group discussions, course of studies, cultural meetings.
- To institute awards for excellence in tourism related activities.
- To assist students by scholarship to pursue higher education, study and research particularly in the field of Development of Tourism
- To produce regular reports about the achievements of the members of the Association and to do all such things as are incidental or conducive to the above objects.



- IATA AGENTS ASSOCIATION OF INDIA (IAAI) was founded in 2001 under challenging circumstances (Registered head office is in Cochin, Kerala)
- When IATA demanded a minimum Bank Guarantee of Rs. 20 Lakhs from Travel agents, which threatened the existence of smaller IATA accredited agents in India, 35 agents across the country came together and under the guidance of **Mr Biji Eapen** & founded **IAAI** to safeguard the interests of smaller agents and for the betterment of travel fraternity.
- The decision of IATA – BSP India was challenged before the Kerala Courts and was subsequently referred for arbitration to Travel Agency Commissioner, Area 3 based in New Zealand, who found the minimum guarantee scheme unfair and directed IATA India, not to proceed with Minimum Bank Guarantee scheme.
- The achievement was welcomed by the entire travel agent fraternity in India. From then onwards the membership has grown to 958 as on 2012
- IAAI 's mission is to protect and promote the interests of small and medium sized Travel Agents in India .
- In 2008 it fought against Zero Commission policy by International & Domestic Airlines and was able to get the Domestic Airlines to reinstate commission in December 2008.



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- Indian Railway Catering and Tourism Corporation Ltd. (IRCTC) is a **Public Sector Enterprise** under **Ministry of Railways**.
 - IRCTC was incorporated on 27th September, 1999 as an extended arm of the Indian Railways to upgrade, professionalize and manage the catering and hospitality services at stations, on trains and other locations
 - To promote domestic and international tourism through development of budget hotels, special tour packages, information & commercial publicity and global reservation systems
 - Indian Railways has humungous potential for ICRTC as it carries along 13 million passengers daily. The mission of IRCTC is to enhance services of customers in railway hospitality, catering, travel and tourism with best practices of the industry.

Services offered by IRCTC

- Luxury Trains
- Tour Packages
- Hotels
- Internet Reservations
- Food Plazas
- Call Centers
- Charter Flights
- Information Services (Time & Rail Info)

THANK

YOU