

**APPENDIX I**  
*(referred to in paragraph 2.26)*

**Premises and staffing requirements of ABTA and IATA**

**ABTA**

1. Members of ABTA's travel agents' class are required to ensure that there is at least one qualified person at any premises from which the travel agency business is conducted. The definition of a qualified person below is taken from ABTA's Members' Handbook 1985-86:

To be considered as qualified, the person concerned must within five years prior to any point of time during his employment have had either at least two years' relevant practical experience or at least 18 months' such experience plus COTAC (Certificate of Travel Agency Competence) Level I (General Section) or at least one year's such experience plus COTAC Level II (General Section). Experience will not be considered 'relevant' unless it has been of a nature that the average travel agent would expect to acquire in the course of running a non-specialist travel agency, that is the full range of foreign package tours. The Travel Agents' Council may approve other courses of study or training as alternatives to COTAC and has delegated this function to the ABTA National Training Board.

2. The Handbook continues by defining the principles to be applied in considering whether the qualified person is 'at' an office.

3. Members of ABTA's travel agent class are required to ensure that opening hours and a prescribed Notice to Customers explaining the scope of ABTA's financial safeguards are clearly displayed at any office open to the public.

**IATA**

4. The IATA Guide for Passenger Sales Agency Approval gives staff qualifications as follows:

Applicants for approval must have at least two full-time travel personnel qualifying as follows:

- (a) Having had a minimum of two years' fares and ticketing experience within the last four years (at the time of application) with an IATA approved travel agency or airline ticket office; or
- (b) Having successfully completed a fares and ticketing course up to a standard recognised by the Agency Investigation Panel. Courses recognised by the Agency Investigation Panel at the time of publication of this booklet are:

- IATA/UFTAA Advanced Diploma
- Aer Lingus Intermediate Fares & Ticketing Course
- British Airways Fares & Ticketing Course II
- British Caledonian Airways Fares & Ticketing Course

COTAC Level II air (May 1981 and later)  
Lufthansa Advanced Fares & Ticketing Course  
TRAVIS — British Airways Travel Industry School

*NB.* It should be noted that temporary and part-time employees are not counted as qualified staff, neither is experience gained in the employment of temporary employment bureaux acceptable. Staff qualifying by the completion of courses as in (b) above must have completed such courses within a ten year period prior to the application date. Courses taken earlier than 1976 are also not acceptable.

5. Besides regulations concerning security and safe storage of traffic documents, the IATA Guide has the following provision for premises:

Premises must be open for business on a regular basis, clearly identified as a travel agency and freely accessible to the general public. If the premises are not shop premises identified by a fascia sign, then there must be an adequate name plate on ground level at the entrance to the building. Applicants who can demonstrate that their business is solely as a tour operator need not have premises accessible to the general public. Office space must not be shared with another travel agency or an air carrier. Implant locations in commercial firms or organisations will only be approved for branches of existing IATA approved agencies meeting certain conditions.

APPENDIX 2  
(referred to in paragraph 4.24)

**Cash back offer by Departure Lounge**



**IS GIVING AWAY MONEY!!!!**

Look at this remarkable **CASH BACK OFFER!!!**

Just book a SUMMER 1985 holiday at Departure Lounge before 30th April 1985 and you will receive up to **£20\* CASH BACK!**

- \* Bookings up to £100 you get £5 CASH BACK!
- Bookings from £101 to £350 you get £10 CASH BACK!
- Bookings over £350 you get £20 CASH BACK!

**IT'S TRUE**, with your tickets we will include **CASH or STERLING TRAVELLERS CHEQUES** for £5, £10 or £20!

**IT'S SIMPLE**, just decide upon your holiday with any **ABTA** tour operator, complete the booking form, and either call in personally, or send it to us with your cheque for the deposit and your holiday will be immediately confirmed by phone. In the event that any detail requested on your booking form is unavailable, we will not bank your cheque until we have discussed it with you. Remember, to take advantage of this offer, choose your holiday and just present us with your completed booking form and deposit!

**IT'S SAFE**, as a member of **ABTA** ourselves, your money is totally secure.

**IT'S UNBEATABLE**, up to now, our services have cost you nothing, now they **ACTUALLY SAVE YOU MONEY!!**



**AT DEPARTURE LOUNGE THERE IS ONLY ONE ANSWER . . . YES!!!!**



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