

Unit-1
**Growth and Development of Travel Agency and Tour
Operation in India**

Structure:

1.0 Objectives

1.1 Introduction

1.2 An Overview of Role of Travel Agency and Tour Operation

1.2.1 Pre-Independence Period

1.2.2 Post Independence Period

1.2.3 Post Liberalized Period

1.3 Travel Intermediaries in India

1.4 Changing Roles of Travel Agents and Tour Operators

1.5 Current Scenario of Indian Tourism

1.6 India's Outbound and Inbound Growth

1.6.1 A Case Study of Kuoni

1.7 Tourism Awards to Travel Agents and Tour Operators

1.8 Indian Tourism Offers New Business Opportunities

1.9 Role of TAAI and IATO

1.10 Summary

1.0 Objectives:

After reading this unit, you will be able to:

- Discuss the evolution of travel agency and tour operation business in India;
 - Describe the changing functions of travel agency and tour operation during the post-independence period in India;
 - Explain the pre and post-liberalized period business scenario of travel agency and tour operation in India; and
 - List the issues and challenges of the travel agency and tour operation in the new century.
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1.1 Introduction:

The role of travel agency in the promotion of tourism in India is very crucial in the new millennium. Travel intermediaries play a very significant part in the development of Indian tourism industry. In the previous unit you have learned about the history of travel agency and tour operation. In this unit, we shall study the growth and development of travel agency and tour operation from Pre-independence period to post independence period and post liberalized period. We shall also discuss in detail the current scenario of Indian tourism, India's outbound and inbound growth and role of TAAI and IATO.

1.2 An Overview of Role of Travel Agency and Tour Operation:

In today's volatile market, travel organizations work towards showcasing India's rich tourism heritage in the form of designing organized package tours for the inbound, outbound and domestic tourists. The international travel organizations like Thomas Cook, American Express and Cox and Kings are the forerunners of the travel agency and tour operation business. Those travel agencies are responsible to bring this idea to the limelight and in the subsequent period, travel agencies in various countries started their operation on the line of them. Unlike the travel intermediaries in European countries, India's travel trade sector did not witness any such development in the pre-independence period and then in the post-independence period some measures were initiated by the central government that became favourable for travel agents to expand the scope of their activities and business scenario.

The role of the travel agents is not limited merely in selling travel related services but often also in taking considerable interest in promoting tourism destinations. The growth and development of travel agency was not remarkable in the first phase of the post-independence period. Afterwards many actions were taken to increase the share of India's position in international tourism scenario and travel originations were largely benefited with the increasing flow of tourist traffics to India. There has been a paradigm shift in the travel trade in the second phase of the liberalization in India and travel organizations have got the business diversified to target the growing outbound and domestic tourism market in India.

Travel agents are solely indulged into marketing the concept of travel and plan and sell holiday trips and ancillary services to individuals and groups. Travel agents do book tickets for air, rail, sea or road travel, arrange hotel reservations or guest houses, hire taxis etc. Besides domestic, all travel agents undertake international bookings and special business tours or conferences. On the contrary, tour operators are mostly involved into bulk travel arrangement and management for individual and groups. It is recognised as principal agent or wholesaler and offloads business to the ground handling agents. Tour packages are mostly promoted by the tour operator through the travel agents. Tour operators can offer special packages that include such diverse attractions as deep-sea diving, snorkelling, Himalayan trekking or even camel safaris in the Thar Desert.

1.2.1 Pre-independence period:

The evolution of modern travel agency and tour operation in India is not as old as the flourishing travel agency business in the Europe and the North American countries. As there was no such formal and organized form of travel related services, overseas travel agents exploited the vast potential of inbound travel markets of India. The framework of modern travel agency business in India was designed on the line of function and activities of earliest group of travel agencies like Thomas Cook, Cox and Kings and American Express. Those two UK based travel agents were well-experienced to conduct round the world tour and special interest tours to different parts of the world and more particularly,

package tours were regularly conducted to India for British officials and their family members and relatives. It was the maiden attempt of Thomas Cook to take a pioneering attempt in commencing the package tour to India during the visit of Queen Victoria to Kolkatta after the end of the Sepoy Mutiny in 1858. The success of the tour had made much impact in terms of safety and security in India. Subsequent improvement of sea route connectivity between India and the Europe opened a new avenue for providing safe, comfortable and affordable journey. It was a matter of renewing relationships between the uprooted families of British officials living in the Europe and their counterpart living in India. Therefore, the prevalence of travel brought people of India and the Europe together. In 1878, Mr. Cook brought the first British Group of tourists to India by taking support of the Peninsular and Oriental Steamship Company. The group landed in Mumbai, traveled to Agra by train to see the Taj Mahal. In the final leg of tour, the group visited Kashmir valley. The tour turned to become very successful and Mr. Cook gained confidence to set up offices in India. In the beginning, the Thomas Cook and Sons International (Ltd.) continued the inbound operation in India with its main branches and offices in metro cities. In 1880, Thomas Cook and Sons established offices in Mumbai and Kolkata as those two provinces were regarded as significant hubs of trade and commerce. Considering the huge demand of royal families, the Eastern Princess Department was also established in 1887 and that resulted in the rise of outbound travelers to Europe. Thomas Cook took much care and interest to arrange the sophisticated tour for India Princess to Queen Victoria's Jubilee Celebration. The outcome of the tour brought about drastic changes in the perception of elite class people in India to plan leisure trips to Europe.

A large chunk of the British, the French and other European nationals had much greater interest to meet their friends and relatives in India and vice versa. Many Europeans wished to undertake travel through sea routes to India for visiting selected tourist places of interest such as the Taj Mahal, Jammu & Kashmir, Shimla, Goa, Ajanta & Ellora, hill stations and beach resorts. The unique attractions of India were blended with unprecedented and exceptional history, exquisite art, architecture and sculpture, natural scenic places above all, a land

of wonders. It is in fact relevant to mention that it was Thomas Cook which opened opportunities for taking travel to India and more particularly, the company ensured travel to all places by multiple modes of transport.

In the later period, people from other parts of the Europe were motivated with the attractive and well organized package tours to India. A large number of people in Europe had much fascinating perception and feelings about India and its cultural and natural wonders. Towards the middle of the 19th century, a sizable number of young Indians sailed particularly to England for pursuing higher study and appearing civil service examination and in the later periods, Indian political leaders traveled to England to participate several round table discussions on the solution for socio-economic and political issues.

More particularly for the British nationals, Thomas Cook got involved more actively in the inbound operation to India for long period of time. Thomas cook used to book train tickets, reserve government run guest houses, arrange small car, mini coach, book horse carts and animal driven carts to transfer the tourists from the railway station to their places of stays and followed by conducting sight-seeing tour in and around the places. Thomas cook used to face the following obstacles for conducting tours in India

- Lack of amenities and facilities such as road, bridges, railway stations, accommodation, money exchanger, public toilets.
- Lack of trained tour conductors, guides, escorts and interpreters.
- Untrained staffs in the guest houses and other eating places.
- Cab drivers without having essential attributes worked for the travel agents.

Thomas Cook and other contemporary travel agencies were also confronted with certain issues related with service factors. The factors which were partly responsible for the depletion of the service quality are as follows;

- Travel agents were not properly manned by the qualified and trained manpower.
- Lack of technology was a vital bottleneck in the growth of travel agency business.
- Lack of credit facility to the travel agent for the reservation of hotel rooms and airlines tickets.

- Lack of diversification of business was also an important factor that narrowed the scope of the expansion of opportunities for generation of revenue.
- Lack of promotional measures was also another pertinent factor to ensure higher growth rate in the travel agency sector.

Unlike in the Europe, the Indian railways system was much underdeveloped in the context of integration with the travel agents and tour operators in the promotion of inbound and domestic package tour. The issue has not been addressed fully as yet. In the similar instance, the airlines had limited role to work with travel agents and at the same time, there were not much airlines connectivity with India. Because airlines were generally operated within the domestic sky and countries did not venture for linking airline services beyond the boundary of country for two important reasons like political turmoil and low engine capacity for long haul journey.

The Indian Travel Agencies like Jeena & Co., Lee & Muirhead India Pvt. Ltd and Jamnadas & Co. Ltd located at Mumbai and operated inbound and outbound tours ventured into the so called sophisticated travel business. Meanwhile Thomas Cook and American Express Co. were uploading the inbound package tour business through Jeena & Co. and other contemporary travel agencies. Howsoever it might be the business scenario, Mr. J. N Katgara joined in the travel agency club in the world as the pioneer travel agent in India. In 1920 the first travel agency was founded in the name of Jeena and Company to cater to the domestic travel needs and the operation of the company was mostly serving the demand of Mumbai. As the cosmopolitan city was a major and busy port not only for arrival and departure of passengers but also for the goods and the inflow of foreigners to India was possible. Major trading centers were located in and round Mumbai. Mr. Katgara capitalized the opportunities of the volume of business and started looking into the cargo and courier business in the beginning and in the due course, shifted to other components of travel related services like ticket booking, hotel reservation, package tour, transport arrangements, etc. The company along with other travel agents

underwent massive reformation and development in the post-independence period.

Answer the following questions.

- 1. Write five lines on the growth and development of the travel agency in the pre-Independence period.**

- 2. Write five lines on the major issues of travel agency business in the pre-Independence period.**

Check your answer with the one given at the end of the unit.

1.2.2 Post Independence Period:

Even before the world war -II, the importance of tourism was well recognized as a critical segment of economy. The outbreak of war stalled the progress in

the direction of tourism. The post-independence tourism development and its bearing on the travel trade in India unveiled a new chapter in the annals of Indian tourism scenario. The great concern shown by the then colonial Government to appoint a committee headed by Sir John Sargent in 1945 was a major step forward to fathom the potentials of tourism products dotted across the country. After a thorough investigation, the committee duly figured out the potentialities of developing tourist traffic in the country. The committee in one of its suggestions mentioned about the development of means of travel from nearest railway station, residential accommodation, travel brochures and guide books, provision of authorized guides, etc. that should be provided at places both for the domestic visitors and foreign visitors. The resultant impact was the formation of a separate Tourist Traffic Branch under the Ministry of Transport in 1949 to deal with the task of increasing tourist traffic to India. The tourist traffic section was mostly entrusted the charge for coordinating with the travel agencies and tour operators in India and overseas to augment the internal and external tourist traffic. It also dealt with internal conferences on tourism, coordination with railways, establishment of tourist bureau in States and development of tourist centers and the training of guides. Another most important action was taken to open a chain of tourist offices both in India and abroad and Regional Tourism Offices were also opened in Delhi, Mumbai, Kolkata and Chennai.

The tourism offices located at different regions and destinations coordinated and controlled various segments of travel trade and ensured that the foreign tourists would get various services at reasonable cost and would not be hassled at any cost. There was a great leap forward when operation and functioning of eighteen overseas tourism promotion offices formally started to display the tourism potentials of the country. Those offices were based at countries and regions from where maximum inflow of foreign tourists to India was originated. As a result, overseas tour operators were encouraged to design itinerary and package tour for India and in a regular interval, local and regional tour operators held meetings with the India's overseas tourism promotional offices and sought all kinds suggestions related to the operation of tours,

booking of hotels, safety and security. Foreign tour operators were also encouraged to participate in the familiarization tour program in India and overseas tourism offices and Air India hosted the tour with the purpose of introducing those places of interest to them. Both tourism offices in India and abroad were equipped with colourful brochures. Foreign tour operators were enthused to promote package tours to India and there was a steady increase in the tourist traffic to India. In 1950, 17 thousands foreign tourists visited India when there were no such overseas promotion offices or any promotional measures taken for the increase of inbound tourist traffic.

The Travel Agents Association of India (TAAI) was formed towards the end of the year 1951 by a group of twelve leading travel agents, who felt that the time had come to create an Association to regulate the travel industry in India. 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 rights of the travelling public. TAAI represents all that is professional, ethical and dynamic in our nation's Travel related activity and has been recognised as the voice of the Travel and Tourism industry in India. With a membership data base of over 1800 Active; Allied and Associate members comprising of IATA accredited Travel Agencies; Airlines & General Sales Agencies; Hotels and Tour operators; TAAI is the largest Travel Association of India.

Travel agency and tour operation business in India was relatively in the preliminary stage in first phase of independence. Even after also, there was hardly any travel company with full-fledged facilities. With the setting up of the Travel Agents Association of India (TAAI) in Mumbai in 1951, the travel business in India started in an organized manner. The Jeena and Company, the first Indian Travel Agency organized group tours abroad and in India for Indian travelers and it handled the first group of foreign tourists in 1950. However, Jeena and Company and other two Indian Travel Agencies were merged into one composite travel company known as Travel Corporation of India Ltd. (TCI) in 1961.

Moreover, the bulk of International tourists were then handled by the Thomas Cook and Sons and The American Express. Followed by the growth, there were

a good number of travel companies established in India such as SITA (1963), Thomas Cook India Ltd. American Express, Cox and Kings , Ind Travel and so forth. As per the Foreign Exchange Regulation Act (FERA) 1973, Thomas Cook India (Ltd.) was established under the companies Act 1956 in 1978.

The Asian games were hosted in 1952 in India made a significant impact on the inbound traffic to India. The scenario of travel trade stimulated by promotional measures underwent remarkable change due to the rising number of tourist traffic. From 1951 to 1961 travel agencies were banking on airlines tickets and inbound operations to limited destinations. Travel agents started operating at Delhi and other destination points like Agra and Jaipur. More particularly travel agencies were resorting to the ticketing business and inbound tours to golden triangle circuit. Travel Agencies were facing the shortage of transport fleets to conduct sight-seeing tours in the cities. There was no such means to arrange different transports to conduct sight-seeing tours in the lesser known destinations. It was certainly a challenging moment for travel agents which had business plan to handle additional demand for the operation of package tour. In those times, travel agencies had to take much time to confirm the booking of hotels, transports, train tickets, guide services and other ground arrangements to the clients. Scope of business was not expanding owing to have limited operational network. The concepts of tour through ground handling agents were not fully known as there were very limited professionally skilled people to take the responsibility of handling the tours.

Presently, there are around more than thousand travel agencies and tour operation companies on the approval list of the Department of Tourism, Government of India. These are located in over 50 cities of the country and many have promotional offices in abroad. In addition to this, there are a large number of non- recognized travel agencies scattered all over the country. In India there are more than 400 travel agencies which have been approved by the IATA and a number of them have more branch offices.

Following the report of ad-hoc Committee on Tourism documented by the Jha Committee in 1963, that recommended the role of public sector in the promotion tourism. Along with other two corporations, India Tourism

Transport Undertaking was set up in 1965 later it merged with other two tourism public undertaking subsidiaries of Government and gave birth to India Tourism Development Corporation (ITDC) in 1966. ITDC was, in the beginning, fully geared up with the plans and programs to development new infrastructure and strengthen the existing facilities, resultantly, many such hotels were constructed at popular tourist destinations and luxury transport facilities were also provided to the tourists. With the construction of hotels at many key destinations catered demand for accommodation and restaurant facilities, which enhanced the total hotel room capacity and ITDC associated travel agents and tour operators for the booking of rooms on the basis of commission. Overseas tour operators were completely apprehensive about the availability of rooms and other facilities and amenities in the destinations. When ITDC hotel properties came up, subsequently after, the apprehension was removed by the establishment of ITDC properties. There was a surge in tourist traffic to India. The fact remains that rooms, other facilities and amenities of ITDC hotels were at par with the international star hotels that provided a kind of impetus and confidence to Indian tour operators and foreign tour operators to conduct package tours. As the quality of rooms and transports are two significant components in the package tour, so when those facilities were plentifully available at the places of tourist interest, it is obvious that there were many tour operators shown their interests to organize tours in India. Thus, the number of travel agents and tour operators went on increasing and the business was treated to be feasible and profitable.

When accommodation and transportation capacity were somehow manageable, overseas tourist promotion offices took initiatives to showcase India to Europe in 1968 in a mass scale by launching a promotional campaign in a very grand way. With the exposure of introducing India to Europe campaign, the strategy for marketing India's tourism overseas underwent a significant change. In the later period, the scheme was extended to UK in 1970 and to USA in 1971. However, overseas tourism promotion was jointly sponsored and organized by the Department of Tourism with Air India's active participation and support.

All those efforts were translated into tangible results. The tourist arrivals registered a growth from 17, 000 in 1950 188,820 in 1968. From the year 1965, there has been a constant increase in the number of tourists visiting India and International tourists arrivals also increased to 1329950 in 1990. The share of India in the World tourism receipts has been varying between 0.64 per cent in 1991 to 0.38 per cent over the last few years.

Check Your Progress - II:

Answer the following question.

- 1. Write five lines on the growth and development of the travel agency in the post- Independence period.**

- 2. What are the major issues affecting the growth and development of travel agency in the post-independence period?**

Check your answer with the one given at the end of the unit.

1.2.3 Post Liberalization Period:

The expansion of business opportunities for travel agency and tour operators depends on the active role of the governments to formulate certain strategic objectives for the tourism development of sector. These strategies comprise five key actions such as to position tourism as a national priority, enhance India's competitiveness as a tourism destination, improve and expand product development, create world class infrastructure and draw up effective marketing plans and programmes. This growth-oriented strategy indicates vast of opportunities for the travel agents and tour operators. While travel agents are profiting from the tourist boom in the past couple of years, a number of them also feel threatened and are worried about the future. Commission cuts by airlines and the rapid technological advancement, especially the increasing penetration and use of the Internet has forced the travel agents community to rethink their business models and strategy for not just growth but their survival in the future. Airlines and hotels have turned away from intermediaries in the past couple of years, preferring to invest heavily in their corporate sites and offer best-rate guarantees in an attempt to woo e-tourists. In face of these commission cuts, the main income generator, many travel agents are attempting to diversify their operations by providing other services and also remodeling themselves as travel consultants, a makeover, which happened in the developed markets quite a while ago. Another recent trend, which is hitting the small time travel agents hard, is consolidation in the travel distribution network that has significantly reduced the number of travel agencies.

Currently the Indian travel industry is in the midst of a transition towards becoming a mature market and the key words for all stakeholders are adaptation and innovation. One way towards the future is adopting the idea of service fee. This practice highlights the advisory role of the travel agent as a professional or a consultant where clients pay for the agent's expertise instead of suppliers having to pay a commission. The role of a consultant dovetails nicely with the trend towards customized travel. Indian tourists today are well traveled and want to enjoy a certain freedom. They want to go beyond the beaten path, yet enjoy the benefits of a hassle free planning and expertise

proffered by a travel agent. This means that agents must have the flexibility needed to offer customized travel products. Apart from changing their business models to meet the challenges of the future, travel agents and tour operators also have a wider and important role to play in the development of tourism. They can coordinate with the Ministry of Tourism and other related central and state ministries in their endeavour to improve facilities, guaranteeing safety and security of tourists and disseminating information. Besides this, travel agents and tour operators also need to establish channels of communication and liaison with the department of tourism, state and other public and private bodies and take all necessary steps to promote and develop tourism in India, while also promoting environment protection, cultural exchange and national integration. The challenge for the travel agent and tour operator community is also to formulate a uniform code of conduct to govern the procedure of booking, confirmations, payments, refunds, cancellations, no-shows, changes, preponements and postponements, retention charges, commission and discounts.

1.3 Travel Intermediaries in India:

In order to encourage quality standards and services, the Ministry of Tourism approves travel agents, tour operators, tourist transport operators and adventure tour operators in the country. As on 31st Dec.2003,186 travel agents,340 tour operators, 154 tourist transport operators and 13 adventure tour operators are registered with Ministry of Tourism. Rank wise distribution of these units is given in the table below: 1

Table-1
Tour Operators in India

Sr. No.	State/ UT Name	No. of Tourist Transport Operator(s)	No. of Travel Agencies	No. of Tour Operators	Adventure Tour Operators	Total
1.	Delhi	64	85	238	11	398
2.	Maharashtra	11	40	30	0	81
3.	Tamil Nadu	18	20	8	0	46
4.	Kerala	17	12	14	0	43
5.	Karnataka	10	11	4	0	25
6.	Rajasthan	6	6	11	0	23
7.	West Bengal	0	10	9	0	20
8.	Uttar Pradesh	5	4	5	0	14
9.	Andhra Pradesh	6	2	0	0	8
9.	Goa	2	1	4	1	8
10.	Haryana	0	0	7	0	7

Source: Tourist Statistics, 2003, Department of Tourism, Govt. of India

1.4 Changing Roles of Travel Agents and Tour Operators:

Traditionally, in the Indian market the travel agent acted as an intermediary that brings travel products to the end consumer. Travel agents used to receive a base and override commission. Pay-for-performance override commissions are now typically only available to large travel agents. The bigger the travel agency, more sales can be drawn to the airline paying the override. This revenue stream is generally not available to the small travel agents, who do not have a significant impact on an airline's market share. With the airline commissions diminishing fast, the agents who survive and grow will be those who embrace technology and implement alternative revenue streams and service fee concept. Apart from ticketing, travel agents are beginning to offer services like travel insurance, hotel bookings. Although package tours remain

an industry staple, tour operators will need to develop more flexibility in the creation of holiday packages to serve the growing self-service segments. Whether catering for the inbound, outbound or domestic markets, tour operators seem to have been the most forward thinking in their efforts to innovate in their products and services.

Thomas Cook India has recently decided to focus strategically on the travel business for augmenting future growth, which include hiving off financial services into a separate outfit. KUONI travel company SOTC outfit in India is looking for mergers and acquisitions for SITA-Inbound Division in terms of specialized markets like adventure tourism, incentive tourism and convention tourism. The travel business in India is segmented into: a) leisure; b) business; c) inbound and domestic; and d) employment/migrant travel. Business travel has stabilized at a growth rate of 10-15 per cent per annum. With increasing disposable incomes and lower costs, leisure travel -- both domestic and, to a larger extent, outbound travel -- is experiencing an upward trend at 30 per cent. Inbound travel is still fraught with infrastructural problems. SITA Inbound is growing at 15 to 20 per cent per annum. The formula for a merger is that the merging companies should have a product fit, a price fit and a people fit.

1.5 Current Scenario of Indian Tourism:

Indian Tourism is identified as a significant engine of economic growth .According to the World Travel and Tourism Council (WTTC), India' s Travel and Tourism (T&T) industry contribute 2.1 percent to Gross Domestic Product in 2006 (INR 713.8 billion or US\$16.3 billion). In the first half of the Annual Plan period of 2006-2007, the Ministry of Tourism has taken several initiatives in the field of infrastructure development and positioning Indian tourism as a major engine for economic growth. These include emphasis for developing the existing and new destinations to world-class standards, improvement of connectivity to important destinations and identification of 10-15 new destinations/ circuits by each state /UT for development to world class standard with all the required infrastructure components. Fastest-growing distribution channel, the Internet is generating annual bookings upwards of US

\$35 billion in the US alone. In 2005, 25 per cent of all hospitality revenues globally were Internet generated, and in 2006 this figure is expected to reach between 27 and 29 percent.

1.6 India's Outbound and Inbound Growth:

The outbound market is surging ahead due to the drastic fall in the international airfares, liberal open sky policy, increasing disposable incomes of consumers and aspiration to travel abroad increasing, as for the inbound traffic, India definitely has a bright future to look at. The recent government initiatives such as the Incredible India campaign, Athithi Devo Bhava campaign and Lonely Planet rankings etc. have made India a very popular country. The FIT market is growing at a rapid pace and the profit margin varies between 70 per cent and 80 per cent.

India expects about five million overseas visitors this year, as outsourcing cities like Bangalore and Hyderabad draw more business travellers. The government is trying to improve airports in New Delhi and Mumbai, two of the busiest airports, through private participation. The modernization of airports and licenses for new budget airlines are part of the government's effort to attract more travellers to India. World Travel & Tourism Council of London expects India to be the third-fastest expanding tourism market in the next decade. The entry of new airlines has pushed down fares by about 25 per cent in two years. Indian hotel companies added 1,200 luxury rooms in 10 cities and vacation destinations like Goa, taking the five-star category of accommodation to 24,000 rooms by the end of 2006.

The addition of hotel rooms coincided with the increasing frequency of flights by British Airways, Lufthansa, Singapore Airlines and Qatar Airways mainly. International passenger traffic at Indian airports rose 17 per cent to 19.41 million in the year 2007. Existing travel agencies are being replaced by self-serve travel Web sites on the Web and thus facing the following challenges.

- Revenues from ticket sales are shrinking
- Profitability is becoming harder to maintain.

- Middle and upper class travelers require more services than bargain travelers.
- Middle and upper class travelers will pay fees for services that go beyond issuing tickets.

1.6.1 A Case Study of Kuoni: You look at the world. We look after you:

Kuoni-India's key Outbound Division operates under the name of SOTC is the country's largest outbound tour operator. SOTC has escorted over 350,000 travellers across the globe to various destinations including Europe, Australia, New Zealand, USA, Africa, Mauritius, South Asia, and the Far East. SOTC has a wide distribution network of 130 sales outlets across India to retail its range of products and serve its customers better. The flagship brand of SOTC, pioneered the designing and marketing of escorted tours to cosmopolitan travellers in India. Sport Abroad provide global sports-based holidays whilst Student Holidays strives to enrich the educational environment through travel and fun-filled experiential learning. SOTC Do-It-Yourself Holidays provides customized fully flexible holidays that cater to seasoned travellers. SOTC is also known for the domestic holiday brand which offers a wide range of organized domestic travel options across India, namely, Classic Holidays, Fun-filled Beaches, Hill Stations, wildlife Holidays and Spiritual.

The outbound travel division of Kuoni (India) has a 66 per cent share in the outbound-travel business in India. At least 60,000 to 70,000 Indians visit international trade fairs every year and small and medium entrepreneurs consider such visits as a business investment. Germany organises the largest number of these trade fairs, followed by Italy (Milan), China, France and Japan. The major trade fairs in Germany often attract 1.5 lakh visitors every yer. The leading source of India's outbound travellers is Delhi and it shares covers somewhere at 26 percent.

1.7 Tourism Awards to Travel Agents and Tour Operators:

The Ministry of Tourism, Govt. of India gives away the National Tourism Awards to the tour operators such as inbound operators, adventure tour operators, domestic tour operators, MICE operators, Most Innovative Tour

Operator and Tourist Transport Operators on the basis of their foreign exchange earnings and innovation in promoting

1.8 Indian Tourism Offers New Business Opportunities:

Travel agents and tour operators can take the advantage of the emerging tourism areas like Medical Tourism, Rural Tourism, Cruise Tourism and Convention Tourism. The following key areas of tourism can be tapped in the future course of time by the travel agents and tour operators.

- The ministry of tourism has taken several initiatives and actions like road shows and publication of brochures, in association with the tour operator, travel agent, hotels, airline companies and private ultra-modern hospital in the private sector, to promote India as a destination for medical tourism and make it a global health destination.
- A concept of rural tourism has been developed for showcasing the art, crafts and culture of rural India and for creating gainful employment in villages with tourism potential.
- India has a vast and beautiful coastline and hence the potential to develop cruise tourism.
- India is undoubtedly a unique Conference Destination as it offers cultural and heritage sites, the exotic and mystical, excellent facilities of beach and adventure holidays which can be combined as pre and post conference tours. International convention Centres of the global standard is considered to be one of the important segments for promoting India as an attractive tourist destination in the global market. Ministry of Finance, Govt. of India has already identified New Delhi, Mumbai, Bangalore, Goa and Jaipur for opening of world-class convention centres. Several initiatives have been taken up by way of public-private partnership to develop small convention centres of high standard.

1.9 Role of TAAI and IATO:

TAAI strives to build in its constituents and others with several a commitment to contribute largely for the growth and development of tourism industry in India. There are certain roles of TAAI which will bring in changes in the travel

trade sector in the country. Thus, TAAI has set some important objectives such as delivery of highest service, build trust and credibility in the marketplace and apply technical skills.

The Indian Association of Tour Operators (IATO) was established in 1982 and its head quarter is located in Delhi. It is the national apex body of the tourism industry. It has over 4000 members covering all segments of Tourism Industry. Established in 1982, IATO today has international acceptance, and linkages. It has close connections and constant interaction with other Tourism Associations in US, Nepal and Indonesia, where USTOA, NATO and ASITA are its member bodies; and is increasing its international networking with professional bodies. Indian travel agents and tour operators have certain significant infrastructure limitations such as clogged and creaking airports, ageing air traffic control systems and a chronic hotel shortage, combined with slow and cumbersome bureaucracy are threatening to slow down India's ascension.

Travel and tourism as an industry has been slow to take off in India, as compared to the tiger economies of Southeast Asia, it has only been in the last two decades or so that this sector has witnessed massive expansion and improvement. Though its growth rate is still lower than many smaller countries in the region, the industry is emerging as one of the largest foreign exchange earners, providing direct employment to more than 80 lakh people.

Check Your Progress-III:

Answer the following questions.

- 1. Write five lines about the impact of globalization and liberalization on the development of travel agency and tour operation.**

2. Write five lines on the role of travel associations in the growth and development travel agency in the post-liberalization period.

Check your answer with the one given at the end of the unit.

1.10 Summary:

Travel industry has seen a phenomenal growth in the ear of globalization and liberalization. Modern Travel agencies in India have evolved through various stages and contributed immensely to the Indian tourism sector. The size of the travel market was relatively small and the numbers of travel agencies were also very limited. It is the Travel Agents Association of India in the beginning and in the later the Indian Association of Tour Operators strived relentlessly to give a face shift to the travel industry by bringing all travel intermediaries to a common platform to discuss issues pertaining to the growth and development of tourism industry. Travel agencies have seen a buoyant growth in the post liberalization period.

In this unit you read about the beginning period of travel agency business in India. The unit also throws light on various issues, which mostly obstructed the growth of travel agency business in India. Moreover, this unit has also gone further into clarifying details about the role of public sector undertakings in tourism and travel agencies have been greatly supported with the building of infrastructure at the tourism places of interest and port of entries. In this

context, the unit also underlined the importance of tour operators in the promotion of inbound and domestic tourism in the country. Furthermore this unit discussed the growth of outbound tourism as to how the boom of the outbound travel would be sustained and captured in the foreseeable future.

1.11 Answer to Check Your Progress:

Check Your Progress-I:

1. Your answer should include major benchmarks in the development of travel agency in pre-independence era in India. (See sub section 2.3.1)
2. You should include major issues in travel agency business in the pre-independence period. (See section 2.3)

Check Your Progress-II:

1. You should include in your answer major highlights in the post-independence period. (See Section 2.3.2)
2. The answer should include major issues which affect the growth of travel agency business. (See section 2.3.2)

Check Your Progress-III:

1. For answers please refer section 2.5 to 2.7
2. For answer please refer section 2.10

1.12 Suggested Readings:

Source: Asia Pacific Journal of Tourism Research, Vol. 11, No. 4, December 2006, Distribution in Emerging Tourism Markets: The Case of Indian Travel to New Zealand by Shalini Sharda and Douglas G. Pearce

1.13 Review Questions:

1. Explain the role of travel intermediaries in the promotion of tourism in India?
2. What is the current scenario of Indian tourism?
3. Discuss in detail the role of TAAI and IATO?
4. What are the various new business opportunities offered by Indian tourism?
5. Write a short note on success story of 'Kuoni'.

Unit - 2

Factors Responsible for Growth of Travel Sector

Structure:

2.0 Objectives

2.1 Introduction

2.2 An Overview of Factors of Travel Trade in Early Periods

2.3 Factors responsible for Recent Growth of Air Travel

2.4 E-booking: Change in Online Consumer Behaviour

2.5 New Direction of Indian Civil Aviation

2.6 Factors Responsible for Growth of Road Transport

2.7 Factors Responsible for Growth of Water Transportation

2.8 Factors Responsible for Growth of Indian Railways

2.9 Socio-Economic Factors

2.10 New Travel Trends

2.11 Summary

2.0 Objectives:

After reading this unit, you will be able to:

- Explain the underlying tourism factors such as growth of aviation, railways, and ground transport affecting the growth of travel sector over the periods;
- Discuss the supporting factors such as economic, socio-political and cultural, directly and indirectly pushing the growth of the travel sector forward; and
- Describe the change of factors from Indian and global perspectives.

2.1 Introduction:

The world is witnessing rapid changes in the era of globalization, privatization and digitalization in the 21st century. The remarkable growth of world economy is ruly noticeable as less developed countries are fast becoming the hubs of industry, trade and commerce.

In the previous unit you have learned about the growth and development of travel agency and tour operation in India. In this unit, we shall study the various factors responsible for the growth of travel sector. We shall also discuss the various new concepts like e-booking, mobile booking, wireless connectivity, travel now and pay later, credit cards and so on.

The per capita income of people is increasing substantially and at the same time, the per capita consumption is also rising significantly. There is a change in the pattern of income and people are having much disposable income to spend for leisure, recreation and relaxation purposes. The world has been much shorter owing to the revolution of technology, more importantly the invention of fastest and comfortable air travel. The emergence of World Wide Web has also made visible contribution to the growth of world economy.

2.2 An Overview of Factors of Travel Trade in Early Periods:

The beginning of the travel trade was determined by the basic need for food and migration. The next phase of expansion of travel trade was supported by the development of communication facilities through roadways and waterways for the purpose of trade and commerce. Travel was no longer a motivational factor to seek pleasure, recreation and relaxation in those periods. The growth

of Travel trade was further broadened when merchants in India used to sail the voyages with full of spice and traditional products which had a larger market in the South East Asia, west Asia, Middle East, and Africa. The silk route was the means for doing cross border trade in the Asian Continents. It was the Romanians who were very keen on traveling short distances in the relay of horses or the horse cart to the hill stations or sea side. The travel was purely termed as pleasure and relaxation, noting more than that. The travel trade was again augmented by the discovery of new lands by the explorers like Marco Polo, Columbus, Iban Batuta. The opening up of the Great Pyramid, the Great Wall of China, the hanging Garden of Babylonia, etc to the travelers also increased the scope of the growth of travel trade. Different continents were invaded by the political invasion and the establishment of colony that furthered the progress of travel trade.

The industrial revolution in the 16th and 17th century saw a drastic change in the economic growth in the Western Europe and it has a great impact in the travel trade in terms of improvement in the transportation system especially the invention of railways, production of luxury coach and small car in Hungary and Germany respectively. People were greatly benefited with the introduction of annual paid holidays and weekly holidays. It may be summarized that in the olden days, travel was fundamentally a means for catering basic needs; subsequent medieval period experienced some changes like trade, commerce, religion and education. The elite class and middle people in the Europe with a basic urge for acquiring knowledge used to travel cultural and educational centers in Italy and France. The invention of air transportation in the first quarter of the 20th century added a new dimension in the annals of travel trade in the modern period. The phenomena can be dated back to 1958 when piston-engine aircraft was replaced with jet aircraft which increased speed, reliability and comfort while reducing costs of operation.

2.3 Factors Responsible for Recent Growth of Air Travel:

There are various underlying factors largely responsible for the rapid expansion of travel trade and business in the world and in India. The factors are discussed below.

(i) Upsurge in the functioning of Air transport Industry:

There has been a paradigm shift in the Indian aviation sector since the foundation of aviation wing of TATA Sons Ltd. in the year 1932. The change of the carrier name to Air India and Indian Airlines was a landmark decision of the Government of India to back the growth of the civil aviation development in the country. The role of private carriers in the Indian sky was greatly felt and in 1994, when Air Sahara and Jet Airways began with the domestic flight operation. In the quick succession, the Ministry of Civil Aviation, Govt. of India has recently launched Air India Express as low cost international carrier. The Indian Airlines has been replaced with the new offshoot called "Indian". A move has been made to merge the two carriers with the vision of making higher profit, strength and expansion of network.

Air transport industry in last fifty years has experienced a drastic upsurge with the growth in the world economy and aviation technology. This has resulted in reduction of costs and thus fares and in turn the rapid growth in air traffic. Studies in IMF and ICAO reveal that the growth in world air traffic has surpassed world economic growth. Economists perceive that there is a strong correlation exists between the economic growth and growth in air traffic. Thus increase in commercial and business activity of a country and personal income and propensity to travel have direct influence on growth of air traffic in the world. This is evident from its constant profit record since past five years. It has registered net profit for Rs 133.85 crores (approx USD 30 million) in the financial year ending March 31, 2003.

The rises of new middle class income group, the business class travelers and comfort, luxury transport have created a new demand for air travel. Increase in urban population with high standard of living and constraints of time leave commuters to undertake air travel with no other option. The examples can be drawn from the populous Indian cities like Mumbai, Delhi, Bangalore, Chennai, Hyderabad etc., within which a large number of passengers commute. There are some secondary factors such as improvement in service efficiency due to efficient use of technology, competitive strategy of airlines; human factors responsible for the drastic reduction of air fares. The operation of low cost

airlines in India since last five years and last thirty in the world can be the best example which has brought an exponential growth in air travel business.

(ii) Frequent Flier Program:

The launch of a new innovative air travel scheme called Frequent Flier Programmes (FFPs) was first started by the American Airlines in the caption of 'A Advantage' in 1981. After a gap of two and a half decades, around 100 million passengers have become the part of the FFPs. In the scheme of the FFPs, Holiday Inn being the first partners in 1983 in association with many international hotels in airline programs to woo more passengers upon arrivals. Marriott followed with its Honored Guest Awards program in 1983. As with the hotels, rental car companies' first exposure to FFPs was as partners in airline-hosted programs 1987. Specifically, Hertz was the first car rental company to join an airline FFP. Mileage is a basic consumer expectation, alongside convenient schedules, competitive pricing, safety and customer service. As a very general rule, 5% of an airline's seats are allocated for use by frequent flyer program members using award tickets. Coupon brokers buy FFP tickets from members, and sell them (at a substantial discount to published fares) to bargain-hunters. These are the following airlines and their tagline of the FFPs - Air France: Flying Blue, Air India: Flying Returns (Alliance Air, Air France, Air India, and Indian Airlines), Cathay Pacific Airways: Asia Miles, British Airways: Executive Club.

(iii) Excursions and Discount Fare:

Excursions and discount fares are meant for the advance bookings. Airlines keep the several options open for the passengers to avail maximum discounts by booking the tickets as early as possible. Unlike the business tourists, these heavy discount schemes are exclusively favorable to tourists as they plan the holidays in advance. Moreover, airlines need an accurate estimate of the number of people and amount of baggage on a flight so that they can load the proper amount of fuel. So airlines typically give discounts for people who stay over a weekend, flying off peak hours, and purchasing tickets 7 days, 14 days, 21 days or 30 days in advance.

(iv) Low Cost Airlines:

Launched in the year 2003 Air Deccan is the India's first budget airline. Low cost market has started operation which has planned to have 23 fleet size by 2008. A low-cost carrier or low-cost airline (also known as a no-frills or discount carrier / airline) is an airline that offers generally low fares in exchange for eliminating many traditional passenger services. The concept originated in the United States before spreading to Europe in the early 1990s and subsequently to much of the rest of the world. The term originated within the airline industry referring to airlines with a low - or lower - operating cost structure than their competitors. Through popular media the term has since come to define any carrier with low ticket prices and limited services regardless of their operating costs.

Typical low-cost carrier business model practices include; a single passenger class, a single type of aircraft (commonly the Airbus A320 or Boeing 737), reducing training and servicing costs, a simple fare scheme (typically fares increase as the plane fills up, which rewards early reservations) unreserved seating (encouraging passengers to board early and quickly), flying to cheaper, less congested secondary airports and flying early in the morning or late in the evening to avoid air traffic delays and take advantage of lower landing fees, short flights and fast turnaround times (allowing maximum utilization of aircraft) simplified routes, emphasizing point-to-point transit instead of transfers at hubs (again enhancing aircraft utilization and eliminating disruption due to delayed passengers or luggage missing connecting flights), emphasis on direct sales of tickets especially over the Internet (avoiding fees and commissions paid to travel agents and computer reservations systems), encouraged use and issuance of the electronic ticket or ticket less travel employees working in multiple roles, for instance flight attendants also cleaning the aircraft or working as gate agents (limiting personnel costs) "Free" in-flight catering and other "complimentary" services are eliminated, and replaced by optional paid-for in-flight food and drink (which represent an additional profit source for the airline). Not every low-cost carrier implements all of the above points (for example, some try to differentiate themselves with

allocated seating, while others operate more than one aircraft type, still others will have relatively high operating costs but lower fares). Nonetheless these are general characteristics, most of which apply to any given low-cost carrier.

(v) Role of Global Distribution of System:

The complexities of airline operations coupled with increased customer expectations have made development and implementation of reliable Information Technology and communication with customers and accurate databases even more critical. The airline anticipates \$100 million in incremental revenue from GDS participation this year. Efficient use of technology can lower unit cost and raise revenue. The ability to work across all channels is becoming a bit of a necessity. Some 85% of Jet Blue passengers book their reservations on the airline's website, another 10% use the telephone and the remaining 5% go through GDSs or travel agents.

(vi) Code and Cost sharing:

The code share was part of a “cooperative Services” agreement between the two carriers before the various airline alliances were formed. It refers to a practice where a flight operated by an airline is jointly marketed as a flight for one or more other airlines. Most major airlines today have code sharing partnerships with other airlines, and code sharing is a key feature of the major airline alliances. In 1980, the Australian Airline, Qantas Airways and American Airlines combined services from Australian cities to an array of U.S. domestic cities laid the concept of code sharing with the hope of increasing business share and larger passenger satisfaction.

(vii) Connecting flights:

This provides clearer routing for the customer, allowing a customer to book travel from point A to B through point C under one carrier's code, instead of a customer booking from point A to C under one code, and from point C to B under another code. Flights from both airlines that fly the same route - provides an apparent increase in the frequency of service on the route by one airline

(viii) E-Business System in Airline Industry:

The concept of e-business establishes direct connection between passengers that suppress time and place limits. The system also aims for providing much

satisfaction of customers' need, build customer confidence and retention. Finally, it can be updated in every second. The GDS model is given below for gaining clear clarification and understanding about the GDS.

Check Your Progress - I

Answer the following questions.

- 1. Write five lines on the factors responsible for the growth of travel in the early period?**

- 2. What are the major factors affecting the recent growth in the air travel that directly and indirectly affect the travel trade?**

Check your answer with the one given at the end of the unit.

2.4 E-Booking: Change in Online Consumer Behaviour:

The airline industry in the US offers e-tickets as a default option and more than 60 per cent tickets in the domestic sector are e-tickets. There has been a drastic change in consumer booking option during the post internet evolution era in

the world as well as in India. Travelanza.com was the first travel portal in India started operation in Bangalore in the year 2000. Since then there has been a gradual increase in e-ticketing and booking through travel portal. As is revealed from the table given below Air Deccan with twenty three percent market share is the leader in online booking tightly followed by Indian Railways Tourism and Catering Corporation with twenty two percent and Make My Trip.com with twenty percent of market share? Total online market size is US \$ 523 Million which grew 142% over the last year US \$ 368 Million. Air ticket online constitute a significant portion of 23 % of overall total sale which was 15% last year.

Table - 2.1
Change in Online Consumer Behaviour

Organisations in online booking	2006 (in %)	2007 (in %)
Jet Airways	1	2
India Times	2	2
Make My Trip	11	20
King Fisher Airlines	15	13
IRCTC	26	22
Spice Jet	17	15
Air Deccan	27	23
Hotels - Taj etc	1	1
Sahara Airlines and other OTAs	0	2

The online travel retail market in India is expected to boom over the next five years, with Internet-based travel retail transactions increasing by an incredible 271% between 2005 and 2010. Euro monitor International, who will be speaking about the growth of online travel retail in Asia Pacific at Travel Distribution Summit Asia 2007, predicts that online travel retail sales generated in India will exceed US\$2 billion in 2010 alone

Mobile Booking:

"Reliance Infocomm is the only service provider that has invested significantly in developing mobile data applications platform such as R World, which has become synonymous with the majority of mobile data offerings in India. Booking an Indian Airlines domestic just got easier, with the mobile phone facilitating the task as the airline today teamed up with Reliance Infocomm to offer India's first mobile booking of a domestic air ticket. ICICI Bank has tied up with IRCTC (for Railway Ticket Booking) and Air Deccan (for Air Ticket booking) to facilitate passengers to book online and payment through the credit card.

E-Ticketing:

IATA members are able to transact through the e-ticketing to help simplify the business for providing extra convenience to passengers and lower airline distribution costs. Like paper ticketing, e-ticketing is a way of documenting a sale, both for the passenger and for the airline. E-ticket uses a database to track the sale and use of tickets and the database is stored and updated by the validating airline. All subsequent ticket transactions including refunds, exchanges, check-in, void and settlement can be made. In the first half of 2004-05, there were nearly 19 million air travelers in the domestic sector and this number is growing 20 per cent annually. Even if 10 per cent of these tickets are booked online, it will result in tremendous cost savings for the airlines by 2007. Most successful LCCs (low-cost carriers) sell over 75 per cent of their tickets directly over the Internet, thereby saving on the distribution cost and travel agency commission. Air Deccan has become the biggest e-commerce site in India with daily ticket sales in the range of Rs 1.15 crore. Customers often prefer online booking because of the attractive freebies offered. Air-India entered the e-ticketing market in 2002 with its portal www.airindia.com, where clients can buy tickets using credit cards via ICICI's Payment Gateway Service.

Hotels too are entering the portals of online booking. Welcome Group's Chola Sheraton Hotel in Chennai has started online bookings for the last three years. Budget and other hotels catering primarily to business travelers also understand that it makes good business sense to be available on the Net and at

the fingertips of customers. So hotels like Goutham Manor and Hotel Ambica Empire in Chennai offer online bookings. Most discount airlines are able to save money by avoiding travel agent fees and accepting direct bookings on the internet. Indian Railways too have in collaboration with IRCTC has introduced e-ticketing system, where by on line booking is done and e-ticket is printed through any printer connected with system having internet connection. The e-ticket holder needs to carry an identity proof at the time of travel.

2.5 New Direction of Indian Civil Aviation:

India has become the World's fastest growing aviation market with the number of passengers flying rising by 26% in 2005. It is expected that by 2010 airlines in India are expected to carry 60 million passengers annually. To achieve the target, the Ministry of Civil Aviation has taken all possible steps for strengthening the aviation infrastructure. Total number air carriers have risen from 3 in 2002 to 10 in 2006. Indian carriers have ordered 333 new aircrafts since the start of 2005. Airport Authority of India has proposed to modernize 37 airports to world-class standards. Unused 300 air strips have been decided to be renovated for use. Tenth plan period in India had allocation of Rs.40, 000 Cr. for airport infrastructure development. Airlines originating from Metro airports at peak time of the day are imposed with congestion fee. Thus non-metro routes are being promoted to divert the crowd of the metro routes. Metro Airports are being privatized and secondary airports are being developed taking low cost airlines and carries into concern.

Against the back drop of the rapid development of airports and airlines there was an urgent need for developing Maintenance, Repair and overhaul activities. It is revealed that 25% worldwide and 60% of flight delays are maintenance related. Thus separate industry by name MRO (Maintenance, Repair & Overhaul) is rising very fast. MRO covers 5 key segments - engine overhaul, heavy checks, line maintenance, component maintenance and major airframe modifications. As per Boeing source Indian MRO market is worth \$405 million in the year 2005 which expected to rise to \$1.06 bn by 2014. Most airlines resort to third party for MRO related services to cut costs and focus on core

activities. Recently both Boeing and Airbus have jointly invested \$185 million for MRO operations in Nagpur.

a) Boom in Duty and Tax Free Shopping:

The policy to open duty free shop in airports helps in hassle free travel to the passengers who wish to buy souvenirs and other gifts. The interests of travelers for souvenirs can be revealed from the increased sales at the duty free shops in airports. For instance IGIA's (Indira Gandhi International Airport) duty-free sales was Rs.100 Cr in 2005; Pantaloon Group plans to jack it up 5 times; Rs.3000 Cr. by 2009 (Alpha's forecast). ITDC had a virtual monopoly (profits grew @ 902% in the first half of 2006).

(a) Passenger Safety and Security:

Airlines are taking much of care to create a sense of confidence with he passengers by disseminating information like fly on nonstop routings and larger size aircraft. Most accidents occur during the takeoff, climb, descent, and landing phase of flight, thus flying nonstop would reduce exposure to these most accident prone phases of flight. Currently, aircraft with more than 30 passenger seats were all designed and certified under the strictest regulations.

Check Your Progress - II:

Answer the following question.

1. Write five lines on the change in online booking behavior in India.

2. What are the new directions in the Indian aviation sector?

Check your answer with the one given at the end of the unit.

(a) Passenger Amenities:

The passenger terminal facility is now equipped with a wireless Internet network powered by ICOA Airport Networks. The wireless-enabled laptop, PDA, or cell phone can now get connected to the Internet anywhere from the curb front to the airplane. The choice of available rooms varies almost as much as the ways you could use them. Some of the notable amenities include Escalator, Easy luggage delivery. Gulf course, movie, suburb train, excursion, travel and information desk, Children Park, VIP lounge, and conference room

(d) Simplification of Frontier Formalities:

VISA upon arrival:

Some countries like Thailand, Malaysia, and Singapore permit visa upon arrival subject certain terms and condition. However many countries do not permit this. Online issues of VISA, Passport and Visa requirements are available through websites (like www.ttsvisas.com).

Travel Insurance:

Travel Medical Insurance reimburses the claim for emergency medical expenses incurred by passengers while traveling or living in a foreign country. Maximum coverage levels can be up to US\$5 million to cover major medical expenses such as emergency surgery and extended hospital stays. Plans usually include coverage for emergency medical evacuation, reunion, repatriation of remains, accidental death and various other travel assistance services.

Trip Protection plans typically reimburse one's non-refundable travel expenses if unexpected crises (e.g., death, sickness, airline strike, travel company bankruptcy, among other crises) occur before or during the trip causing it to be cancelled, interrupted or delayed. Plans often provide reimbursement for:

- Trip cancellation, interruption & delay
- Baggage loss and delay
- Emergency medical expenses
- Emergency medical evacuation
- Accidental death and dismemberment (AD&D)
- Repatriation of remains
- Travel assistance services

2.6 Factors Responsible for Growth of Road Transport:

Till the beginning of twentieth century, rail and steamship were only considered as important medium of transport. The availabilities of cars and coaches catered to the demand of short distance travel and were rarely used for the long-haul travel. Invention of new technology in producing luxury transport systems brought noticeable changes in road transportation during the First World War. The technological know-how was used to produce varied capacities of transports that enhanced the speed of the transport and simultaneously, adequate efforts were made to improve the condition of roads to take the speed of the transports. For the first time motor car and coaches as an alternative mode of transport to the railways for short and medium range journeys was experienced. Afterwards the rapid construction of national and international highways connecting countries in North America and Europe was a major breakthrough for the long journeys by the motor cars. The Trans Canada Highway is an efficient way to move across the Canada by road. The highway covers the distance of 7,820 kms and passes through Montreal, Winnipeg, Calgary, Vancouver and Victoria. The European road network is well developed particularly in the main industrial countries of the western part such as Germany, the Benelux countries, the UK, France, Switzerland, and Italy.

Japan has well developed road network. In the Middle East countries, modern roads link the Mediterranean coast with Iraq and the Gulf region. Germany in 1930s became the pioneer in development of motor ways in the world. Though Europeans made a great progress in road constructions and transportation, the USA was the forerunner in building highways and express ways. The number of motor cars and coaches increased exponentially in the post Second World War scenario. Holiday makers too found it interesting, easy and comfortable for traveling for long distances by road. Provision of good roads, various categories of roadside amenities and mobility were highlighted as determining factors in the development of national and international tourism. Unlike limited railways network, road networks were extended to new lesser known areas. By the opening of borders in the Europe and the USA, there was a free movement of commuters during 1950s and that made an impact on the massive construction of roads. The growth of industry, trade and commerce enhanced the income of people and there was a huge demand for cars. Thus the increased number of car ownerships, the development of 'motorail', and expanded network with speedy accessibility made the road a preferred mode of transportation. In recent scenario, despite of rising fuel costs and scarcity of oil resources owing to political instability in gulf regions, road transport remains as the most favoured mode of transport. Most countries allocate a huge amount of investment for construction, expansion and renovation of high ways, express ways etc. The United Nations and the World Bank also ensure from period to period for a huge allocation of funds for inter country and intercontinental high ways. Some of the popular international highways are The Trans African Highways, The Trans Europe North and South Motorway, The Pan American Highway, The Asian Highway etc.

Let us have a glimpse of the road infrastructure in India. The highways and expressways maintained by the National Highways Authority of India are the main long-distance roadways in India and one of the highly used means of transport in India. They play a significant role in the Indian economy. The National Highways, the majority 2 laned (one in each direction), constitute a total of about 58,000 km. Majority of the distances are broadened with the 4

lanes. Closer to big cities, highways are even divided into 8 lanes. Highways in India are around 2% of the total road network in India, but carries nearly 40% of the total road traffic. The longest NH is the NH7 which is from Varanasi in Uttar Pradesh to Kanyakumari at the southernmost point of the Indian mainland, in Tamil Nadu covering a distance of 2369 km. It passes through the metros like Jabalpur, Nagpur, Hyderabad and Bangalore. The shortest NH is the NH47A, which is a 6 km stretch to the Ernakulam - Kochi Port. India has the distinction of having the world's highest drivable highway connecting Manali to Leh in Ladakh, Kashmir. The recent policy of attracting private participation through Built Operate Transfer Method has speeded the construction of road networks in the country. For example National Highway Development Programme estimated total cost to be Rs. 54,000 Crores or US\$ 13.2 billions.

2.7 Factors Responsible For Growth Of Water Transportation:

The business of cruise line is closely associated with the growth of travel trade. In the recent years, a large chunk of people have shown their utmost interest to experience the journey in the floating hotel. The magnitude of demand for cruise line travel is estimated to increase as retired and aged people in Europe and America prefer for spending time and enjoying the services of steamship. There are many journeys that are being conducted in the cruise lines for example; from Europe to the Orient, Australasia and Africa. Crusineline like 'Queen Elizabeth-2' caters to the demand of round the world travel. Cruise ships are referred to as floating hotels which is more than just a vacation at sea. Thus, passengers are given a unique experience of celebrating wedding anniversary, a romantic interlude, an amazing nightlife, ball room dancing and above all meeting new people.

These are some of the following cruise liners in the world;

1. North Cape/ Scandinavia Royal Viking Line Cunard.
2. South Pacific Royal Crusineline, Royal Viking Line
3. East Asia Pearl Cruises, Royal Crusineline, Royal Viking Line
4. US Atlantic Coast American Cruise Lines, Clipper Cruise Lines

5. Nile River Sheraton Corporation
6. Rhine River Marriott Nile Cruise, K D German Rhine Line.
7. Amazon River Society Expeditions
8. Mississippi River Delta Steam Boat Company
9. Around the World Royal Viking Line, Carnival Cruise Line

In the Asia Pacific region Star Cruises is the leading Cruise Operator. With a fleet of luxury cruise ships, it has pioneered the concept of the floating resort in the region. In addition to Mumbai, Goa, Lakshadweep, Cochin, and Chennai in India it operates to other destinations like Singapore, Thailand, Malaysia and Sri Lanka.

Ports in India can be divided into three types. "Major" ports viz. Mumbai, Kolkatta, and Chennai, are managed by the central government while a much larger number of "intermediate" and "minor" ports are state-managed. Major ports in India handle about 90 per cent of the country's maritime traffic. About one-third of India's more than 3,100 miles of navigable inland waterways, are commercially used, and these no longer carry a significant volume of traffic. There are more than 50 shipping companies engaged in either overseas or coastal trade in India. The largest amongst them is the government owned Shipping Corporation of India which was established in the year 1961.

2.8 Factors Responsible for Growth of Indian Railways:

Indian Railways is one of the most successful public sector undertakings in India. Of the 11 million passengers who climb aboard in one of 8,520 trains each day, about 550,000 have reserved accommodations. One amongst the largest rail network of the world Indian Railways have been most favoured mode of transportation for long haul travel in India. However the challenge is to provide a reservation system that can support such a huge scale of operations - regardless of whether it's measured by kilometers, passenger numbers, routing complexity, or simply the sheer scale of India. To meet the growing demand Indian Railways have taken some measures in the regard. They are as follows;

(i) Credit Cards:

Some railway stations allow the use of credit cards to purchase tickets and make reservations. A Rail Credit Card, which is a Visa card issued by Standard Chartered Bank, can be used for booking travel over the phone; the tickets have to be picked up 48 hours prior to the beginning of the journey from special counters at the station. There is a service charge of Rs. 50. The State Bank of India also issues a co-branded credit card with a loyalty feature where points can be earned when using the card to buy railway tickets; the points can later be redeemed for travel on IR. A *Shubhyatra* card has also been launched with the redeemable points feature without the credit card facility.

(ii) Internet booking:

Indian Railways has now implemented online train reservation and ticketing through a web site from Indian Railways Catering and Tourism Corp. Tickets booked in this way (called 'i-tickets') can later be picked up from a railway station or delivered to one's residence (in major Indian cities the entire ticketing system went online in 1995 to provide up to date information on status and availability). Today the ticketing network is computerized to a large extent, with the exception of some remote places. In large cities tickets can be booked for any two points in the country, which may not be available in smaller stations. Tickets can also be booked through the internet and via mobile phones, though this method carries an additional surcharge. An e-ticket can be booked up to the time of chart preparation for the train. This will require entering the identity particulars of one of the passengers, who will have to carry same ID card while travelling. An e-ticket can be booked only if the ticket status is Confirmed/RAC. An i-ticket refers to the normal Internet ticket which is delivered at one's door step in 2-3 days. For I ticket one has to book a ticket at least two days in advance to date of journey to ensure courier delivery. It can be booked in Confirmed/RAC /Waitlisted ticket.

Discounted tickets are available for senior citizens (above sixty years) and for various other passengers including the disabled, students and high ranking government officials. Season tickets permitting unlimited travel on specific sections or specific trains for a specific time period may also be available.

Foreign tourists can buy an INDRAIL Pass, which is modelled on the lines of the Eurail Pass, permitting unlimited travel in India for a specific time period.

(iii) Special Tourist Train Services:

Indian Railways has many special tourist trains running between major tourist places especially hill stations in India. The Darjeeling Himalayan Railway runs between New Jalpaiguri and Darjeeling in West Bengal. The Nilgiri Mountain Railway operates between Mettappallyam and Udhagamandalam. The Palace on Wheels is a specially designed train, lugged by a steam engine for promoting tourism in Rajasthan. The Deccan Odyssey along the Konkan route has been introduced in the line of the palace on wheels. The Samjhauta Express runs between India and Pakistan. The Thar Express connecting Khokhrapar (Pakistan) and Munabao (India) is considered to be one of the major train services to promote regional tourism. The heritage train between Kalka and Shimla is also a remarkable feature in the Indian Railway. The Fairy Queen is the oldest running locomotive in the world today running between Delhi and Rantamobore. The Himsagar Express, between Kanyakumari and Jammu Tawi, has the longest run in terms of distance and time on Indian Railways network. The Bhopal Shatabdi Express is the fastest train in India today having a maximum speed of 140 km/h (87 mph) on the Faridabad-Agra section.

(iv) Rail Passes in the World:

Like INDRAIL pass in India, there are popular rail passes such as Amtrak Pass, Australian Pass, Benelux Tourrail, Canada Rail, Eurail pass, The Eurail Select pass, Euro star, Euro star plus, Inter-Rail, Freedom / Eurodomino, German Rail pass, The Holland Rail pass, Japan Rail pass, The Polrail Pass, Scanrail, Swiss Rail Pass, Trans-Siberian Railway, Trenitalia Pass and UK Rail. It is a holiday train with a difference. The *Bharat Darshan* Tourism Train will open up India for domestic tourism, according to Mr V. Sriram, Group General Manager, South Zone, Indian Railway Catering and Tourism Corporation (IRCTC). It would give people a chance to travel in comfort on a limited budget to places in the North with a tour operator with no worries about food or accommodation. Mr Sriram said that the two trial runs were successful and the passengers were mainly in the age group from 55 to 60 years. The train will start from Madurai on May 12

and pick up passengers en route and then it would proceed to places of tourism and religious interest in the North. The cost per person would be Rs 500 per day, which will include accommodation, food and sightseeing.

The train will consist of eight coaches (for 504 passengers), a pantry car and round the clock civic amenity services. The train will carry only tourists. Regular passengers or outsiders will not be permitted to board. South Indian caterers will run the pantry car. Each coach will have security and a tour manager. Tourist buses are arranged at all the sightseeing spots and halls have been provided for accommodation wherever night stay is planned. The train will be managed for the coming year by the Chennai-based Travel Times India partnering with IRCTC and operated by the Indian Railways. There are plans to launch a specific train if the occasion arises. There are plans to run trains to a single point on the southern circuit. Talking about the hill railways, he said that there are plans to promote the hill railways, two of which are World Heritage Sites. The product has to be developed and a lot of intangibles have to be built around it for it to be a sustainable project. A travel operator for The Nilgiri Mountain Railway will be finalized in a month or two, he said.

2.9 Socio-Economic Factors:

(i) Growing East Asian Economies:

The East Asian economies have grown fast but their level of human development also has become a source of envy for many countries, in particular, the developing ones. People in East Asia live longer, are more literate, many go to school for longer periods and they eat better as compared with people in South Asian and other developing economies. Japan has a life expectancy at birth of 75, Hong Kong and Singapore 71.7 and China 69 while the world average is 63.6 and the average in developing countries is 62, according to the Human Development Index. Hong Kong, Singapore and Japan are among the top 20 of the 174 economies, according to the UNDP, 1988. Their growth has been described as an economic miracle behind which there is an education miracle.

(ii) Political Factor:

From the time immemorial, travel trade has significantly been affected by the bilateral and multilateral relationship. The considerable progress in the travel sector is achievable because it is clearly understandable that in the new global order, it is certainly impossible to run the country without keeping sustainable international relationship. The global trade and commerce have been growing increasingly owing to have the proactive role of the United Nations and its flagship organizations. It is witnessed that interdependence has increased phenomenally and reciprocation is the trend in the world today. It is the sign of the growth of the international tourism and travel trade that will boost the world economy. The congenial relationship of India with its neighboring countries like China, Pakistan, Sri Lanka, Nepal and others in recent times is taken as positive sign for intra-regional tourism. Government of India is persistently engaged in tying up bilateral and multilateral trade relationship which gives special emphasis on tourism. Setting up millennium development goal (MDG) by the UN recently to unite all countries to ensure the development without any social, economic and environmental fatigues will undoubtedly strengthen the base of the international travel trade business. Regional trade blocs like SARRC, SAFTA, ASEAN and the European Union encourage regional cooperation by bilateral trade and strive for common currency. These in addition to people to people contact encourage continuous travel and tourism activities amongst the member nations.

(iii) Political Barriers to Growth of Travel Trade:

- Invasion policy of developed countries for the sake of imposing supremacy in the world politics.
- Cross border terrorism and ethnic warfare
- Impact on individuals of anti-terror measures likely to increase inconvenience of some travel options
- Outbreak of new epidemics such as SARS in South Asia and Australasia and Dengue in India effect of foot and mouth disease on tourism in UK.

(iv) Economic Factor:

Economic condition is regarded as a significant factor to determine the development of travel trade. Economic factor includes the growth rate of gross domestic factor, national income, purchasing power, and export and import. In the western countries, the magnitude of travel trade is largely influenced by the buoyant growth of economies. People of these countries have much disposable income that results in increasing purchasing power. Traveling and holidaying are two important motivations in which people are eager to enjoy at various places of tourist interest. In case of India, it is observed that there has been a massive development in the industrial sector and service sector.

(v) Rising Middle Class:

India's middle class constituted less than 10% of the population in 1984 and 1985, according to the National Council of Applied Economic Research (NCAER). Since then, it has increased more than tripled, but is still less than 20%. Given the present growth of Indian economy, it is predicted that half of India will turn middle class between 2020 and 2040.

(vi) Rising Double Income Family:

In the post IT boom era the social structure in developing countries is changing rapidly. The traditional housewives are shouldering the family expenditure through self-employment or direct employment in corporate houses etc. These double income family groups have sufficient disposable income and tendency to chill out in the weekends or long vacations. Thus these rising group of double income families have greater demand for travel products.

(vii) Rapid Urbanization:

Urbanization and rapid migration to the urban cities for pursuing education, business and job have also made a positive impact on the growth of travel trade business in India and elsewhere in the world. The 2001 census has listed 27 cities with more than 1 million people. The two largest metros Bombay (Mumbai) and Delhi (including the capital, New Delhi) have populations of more than 9 million each.

The emergence of liberalized economy that has been generating vast scope for employment has broadened the scope of travel trade in India. The following economic factors which are largely responsible for the expansion of travel trade are as follows;

- Opening up the scope for employment in non-conventional sectors such as information technology and communication.
- Establishment of multinational companies in service sector, manufacturing and retail sector.
- The business volume in the IT Enabled Services (ITES) alone accounts for \$850 Billion. India's first aim is to capture at least 15% of the Global business volume in these two sectors, which is expected to be around 1.2 trillion dollars by 2008.
- Creation of new industrial hubs and towns along with the expansion of existing metro cities.
- The growth rate of Gross Domestic Product has increased to 9.5 per cent. The rate of inflation is reasonable.
- Per capita income in India will rise to a level six times that of China - international car makers rush to capitalize.
- People in urban areas have much rising disposable income and rising purchasing power.
- India's individual purchasing power will climb from \$2,149 in 1999 to \$5,653 per person in 2020 – and to \$16,500 in 2040.

(viii) Increasing senior citizen population:

The numbers of senior citizens have increased and the central and state governments in India are offering a lot incentives and benefits as a social security measures that have tempted the senior citizen to undertake travel. Senior citizens, earlier traveling by First or 2nd class AC in the railway, now are finding domestic and international air travel affordable. The growth of the senior citizen population and the corresponding offers will push the growth of travel trade in the future. Travel agencies those are tapping the senior citizen market are given below.

Travel Corporation (India) Pvt Ltd (TCI) has come out with its senior specials with an all-inclusive package cost on an average per person would be around \$5,000, specially created for travel within India for those in their 60's and above. These holiday packages are planned to be taken at a leisurely pace and would include travel mostly by car (except in Nepal), accommodation at three-star hotels, sightseeing and airport or rail transfers. The Chennai-based Hi-tours has also come out with a package for this age group, which would offer tours to Singapore, Malaysia, Colombo, Dubai and Mauritius.

(ix) Social Factor:

In the 21st century, India has been able to produce a large number of talented youth with higher education for the task of knowledge acquisition, knowledge imparting, knowledge creation and knowledge sharing. At present India has five hundred and forty million youth under the age of 25 which will continuously be growing till the year 2050. This is one of the major competitive advantages in the growth of Indian economy.

(x) Changing Pattern of Employment:

There has been considerable change in the employment pattern also. The percentage of people employed in agriculture has come down from 64% to 54%. Simultaneously, the percentage of people employed in manufacturing has gone up from 15% to 19% and in the service sector from 20% to 27%. This trend has to continue and by 2020 our employment pattern should aim at 44% in agriculture, 21% in manufacturing and 35% in service sectors.

(xi) Changing Life Style:

There were radical changes in maintaining lifestyle in the 1960s and such social changes have been actively in existence in the social milieu in India. There are much demonstration effects of those periods which have been very much vibrant in the present scenario, thus the social transformations have resulted in making much impact on the younger generation. Some people have delayed their college education and/ or careers to spend a year traveling throughout the world before becoming encumbered by scholastic or economic responsibilities. There is a fast emerging young and dynamic affluent class in India who prefers travel exclusivity as a part of luxury. Affluent consumers

seek the best brands, the best quality, and the best services. This class celebrates the fusion of global luxuries and indigenous Indian brands in their lifestyles. Shoddy products, sub-par services, unpleasant purchase experiences are no longer tolerated or forgiven. The following social factors are broadly responsible for driving the growth of travel trade in India and South East Asia countries.

- Substituting travel for fashionable clothes, homes and investments.
- Opted for later marriages and smaller families or for remaining single.
- Top priority for spending income on individual pursuits such as travel.
- Consequently travel is regarded more as a social status and norm on a global scale
- These habits of traveling for the sake of pleasure and recreation have much implication on the quality of life factor in the recent time.
- More particularly for the educated and higher segments of the population.
- Delaying alternative expenditures on alternative purchases and minimized or even sacrificed to make travel possible and viable.
- More firms adopting flexible working patterns
- Recognizing travel as part of learning and experiencing new things.
- Encouraging children to combine the study with practical visits of the historical sites, forest, wildlife, factory, cities, traditional villages, mines, airports.

2.10 New Travel Trends:

The growth of travel trade is the glaring indicator of the recent development in the world's political and economic order. It is obvious to demonstrate some of the factors that have played a decisive role in raising the growth prospect of the travel sector. Let us now examine this concept as to how some of the phenomenal changes have brought about certain changes and the unit will also take a look at what motivates people at large to plan for travel. Today the tourism statistics of WTO have indicated that the new age traveler have emerged out in the Middle East, East Asia, South America and some parts of Africa. These travel needs are basically fulfilled after meeting basic necessities

of life such as food clothing and shelter. In the developed countries of Europe, the North America and countries in the Pacific region, the attempt for planning vacation and leisure is not considered exceptional for many families.

- Pleasure travel has largely been considered a discretionary item in consumers' budget. That includes basic travel necessities such as transportation accommodation sight-seeing, shopping etc.
- Encouragement of annual paid holidays as a non-financial compensation to the employees in the public and private sector.
- Choice of places visited for holiday or leisure change over time
- Some destinations become unfashionable
- Others fall into decline through under-investment and unpopularity
- New destinations emerge through planning and changes in society
- Creation of new target group of tourists such as leisure and business tourists, independent travellers, package holidaymakers, age-specific groups in the destination marketing
- Choice of shorter breaks and more 'serial holidaymakers' (multiple breaks)
- Change in the demographic profiles and trends to healthier lifestyles such as adventure holidays, leisure and activity-related breaks, extreme and risk sports holidays.
- Rising frequency and intensity of extreme weather.
- Extreme climatic and weather events and natural disasters are omnipresent, with growing regional impact.
- There is a clear rise in material and intangible damage.
- Natural disasters are affecting the centres and the peripheries, rural areas and urban population centres.
- There are regional and local bottlenecks in supplies of water, food and energy.

Era of Branding Tourism:

Brands are generally considered to be a marketer's main tool for creating product differentiation. "Brands differentiate products and represent a promise of value. Brands incite beliefs, evoke emotions and prompt behaviour. India

takes a big leap to become 'The Tourism Destination of the 21st Century'. India is truly shining as far as tourism is concerned. Every country needs a "personality" it can be associated with, a "branding" that can help it successfully compete for international business. The brand, and "branding" and brand equity have become increasingly important components of culture and the economy, now being described as "cultural accessories and personal philosophies". India Tourism office at Tokyo won two International Awards in Tour Expo held at Daegu in Korea for excellent tourism promotion. Indian Pavilion won the Best Booth Design Award as well as Best Folklore Performance. Generate awareness through presence, promotions & mass media advertising eg : Dubai, Singapore, Switzerland • Utilize "Bollywood" to promote destinations thru overseas film shoots.

Electronic Campaigning:

Destinations can better be portrayed with the help of electronic campaign. In the internet and World Wide Web era, it is feasible and easier to showcase the tourism and travel products in a very comprehensive way. Advertisement and dissemination of information about the places of interest and travel services are profusely available in the websites and both the trade intermediaries and travellers take the unique facilities to organise the package tours. It is the campaign which gives broader overview about the prospective places and facilities at arrival, departure places and places of visits also. It is truly appreciated that the access to the internet is considered as a sense of relief and confidence before the commencement of the trips.

Creation of Qualified and Trained Human Resources:

The availability of quality manpower in the travel sector is a major contribution to expedite the operation and functioning of the tourism business. Professional institutions are fully geared up to create human resources to meet the growing needs of the travel sector. Indian Institute of Tourism and Travel Management, Gwalior and its different campuses are offering various regular, capsule programmes in the core and functional areas of travel industry. Various university departments are also providing different programmes in the regular

and distance mode to a bridge the gap between demand and supply for human resources.

Tax Exemption:

The government both at centre and state level have been creating policies to encourage entrepreneurship in tourism. Given the nature of low yielding and volatility in tourism industry the governments have taken a policy decision to give certain tax relief to the industry. This tax exemption has been very help full for intermediaries to strengthen their business.

Proactive Role of Travel Trade Association:

Trade intermediaries have formed several associations at the local, regional, national and international level to fight over the issues which are crippling the growth of the travel trade business. The Travel Agent Association of India and the Indian Association of Tour Operators have been striving ceaselessly from their years of establishment. These associations are conducting annual meeting and conferences at various places in India. Those meetings have addressed scores of issues related to the industry. At the association level many issues have been debated and sorted out to the greater interest of the industry and tourists. Travel trade itself has gained a visibility owing to the proactive roles of the associations and governments. The Government has also considered their roles as very significant in strengthening the facilities and promoting the country as destination as whole.

Travel as a Bargain:

In the liberalised era, travel agencies and tour operators are very innovative in designing of packages. People, who wish to travel, can find several alternatives and options to get delightful experiences. Package tours include all sorts of travel and hospitality related services which can be bargained and amended to the wish of the clients' requirements. Both travel trade intermediaries and clients get benefit with the concept 'travel as a bargain'. There is no rigidity in the negotiations of cost of the travel products. Clients are empowered to select service components and opt out if the price of travel services is not suitable. The bargaining power of clients for travel product has given clear indications to the tourism operators to look into the service quality travel products.

Revamp in the Accommodation Sector:

India is expected to be the third fastest growing nation in terms of tourism over the next decade, according to a World Travel and Tourism Council (WTTC) Study, with an expected annual growth of about 8 per cent up-to 2016. Hotels in the luxury and business traveler segment are recording nearly 100 per cent occupancy, spiraling tariffs and a strain on capacity and manpower. Anticipating this demand, around 10,856 hotel rooms in Delhi, 9,318 rooms in Mumbai, 7,794 rooms in Bangalore and 7,408 rooms in Hyderabad are expected to be added by 2011. By the end of 2006, India had only 103973 hotel rooms of the categories on the approved list of the Ministry of Tourism. The hotel industry expects that it should now be made eligible on par with the other infrastructure industries like Airports, Highways and Power Projects for the benefits like 5 years of Corporate Tax Holiday and deduction of 30 per cent profits for the purpose of tax during the next five years. The faster construction and availability of adequate additional hotel room capacity would result in doubling of foreign tourist arrivals from 4 million tourists in 2006 to 8 million tourists by 2010.

'Wireless Connectivity' And 'Toll Free Numbers':

In keeping with its tradition of unstinting commitment to customer service and convenience, the Oberoi Group has launched its 'Toll Free Numbers' for guests across the country. The toll free numbers are accessible to callers across 92 cities in India and a call made to any of these numbers is a no-charge call. In addition to this facility, the Group has also introduced wireless connectivity at its business hotels across the five metro cities of New Delhi, Mumbai, Kolkata, Chennai and Bangalore.

Travel Now and Pay Later:

The recent growth in travel marketing has made payment options very easy and affordable. One can travel any time and can pay later. Most of the time these finances for incredible vacations are interest free, with easy payment plans, with low down payments, with no credit checks to attract prospective customer with financial constraints.

2.11 Summary:

The travel sector, in the recent years, has been influenced by the factors which are not only important for the development of the travel trade but also very significant for the development of tourism industry as a whole. The growth of travel industry has become practically possible with the influence of these direct and indirect factors.

In this unit you read about the various factors that affected the growth of the travel sector in the ancient time. The present unit also underscores on the underlying factors affecting the growth of air travel in general and the travel trade in particular. Discussions on the e-bookings and m- bookings have been focused with other factors such as new direction in civil aviation, passenger safety and security and amenities comprehensively in the unit. Moreover, some other socio-economic and political factors have made much direct and indirect impact on the growth of the travel sector in India in the new millennium. In order to strengthen the factors, the unit explained with suitable examples and secondary data on the respective areas. The unit finally underlined the role of information technology in boosting the growth of the travel sector.

2.12 Answer to Check Your Progress:

Check Your Progress-I:

1. Your answer should include major factors responsible for the growth of travel in early period. (See section 3.3)
2. The answer should include factors from 3.4.1 to 3.4.8. (Refer these sub sections)

Check Your Progress-II:

1. The answer should make a comparative study of different online tourism service providers in India. (See section 3.5 and table 3.1)
2. You should include major changes in Indian aviation industry. (See section 3.8)

2.13 Suggested Readings:

- (a) Chand Mohinder, "Travel Agency Management - An Introductory Text", Anmol Publications Pvt. Ltd., New Delhi, 2006.
 - b) Sinha P.C., "Tourism, Transport and Travel Management", Anmol Publication Pvt. Ltd., New Delhi, 2006.
 - c) <http://www.hindu.com/thehindu/2001/08/02/stories/0602000n.htm>
 - d) <http://www.ttsvisas.com/visas.aspx?page=FAQ>
-

2.14 Review Questions:

1. Write a short note on 'E-booking'.
2. Write a paragraph on factors responsible for recent growth of air travel?
3. What are the new directions of Indian Civil aviation?
4. Explain the new travel trends in the tourism industry?

Unit-3
Travel Agency and Tour Operation

Structure:

430 Objectives

3.1 Introduction

3.2 World Tourism - An Introduction

3.3 Current Trends in the Management of Travel Organisations

3.3.1 Mergers and Acquisitions

3.3.2 Scarcity of Trained and Qualified Manpower

3.3.3 Constraints of Financing

3.3.4 New Search Engines: A Nightmare

3.4 Trends in Modes of Transport

3.4.1 Sophisticated Coach Travel

3.5 Consumer Market

3.5.1 Demographic and Attitudinal Shifts in Travelers' Market

3.5.2 Increasing Baby Boomers Market

3.5.3 Travel by Low Cost and No Frill Airlines

3.5.4 Internet Airline Model

3.5.5 Self-Managed Individual Tour

3.5.6 Greater Fragmentation of Holidays

3.5.7 Greater Role of Community

3.6 Contemporary Practices in Travel Agency and Tour Operation Sectors

3.7 Summary

3.0 Objectives:

After reading this unit, you will be able to:

- Identify the changes in consumer market which affect travel agency operation;
- Explain the recent trends in management of travel organization;
- Describe the consumer trends in tourism market; and
- Discuss the current practices in travel agency and tour operation sector.

3.1 Introduction:

In the previous units you learned about the factors responsible for growth of travel sector. In this unit, we shall study the current trends in the management of travel organizations, trends in modes of transport, consumer market and contemporary practices in travel agency and tour operation sector.

3.2 World Tourism - An Introduction:

Tourism worldwide has undergone a sea change after liberalization and globalization. Tourism has become the prime source of revenue and foreign currency for most of the countries under UN WTO. Some countries have gone further in giving special status like industry, infrastructure, Key Resource Generation Area etc. to promote tourism related activities. Technological innovation in post liberalization era together with competition in market and other socio-political factors has brought about a drastic change in functioning of the travel and tourism industry.

As per research conducted by UN WTO in 2004, most international travel was undertaken for the purpose of leisure and recreation (52%), reaching a total of 395 million. This followed by business travel which accounted for some 16% of the total (120 million) and another 24% covered travel for other motives, such as visiting friends and relatives, religious purposes, and health treatments (185 million). Thus it is revealed leisure and recreation remain as the prime motive for holidaying. Further travelers prefer destinations which are safe to visit, easily accessible, hassle free in terms of services, facilities and infrastructure and clean from environmental point of view. Outbreak of epidemics like SARS, Dengue, Chikun Gunya etc on one hand increasing terrorism are two major

reasons for tourists becoming very much safety conscious. The United States of America and others European countries holds top six positions in receipts from international tourism. Top European countries are Spain, France, Italy, Germany and the U.K. China the only one Asian country to be placed in top ten countries in receipts from tourism. World's top tourism destinations as per international tourist arrivals and their receipts from tourism are given below.

Table-3.1
The World's Top Tourism Destinations
(International tourist arrivals)

2004 rank	Country	Arrivals (millions)		Percent change 2004/2003	Market share 2004	Earnings \$ in billions	
		2003	2004			2003	2004
1.	France	75.0	75.1	0.1%	9.8%	36.6	40.8
2.	Spain	50.9	52.4	3.1	6.9	39.6	45.2
3.	United States	41.2	46.1	11.8	6.0	\$64.3	\$74.5
4.	China	33.0	41.8	26.7	5.5	17.4	25.7
5.	Italy	39.6	37.1	-6.4	4.9	31.2	35.7
6.	United Kingdom	24.7	27.8	12.3	3.6	22.7	27.3
7.	Mexico	18.7	20.6	10.5	2.7	-	-
8.	Turkey	13.3	16.8	26.2	2.2	13.2	15.9
9.	Germany	18.4	20.1	9.5	2.6	23.1	27.7
10.	Russian Federation	20.4	19.9	-2.7	2.6	-	-
11.	Austria	19.1	19.4	1.5	2.5	14.0	15.4
12.	Canada	17.5	19.2	9.2	2.5	-	-

13.	Malaysia	10.6	15.7	48.5	2.1	-	-
14.	Ukraine	12.5	15.6	24.9	2.0	-	-
15.	Poland	13.7	14.3	4.2	1.9	-	-
16.	Hong Kong (China)	9.7	13.7	41.1	1.8	-	-
17.	Greece	14.0	13.3	-5.0	1.7	-	-
18.	Hungary	-	12.2	-	-	-	-
19.	Thailand	10.1	11.7	16.4	1.5	-	-
20.	Portugal	11.7	11.6	-0.8	1.5	-	-
21.	Netherlands	9.2	9.6	5.1	1.3	-	-
22.	Saudi Arabia	7.3	8.6	17.0	1.1	-	-
23.	Macao (China)	6.3	8.3	31.9	1.1	-	-
24.	Croatia	7.4	7.9	6.8	1.0	-	-
25.	Egypt	5.7	7.8	35.7	1.0	-	-

Source: UN World Tourism Organization (UN WTO). Web: www.world-tourism.org.

In India, development of tourism can be analyzed in terms of its recent performance. Recent statistics in India reveal the followings;

- 430 million domestic travelers travel in India
- 4.42 million inbound tourists visit India every year
- 7 million outbound tourists cross the border for foreign travel which is expected to increase to 16 million outbound by 2010. Indian tourists are one amongst high quality tourists in the world. An average Indian tourist spends around US \$200-350.

- In India 120 million people are potential for air travel. The rising middle class and increased number of rich people bring great news for airlines.

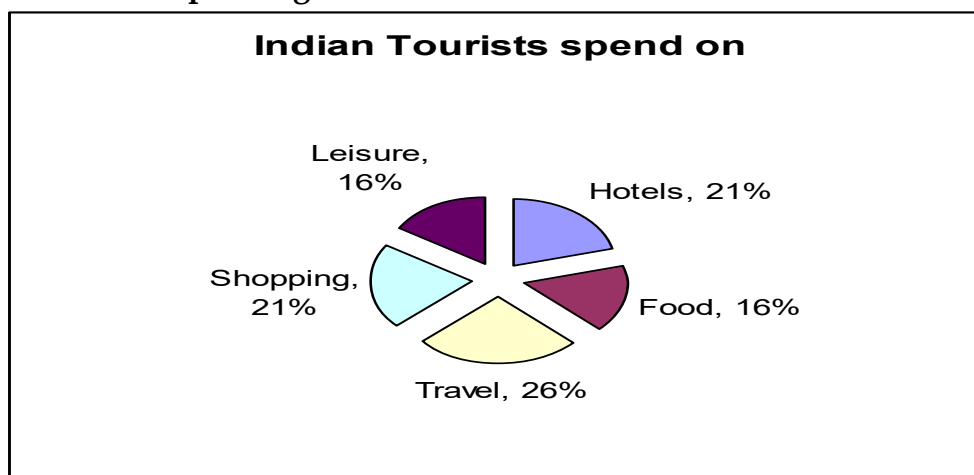
Thus agencies’ focus from traditional inbound tourists from western nations is changing to outbound tourists from and domestic tourism inside India. Further despite of vast increase in potential air travellers’ market, travel agencies are not vying for meager commission from airlines ticket rather tapping the trend towards package tour.

Table -3.2
Six Major out bound market for India

Sl.No.	Country	Nos.
1.	Singapore	500000
2.	Dubai	250000
3.	Malaysia	250000
4.	Switzerland	100000
5.	Austria	50000
6.	Australia & NZ	50000

Source: Department of Tourism, Govt. of India

Chart - 3.1
Spending Pattern of Indian Tourists



Source: Department of Tourism, Govt. of India

3.3 Current Trends in the Management of Travel Organisations:

Travel organizations as part of overall economic scenario has been experiencing the dynamism of the economy in the lieu of the competition. However tourism and travel trade have some typical issues which are unique to it.

3.3.1 Mergers and Acquisitions:

Travel business as any other sector is experiencing an age of merger, take over and acquisition. Reasons may vary from stiff competition, focus on specialized areas to inefficiency and many more. Examples may be drawn from SITA and SOTC being acquired by Kuoni travels, TCI has taken over by Thomas Cook, Orbit travels being separated to Orbitz and Orbit in travel companies. Thus the companies, which fail to adapt to the changed situations are either getting extinct from the market or has been taken over by other successful ventures. Customer orientation in the market is evident from the fact that all stake holders whether vertically or horizontally located, work in cooperation with each other to ensure unhindered and quality service to the customer. This helps in giving a wholesome experience to a customer. The increasing fragmentation in the industry leads agents to aim for profitability by giving specialized, tailor made packages to clients other than aiming at economies of scale. This however is not the case in big companies like Thomas Cook, Kuoni and Cox and Kings who have a larger presence in any country. Their marketing teams from various regions gather business and help the company in organizing group travel with economy price for standard service.

3.3.2 Scarcity of Trained and Qualified Manpower:

Travel industry particularly in IT and ITES era faces a severe skilled human resource crunch. There is a continuing and growing need to increase the supply of personnel and to enhance their professionalism. Tourism professionals do not get equal pay packages, whereas employers in industry feel that the industry faces low rate of return on the capital. The World Travel and Tourism Council (WTTC) survey of 13 National Tourism Organisations indicated the skills level of workers to be the most serious issue over the next ten years. In

reviewing the findings of the WTTC study, approximately 64 per cent of the employers surveyed felt that the current education and training programmes did not address the skill requirements of the positions, indicating that it was very important to make programmes more relevant to actual work place needs. In particular, employers felt that programmes have had difficulty in keeping abreast of changes introduced by new technologies. From the employees' point of view, the question of low salaries is intrinsically linked to that of long working hours. This affects the turnover and dissatisfaction levels in the entire travel and hospitality industry in India.

3.3.3 Constraints of financing:

Traditionally all tourism businesses have been facing the sources of finance crunch. Unlike other sectors tourism entrepreneurs have been complaining about the slow turn over. Particularly new entrants in the market may continue to face difficulty in financing their venture initially. Thus all sizes of start-up tourism businesses will continue to face difficulty in spite of low interest rates. Moreover earlier the bookings were done before 6 to 9 months in advance giving sufficient flexibility to agencies in the period between receipt and actual payment to the suppliers. Now the advance payment period has reduced to mere two months before departure which handicaps the agencies in reaping the benefit of extra funds for that period. The result of all these is more reliance on equity investment and non-traditional sources of capital from external sources, including foreign investors.

With the ranging role of government from business runner to a catalyst may affect many government run businesses and attractions. These high-quality public facilities and attractions that have traditionally been supported and/or subsidized by governments will come under serious funding pressures. However there will be new opportunities for innovative financing for mega-projects and mega-developments that enjoy the support of the residents of a destination. Some of them are follows:

- Alliances, mergers and acquisitions
- Companies adopting to market changes which ensures quality levels

- Cooperation amongst all stakeholders to restore tourist confidence
- Greater emphasis on profitability less on volume
- Increased economies of scale and reduce costs – concentration

3.3.4 New Search Engines: a nightmare:

Search engine in the dotcom era is a popular phenomenon. Travel portal at the beginning has brought out the possibility of success of search engines in travel sector. Recently some of the search engines like Kayak and Mobissimo have made their presence felt throughout the world. Started in the U.S., fledgling brands such as Kayak and Mobissimo have been growing leaps and bounds. These new type of travel search engines have opened their operations in India too. Their deployed technology may prove to be a disaster to the whole travel industry.

Both websites with sophisticated shopping capabilities have wide range of alternatives to choose from. For example, Mobissimo claims to search 166 travel sites directly. Kayak has 120 online sites as of now. The services range from airlines ticket, hotel booking, car rental and other activities which returns results of list price, hotel rating, name and address, and provider's name. Mobissimo with a logo of "we search you travel" claims its mission is to, improve the way people seek and discover travel information. The purpose is to search out the best price for the consumer.

The technology is a scary move further move towards commoditizing travel market, where consumers have little regard for product features. Consumers believe that product as are homogeneous and it is only price which matters which may not always be the case. This leads to price war amongst travel providers to maintain market share and fill capacity. As prices are brought down, the weak entrepreneurs are bound to close or merge with their more efficient competitors. This will result in reducing choice and competition which certainly is not good for the travel industry and hence in long term for the consumers too. In future if more of such companies join the race it will surely be a nightmare for the whole travel industry.

Check Your Progress - I:

Answer the following question.

- 1. List out the name of top countries with their receipts from tourism.**

- 2. Write major issues those impede the success of travel organisations.**

Check your answer with the one given at the end of the unit.

3.4 Trends in Modes of Transport:

Thus there has been a gradual increase in air travel. Travellers no more feel the air travel as unsafe. If we compare the market share of various modes of transport we can see the share of air transport has increased from 26% in 1990s to 30.8% in the year 2000. At the same time all other modes of transport (Road transport 61.1 to 57.0, Rail transport 7.0 to 6.0 and Water transport 5.9 to 6.2) have lost their shares to the Air transport.

Table - 3.3
Shares of different modes of transport

Modes	Share of the total volume	
	1990	2000
Air	26	30.8
Road	61.1	57.0
Rail	7.0	6.0
Water	5.9	6.2

According to UN WTO statistics, just about half of all international tourists arrived over land by road (45%) or by rail (4%) to their destination in 2004. Air transport represented 43% of arrivals and transport over water accounted for 7%. The road transport hence remains as most popular mode of transport. After three sluggish years air transport rose by 15% in 2004, while transport over water increased by 9% and transport over land by 7%. Thus growth in air transport is highest over other modes of transport which can be reasoned to advent of low cost carriers and competition due to open sky policy.

In India too there has been a steady growth in air traveler as is evident from the table below. Except the year 2001-02 all other years have shown a steady growth in air travel. The reason for down fall in 2001-02 can be due to major accidents like Trade centre attack, Parliament attack in New Delhi and wide spread SARS in Asian countries. The average growth baring 2001-02 is around ten percent which is even more than the growth rate of GDP.

Table - 3.4
Number of passengers traveled by Air

Year	International (in million)	Domestic	Total	Growth rate % age
1999-00	3.7	12.7	16.4	-
2000-01	3.8	13.7	17.5	6.7
2001-02	3.7	12.9	16.6	-3.15
2002-03	4.2	14.0	18.2	9.6
2003-04	4.5	15.7	20.2	11
2004-05	5.3	19.4	24.7	12

Source: Directorate General of Civil Aviation, Government of India

3.3.1 Sophisticated Coach Travel:

The advent of luxury Volvo coaches has brought in a major change in travel industry. Despite of a marginal decrease in share of road transportation in total volume of traffic, coach travel has been a favorite mode of transportation amongst travelers. The advantage of coach travel in terms of mobility, availability and luxury attracts passengers especially for sight-seeing, short distance travel and pick up and drop.

Check Your Progress -II:

Answer the following question.

- 1. Calculate rate of growth in domestic and international air passengers from the year 1999 to 2005.**

Check your answer with the one given at the end of the unit.

3.5 Consumer Market:

The recent development in the tourism industry can be characterized as a shift of market power from producer to consumer (From sellers' to buyers' market). This increased dominance of consumers is visible from the heavy downfall in prices in the airlines, tour packages and other tourism related services. Other features of the market are as follows.

3.5.1 Demographic and attitudinal shift in travelers' market:

'Consumer needs' worldwide is constantly changing. Fast changing social structure, life style, tastes and fashion lead to generate multitude of new

demands in market for quality and style of product, vacation experiences that live up to their pitch. Professional and businessmen especially have the ability and interest to travel with less time at their disposal. This "Getaway" Market as a result of a time-pressure is increasingly seeking relief when it is possible. Thus, more frequent, shorter vacations [break-a-tions] are the trend of the day. An increase in short duration trips, with combination of business and pleasure are evident. Till recently the pattern of shorter distance travel has been long distance travel on short breaks. Whether cross-border or within boundary this can be termed as "cross-over" trips. Since tourists are well informed and have wide range of alternatives, the price and quality are expected to match their expectation. Travellers wait a long time before making a purchase to find the lowest price. Moreover the group booking tendency of corporate clients to book before 6 to 9 months in advance have undergone a radical change to mere two months before departure now. This causes cash problems to a travel agent. The growing consumer expectations clubbed with market knowledge infuse severe competition amongst the suppliers. Particularly in case of airlines booking consumers have been found to be very sensitive to any discounts and reduction in fare. To this, some airlines like British Airways have accepted the trend to directly access the customer overriding middlemen to cut additional cost. Modern technology and efficient safety and security measures also have increased the fear of flying amongst the travelers. In addition to air transport for long haul travel tourists are more interested in coach travel due to invention of luxury Volvo coaches. In many cases tourists are found experienced, mature and informed than the information assistant on the table. However the frequent accidents, terrorist attacks and calamities have increased the concern for safety and security amongst the tourists. Thus a growing area of tourism development in many destinations may be organized travel that protects tourists from crime, health and security threats. An increased emphasis on "human relationships" may encourage new forms of tourism in which contact between hosts and guests is less superficial. People are becoming as important as places, and the collecting of interactive, novel experiences versus site visits or things is growing in interest. The psychology, hereditary affinity and safety concern result in

tourist opting for VFR. Travelers many a times are seeking out unique and diverse experiences that are authentic to the place they are visiting. An increased emphasis on special interest tourism - such as cultural, educational and professional development travel is evident which may greatly strengthen and enrich the meaning of the travel experience. These highly motivated youth seek for thrilling adventure trips where degree of physical involvement is high to a greater extent. The present age travelers normally follow the following travel pattern:

- Wait and See attitude
- Last minute booking – Cash flow problems to Travel agency.
- Sensitivity to price/ Discount at airlines.
- Fear of flying is nil
- Preference to coach travel
- Increased competition/ motivation
- More mature and experienced traveler
- Increased concern for safety and security
- Travel with high motivation factor
- Visiting VFR
- Short haul stay in one place
- Travel as experience

‘Mancation’ (Men only tour):

Increasing number of male affinity groups have been found going for vacations in recent period. This is more evident in industrialized regions where week end holidays are more popular.

3.5.2 Increasing Baby boomers market:

Baby boomers are the elderly generation in USA, Japan and UK who are in 55-75 age group. In the next 20 years these residents of developed nations between the 55-75 age group will increase exponentially. This is a prospect market for Travel and tourism industry with substantial discretionary income, desire to travel and disposable time. These baby boomers in North America, Japan and UK form a lucrative market with a new set of vacation needs and experiences

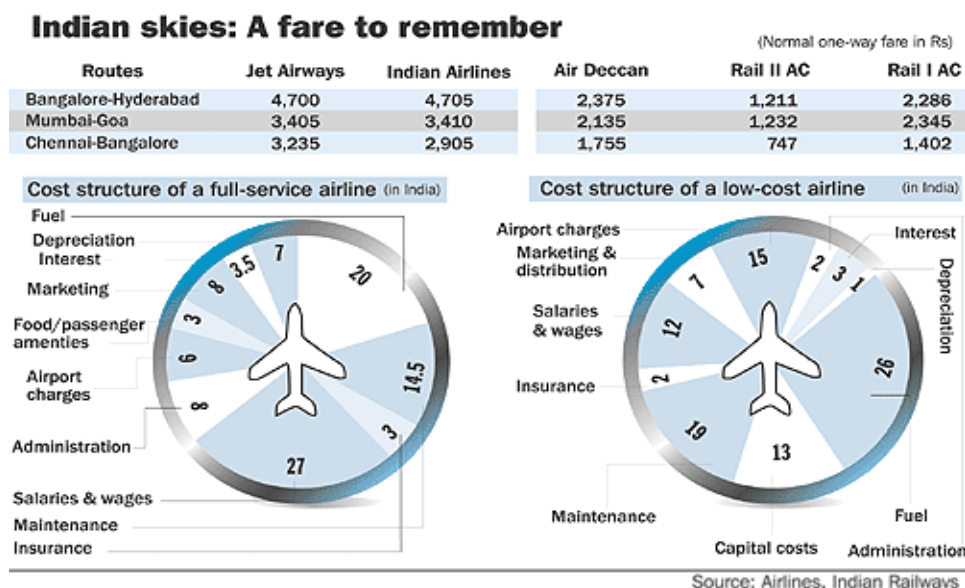
and pricing structures which shows healthier signs with increased disposable income as a retiring batch. This highly educated, well-traveled baby boomers market will also contribute to the general awareness about vacation in the market which further may increase the overall demand in the market.

3.5.3 Travel by Low Cost and No Frill Airlines:

In India low cost carrier age started in the year 2003 when Air Deccan introduced its operation. Since then number of airlines in India have increased from three in 2002 to eleven in 2007. Till then there have been continuous growth of air travelers and reduction of fares in India. Gradually low cost carriers are on roll to acquire market share of full service carriers. Even full scale airlines also have started either floating low cost subsidiaries or keeping some seats vacant in their flights for low frill operation.

Chart - 3.2

Cost Structure-full Service / Low-cost



Low cost carriers as is revealed by the above graph have high fuel expenses in the overall cost structure. Since fuel cost is almost same for all in the aviation industry, it is understood that LCCs are very efficient in other operational expenses as administration, Passenger amenities and salaries and wages.

Despite of a short history of operation, low cost carriers have acquired a significant 23% share of market very quickly. The rate of growth in case of these low cost carriers is so high that by 2010 the market share of these airlines may rise to the half in terms of numbers of passengers fly. The full service airlines also have joined the race by introducing low cost subsidiaries like Jetlite, Indian etc.

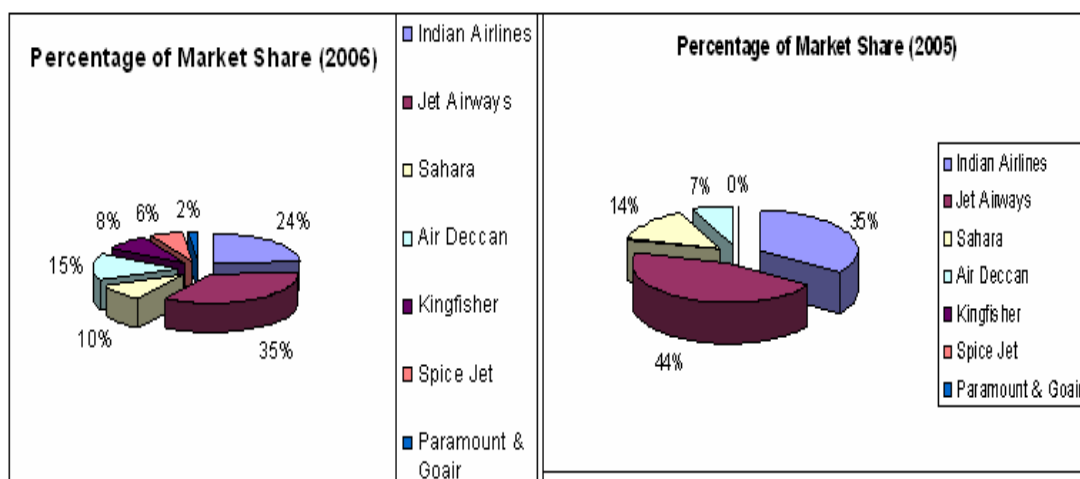
Table - 3.5
Percentage of Market Share

Percent age of share in	Indian Airlines	Jet Airways	Sahara	Air Deccan	Kingfisher	Spice Jet	Paramount & Goair
2006	23.9	34.9	9.7	15.2	8.3	6	2
2005	34.7	44.1	14.2	7	0	0	0

Source: Directorate General of Civil Aviation, Government of India

Note: Air Sahara has been acquired by Jet Airways and renamed as Jetlite recently in April, 2007

Chart - 3.3
Market Share of Different Airlines



3.5.4 Internet Airline Model:

In recent period some airlines are trying hard to cut costs by overriding middlemen. Especially low cost carriers want to cut all middle-men such as travel agents, GDSs and online travel portals from the distribution channel. The savings in distribution costs is believed to be the way to compete in the market. Interestingly these Internet airlines are achieving impressively high load factors

and online booking penetration. In December 2001, easyJet, a UK based low cost carrier achieved an 82.8% load factor with 89.1% of passengers booking online, while Ryanair achieved a 78% load factor and 91% online bookings.

Low-cost carriers typically dominate the short-haul market by adopting the Internet airline model. The critical elements of this model are the optimum utilisation of aircraft with fast turnarounds, lowering distribution costs by direct selling, minimizing operational costs by using secondary airports, cutting out catering and other frills, and adopting simple fare structures. All these principles are possible in the case of short-haul routes. This model has been prevalent in Europe, where low-cost airlines offer hop-on/hop-off bus-like connections. Thus, big carriers may find it challenging to compete in the marketplace because of low aircraft utilisation and high-cost operations. Thus, big airlines may be forced to withdraw substantially from short-haul routes.

3.3.3 Self-Managed Individual Tour:

There have been less extensive group travels. Smaller groups and fully independent travel have been in demand. Identifying and developing products to support and market in this market is challenging. There is an increase in specialized or niche markets that want specific products and experiences. Thus, the priority of vacationers for large resorts and hotel properties is shifting to more intimate facilities and services such as Paying guest houses, lodges, country inns, bed and breakfasts, and small all-suite hotels. Tour products are becoming more flexible, less structured and customizable. Hence, more efficient and trained management and staff are required to meet the instant demand of prospective customers.

3.5.6 Greater fragmentation of holidays:

The demand for vacations those provide a sense of regeneration and knowledge will further increase in the market in years to come. Opportunities to experience the outdoors and nature with modern and comfortable facilities will continue to be popular amongst vacation seekers.

Rising health consciousness amongst city dwellers acts as a push factor for tourism products like spa and yoga centres. Especially these centres in natural

settings like Kerala will continue pulling tourists to these places. Concerns with the effects of stress and aging have fueled the spa industry.

A growing number of youth from modern metros and cities will demand fulfilling vacations which are exhilarating, be it adventure, challenge, further education, cross-cultural awareness, or peace of mind.

Local foods and delicacies are very often a sought after component of a travel experience.

Event-based tourism is an essential element of the tourist market and is growing faster with more business meets, trade shows, festivals, large concerts, sports competitions, social and cultural events and other events that attract large influxes of people.

Aboriginal tourism: With large migration round the world citizens are interested to learn about indigenous people of the destination to which they are traveling. This finding the route however does not mean they seek only ceremony or superficial contact with people. Some may want to experience their ancestors' lifestyle. Most will want to experience the cultural and historic sites and places of the destination. They may further show interest in meeting and interacting with the people in natural setting and buying some art and craft.

3.5.7 Greater Role of Community:

There is a wide spread feeling that there are finite limitations to tourism development. There is a scarce of resources in terms of both physical and social carrying capacity of destinations. Sensitivity towards the scale and design of developments to limit their impact on the environment will be the recommended approach. National park systems in developed nations are adopting ghetto tourism (discouraging mass tourism) where as in developing and underdeveloped Nations, locals demanding their stake in the developmental process. National parks in India are seriously into community participation which forces travel agencies and tour operators to involve locals in the tour planning to these natural areas. All tourism planning and development process irrespective of nature and ambience will be increasingly mindful of the need for meaningful public involvement and input. Concern for

and consultation with people who are immediately affected by new facilities and visitor inflows have been guideline for any sorts of policy formulation. Residents' responsive tourism will be the order of tomorrow. Community demands for active participation in development and management will be reflected in setting up new travel agency and tour operators.

Check Your Progress - III:

Answer the following questions.

- 1. Compare the cost structure of a full service airline with that of a low cost airline.**

- 2. What is meant by an internet airline model?**

Check your answer with the one given at the end of the unit.

3.6 Contemporary Practices in Travel Agency and Tour Operation Sectors:

Travel Agency Automation:

Travel industry especially the airlines has been forerunner in adopting computer for that matter any technology very fast soon they were invented.

Ever since the ENIAC was developed by US army in 1939, it was first used for preparing navigational charts for warships and calculating artillery trajectories. Until the mid-twentieth century, airline reservations were made manually by airline staff at its counters or over the telephone to the airline staffs. It was first in the 1960s; most airlines had installed computer reservation systems and microfilms to store and display flight schedules and fares. However the use of reservation system was limited to airlines office. Travel agents continued book tickets over telephone and issue hand written tickets to its customers. Subsequently after invention of teletype machine connected through telephone lines enabled an agent to issue direct printed tickets in its own office. However booking was done through telephone. The information transmitted from airlines office was received at agents' desk and ticket could be printed by the teletype machine. The first airlines reservation system was developed in the 1970s. But those attempts were purely experimental until 1976 when American Airlines, United Airlines and Trans World Airlines developed a CRS each containing flight information and fares of member airlines. Travel agents could obtain information from CRS via a data terminal consists of a key board and a screen. The data terminal was connected with the CRS through telephone line. TWA named its CRS as PARS an abbreviation for Passenger Airlines Reservation System. American Airlines named it as SABRE an acronym for Semi Automated Business Research Environment. United Airlines System named it as Apollo. The suit was followed by other airlines like Eastern Airlines developed "System One" in the year 1982 and Delta Airlines developed DATAS in 1984 both having capacity to connect to other CRS. In 1988 DATAS and PARS merged to form World Span System. Till now Travel agencies use GDS for all type of travel solutions like booking air tickets, rail tickets, cruise lines and reserving hotel rooms and making payments through BSP. However GDS companies are facing competition due to advent of travel portal and travel search engines.

Contemporary Travel Agency Functions
Table - 3.6: Travel agency functions

(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
Travel Information	Itinerary Preparation	Airline ticketing and Reservations	Accommodation Reserve	Reservation of Surface/ Sea transport	Tour packaging and costing	Travel insurance	Foreign currency	Organisation of	Acting as a GSA / Handling Agent/ Ground Operator of parent company
Counselling Immigration Passport Visa Custom Clearance and procedure Health and Security Checks Landing permits certificates		International Domestic	Hotels Resorts Others	Cruise Rail Road	Liaison with providers Market Research Costing and pricing Promotion of Package Executive of Tour package	Personal Baggage Travel		Entertainment Cultural programme MICE Seminars Symposiums Conferences Exhibition Others	

Organisation of Conference/ Convention:

MICE business has become a profitable option for travel agencies, and travel agencies have tapped it. Some companies have specialised branches that deal with MICE businesses. Target customers for this operation are commercial organizations that intend to hold training programmes and conduct seminars, symposiums, trade shows, and conventions. Typical conference-related services or packages include:

- Allotment of space (sale of space) at the conference centre
- Travel to/ from the venue
- Accommodation at the venue
- Registration fees and facilities
- Facilities for conference like audio-visual equipments
- Secretarial services

- Sight seeing
- Arrangement of cultural shows and other entertainment activities
- Shopping

Travel Insurance:

The primary change in the travel agency function is including travel insurance in the service list. Most large travel agencies have started offering insurance schemes jointly with some insurance majors. Travel insurance protects the traveller against personal and baggage losses; other travel insurance covers any loss due to flight delay, major health problems, trip cancellation, etc. Bajaj Alliance, American Express, Max New York, TATA AIG, Thomas Cook, New India Assurance, etc. are significant travel insurance players.

Travel Agency Approval:

Travel agencies these days require multiple recognitions to start and operate the business. Recognition of the Department of Tourism in India is essential for agents dealing with tourists. This recognition helps the agents get other approvals to start and run a business in addition to financial and non-financial incentives provided by the government from time to time. The Ministry of External Affairs and Reserve Bank of India authorizes an agent to deal in foreign currency and travel documents of international tourists. As business entities, travel agencies need to be registered and work under the Companies Act 1956 or Partnership Act 1932 etc, as the case may be. In order to open an office in a municipality or town, permission from the Corporation or Municipality authority has to be taken. The recognition of IATA authorizes an agent to issue air tickets to international airlines. This helps make payments through the Billing and Settlement Plan (BSP) through the Global Distribution System (GDS) network.

Further, IATA authorization is required to subscribe to any GDS vendors. Approval of Indian Airlines in India is required for the issue of IA tickets. In addition, voluntary marketing negotiations with individual airlines help agencies and operators operate their businesses successfully. Membership in the Hotel and Restaurant Association of India and other State Associations promotes the Operator's business. However, over the years, travel agency

functions have diversified. Agencies are diverting from air ticketing to package tour operation and marketing. Thus, recognition and approval from individual airlines is not much sought after. **Computer Reservation System:**

CRS became very popular since early 1980s works through an interconnectivity of data terminals of agents otherwise called as agents' set with the main super computer owned by the promoters of CRS otherwise called CRS vendors or GDS (Global Distribution System) companies. The super computer is capable of serving many sites with multi functions like retrieving flight availability, fares and passengers records simultaneously. Agents' set is connected via a modem to the Central Processing Unit (CPU) of super computer. The modem (acronym for modulator/ demodulator) transfers computer data into signals for transmission via a telephone line. A printer which is connected by the modem prints the ticket being confirmed by the vendor's super computer. When a travel agency books any ticket it feeds the information to his computer which in turn transmits data and it get stored in the CPU of the super computer. The agent is authorized only to retrieve its reservations and other general information. For particular information, permission must be sought from the CRS vendor. Thus CRS is used for fare display, flight availability, flight booking, storage of passenger's record, advance seat assignments, storage of client profiles, queue functions, ticket and document printing, auxiliary segments and accessing general information.

E-tourism - Travel Portal:

E-tourism is about using internet technology in tourism systems and activities like promotion, resort management, online shopping, reservation, destination information services. A travel portal is a gateway in the internet which provides access to specialized and focused information and links. It is customized and acts as a channel between the provider and the audience. These virtual travel agencies and principals create a brand value in the minds of the consumer by designing appealing Web sites, emphasizing better service and providing additional product information. The key to success for online travel agencies is to build customer loyalty and reduce dependence on price competition by effectively addressing pressing issues like security and quality. However the

ease entry to the markets has made it much simpler for new entrants to get into the market and gain market share quickly thus increasing competition day by day. World's leading travel portals are expedia.com, lastminute.com, thomascook.com, firstchoice.com MyTravel.Uk etc. In India MakeMytrip.com, Travelocity.com, TravelGuru.com, Traveljini.com, indianholidays.com, indiainfo.com, yatra.com, ezeego1.co.in etc. With more and more people becoming techno-savvy travel portals are becoming popular medium of booking. In the year 2006 online booking size has reached US \$523 million mark from US \$ 368 million in the previous year. Online booking is fast becoming a significant portion of Traditional travel agency system which is reflected travel majors like Cox & Kings promoting ezeego1.com, Air Deccan tying up with Travelguru.com, Thomas cook opening its own travel portal by the same name. Most tour operator reservation system suppliers are also offering Web integration so that bookings made on the Web are stored directly in the same system where all other bookings are received. Thus these large vertically integrated travel companies are now taking multi-channel integration very seriously.

Emerging Travel Marketing concept from Selling:

The agencies in the early 90s primarily depended on selling air tickets and hotel rooms and renting cars. Subsequently the airlines started cutting commissions and some airlines even stopped giving commissions due to high competition in the market on one hand and rise fuel prices on the other. The advent of internet further helped airlines to directly reach the customers by overriding the middlemen. In the third stage of evolution, travel portals have helped customers reach their suppliers. All these made traditional suppliers shift their traditional style of functioning from sale of tickets and hotel rooms to customized package tours.

Customer Relationship Management:

Travel agencies are increasingly investing Customer Relationship Management (CRM) these days to build a brand loyalty. There has been trend of adopting sophisticated CRM technology have the ability to have one-to-one relationships with the customers. Moreover CRM is being regarded as a philosophy or a

culture in the industry. A sense of personal care for customers is created by assuring them as they are not mere numbers in company's computer system, instead they can relax and trust that their travel arrangements will go smoothly. Thus an agent is expected to know the travel preferences of his customer, answer all questions raised by the customer, record all past transactions, suggest ideas to make one's trip more enjoyable, take the feedback after the trip gets over, keep the customer abreast of all happenings in the industry etc. Thus there has been an increasing trend of acquiring CRM technologies in the travel agencies.

The Death of the Brochure:

After the evolution of internet and tour operators are increasingly spending on web content development rather than spending on publication of brochures. This is because brochure costs are a massive financial burden on operators. However customers may feel dissatisfied at this moment with being offered so much unnecessary information in the web content. Moreover people inherently like to browse paper-based information rather than computer screen. But once consumers get used to searching for travel on the Internet operators will divert funds from brochure production to content development.

M-Commerce:

M-commerce (short form of mobile commerce) in travel products is going to be a big part of travel business. The benefit of it being handy mobile can become a great source of information to tourists. M-commerce probably won't take off for leisure travel now since customers take time to think for their significant investment and big screen will their preferred mode. With all this online time, booking the theatre or arranging excursion to the local fiesta, booking a restaurant etc will remain the businesses through mobile.

Destination and Market Research:

Tour package before formulation and design need a thorough research based on analysis and assessment of the destination and market. With changing travel agency functions from sale of air ticket to ground handling and package tour operation, companies are increasingly emphasizing on research and development. The idea of tour executives thus is of greater importance in

developing new products as he has a better knowledge about the developments in destination and client psychology. Market research provides the information about the size of tourism market, profile of the potential buyers and clients, details about the competitors in the market, customer expectations of quality and price etc. Once the operator is aware about various components of package tour, distribution channel and market conditions and constraints it can carve out strategies for successful operation.

Check Your Progress - IV

Answer the following questions.

- 1. Write the concept of CRS.**

- 2. What is meant by travel portal?**

Check your answer with the one given at the end of the unit.

3.7 Summary:

Travel agency and tour operation in recent ages has undergone a sea change in all the spheres. The business has transformed from manual operation to Global Distribution System and onwards to websites and internet. Industry in general is sensible to technological, socio-economic and political factors. The competition in the industry often results in healthy companies taking over the management and ownership of less competitive and loss making units. In Management of agencies, scarcity of trained and less skilled human resource in addition to constraints of financing is an issue in better performance. Travel portals and travel search engines seem to affect the long term benefit of the industry. However there has been a significant growth in air travel due to online booking and competitive prices offered by low cost airlines. All the developments in the market in recent period have favorably benefited customers. Hence the market can better be characterized as consumer driven market. There has been a significant shift in consumer expectations, preferences and thus behaviour. Consumers are more informed and have a wide range of alternatives which makes marketing more competitive and challenging. Travel agents and tour operators in order to be successful in the market are very receptive to the technological and other changes in the market. The traditional dependence on airlines ticket has been changed to marketing and development of tour package. Intermediaries play a vital role in research and development of innovative products and services and invest substantially in these areas.

3.8 Answers to Check Your Progress:

Check Your Progress-I:

1. Your answer must reflect all the top five countries with their receipt from tourism. (See Table - 1.1)
2. In your answer, you should talk about constraints in terms of competition from technology-driven search engines, lack of trained manpower and lack of suitable sources of finance.

Check Your Progress-II:

1. You should calculate the growth percentage yearly from 1999 to 2005. Results need to be reflected separately for domestic and international air passengers. (See Table - 1.4)

Check Your Progress-III:

1. Your answer should make a comparative study of a full-service airline with a low-cost airline. (See chart - 1.2)
2. Your answer should mention the internet model of airlines. (See sub-section 4.4.4)

Check Your Progress-IV:

1. Your answer must include the concept of the computer reservation system. (See sub section 4.5.6)
2. In your answer, you should include all the functions of a travel portal. (See sub section 4.5.7)

3.9 Suggested Readings:

1. Directorate General of Civil Aviation, Government of India www.dgca.nic.in
2. Department of Tourism, Government of India, www.incredibleindia.org
3. World Travel and Tourism Council (1994) *Gearing up for Growth: A study of Education and Training for a career in Asia Pacific Travel and Tourism*, Brussels, Belgium.
4. World Travel and Tourism Council (1999), *Millennium Vision Strategic Economic & Employment Priority*, London.
5. <http://www.genesys.net/article051014.htm>

3.10 Review Questions:

1. Define the various current trends in the management of travel organization.
2. Write a short note on 'Computer Reservation System.'
3. Explain the functions of a travel agency?
4. What is meant by 'M-Commerce'?

Unit-4

**The Indian Travel Agents and Tour Operators: An
Overview**

Structure:

4.0 Objectives

4.1 Introduction

4.2 Travel Agency and Tour Operation History of India

4.3 Definition of Travel Agency and Tour Operator Business

4.4 Case Studies

4.4.1 Travel Corporation (India) Pvt. Ltd. (TCI)

4.4.2 Students International Travel Association (SITA)

4.4.3 Cox and Kings India Ltd.

4.4.4 Orbit- Travels and Trade Fairs

4.5 Indo Asia Tours

4.6 The Company at a Glance

4.7 Thomas Cook India Ltd.

4.8 Le Passage to India

4.8.1 Profile

4.8.2 LPTI Products and Services

4.9 Summary

4.0 Objectives:

After reading this unit, you will be able to:

- To explain the history of tourism;
- To discuss the history of organized travel business in India;
- To describe the travel agents and tour operators- definition and differences;
- To list the leading travel agencies and tour operators in India and
- To discuss the travel programmes of leading travel agents and tour operators of India.

4.1 Introduction:

Travel has existed since the beginning of time when primitive man set out, often traversing great distances, searching for food and clothing necessary for survival. Throughout history, people have traveled for trade, religious conviction, economic gain, war, migration and other equally compelling motivations. In the Roman era, wealthy aristocrats and high government officials also travelled for pleasure. Seaside resorts located at Pompeii and Herculaneum allowed citizens to escape to their vacation villas to avoid the summer heat of Rome. Travel, except during the dark ages, has continued to grow and throughout recorded history, has played a vital role in the development of civilizations. This unit deals with the history of Indian travel agents and tour operations. We will discuss the case studies of TCI, SITA, Cox and Kings India Ltd., and Orbit – Travel and Trade Fairs. We shall also discuss the division of Orbit, such as business tours, study tours, freedom tours, travel support etc.

4.2 Travel Agency and Tour Operation History of India:

Tourism today has grown significantly in terms of both economic and social importance. The fastest-growing economic sector of most industrialized countries over the past several years has been services. One of the most significant segments of the service industry, although largely unrecognized as an entity in some of these countries, is travel and tourism. According to the World Travel and Tourism Council (1992), 'Travel and Tourism' is the largest industry in the world on virtually any economic measures including; gross

output, value added, capital investment, employment and tax contribution.

Travel trade in India is relatively new. At the time of independence, there was hardly any travel company in India worth the name in the present context. The travel business in India started in an organized manner with the setting of the TAAI, Travel Agents Association of India in Mumbai. The Travel Agents Association of India (TAAI) was formed towards the end of 1951 by a group of twelve leading Travel agents who felt that the time had come to create an Association to regulate the Travel industry in India. The primary purpose was to protect the interests of those engaged in the industry, promote its orderly growth and development, and safeguard the rights of the travelling public. TAAI represents all that is professional, ethical, and dynamic in our nation's Travel-related activity, and it has been recognized as the voice of the travel and tourism industry in India.

With a membership data base of over 1800 Active, Allied and Associate members comprising of IATA accredited Travel Agencies, Airline & General Sales Agencies, Hotels and Tour operators, TAAI is the largest Travel Association of India. Before, there were two significant companies, Thomas Cook and Sons and The American Express, with their main branches and Indian companies, Jeena and Co., Lee and Muirhead India Pvt. Ltd., and N. Jamnadas and Co. Ltd., operating in India.

However, Thomas Cook and sons and the American Express handled the bulk of international tourists. In 1920, Jeena and Company, the first Indian travel agency, organized group tours abroad and in India for Indian travellers, and it handled the first group of foreign tourists in 1950. However, Jeena and Company and two other Indian travel agencies merged into one composite travel company, Travel Corporation of India Ltd, popularly known as TCI, in 1961. After this, many travel companies were established in India, such as SITA (1963), Thomas Cook India Ltd, American express, Cox and Kings, Ind. Travel and so forth.

Presently, there are more than 500 travel companies on the approved list of the Department of Tourism, the government of India, located in 50 cities, and many have promotional offices abroad, too. In addition, many non-recognized travel

agencies are registered with respective states scattered throughout the country. In India, more than 400 travel companies are approved by the IATA International Air Transportation Association and many o

4.3 Definition of Travel Agency and Tour Operator Business:

Generally we call travel agency a retailer that sells tourist products directly to the public on behalf of the product supplier and in return gets commission. According to the Airlines Reporting Corporation (ARC) a retail travel agency is defined as “ a business that performs the following functions- quotes fares, rates, make reservations, arrange travel tickets and accommodation, arrange travel insurance, foreign currency, documents and accepts payments.” The primary source of revenue for the retail travel agency is the commission received from the vendors. However the rate of commission differs from organization to organization and travel component to travel component. In India the travel agency receives ninety percent of its revenue from commission and ten percent from the consultancy services. Tour operator is an organization, firm or company who buys individual travel components, separately from their suppliers and combines them into a package tour, which is sold with their own price tag to the public directly or through the middlemen is called a tour operator. More precise tour operators are primarily responsible for delivering and performing the services specified in a given package tour. They can provide these services themselves as some have their own infrastructure like car/coaches and hotels etc. or can obtain these from other suppliers. That’s why they are called manufacturers of tourism products.

4.4 Case Studies:

4.4.1 Travel Corporation (India) Pvt. Ltd. (TCI):

TCI is India’s premier travel and tour organization, established in 1961. It has 25 offices in India and a total of 11 offices in the USA, Canada, UK, Europe, China, Korea, Japan and Australia. TCI is a member of AFTA, ASTA, IATA, IATO, ICCA, JATA, PATA, TAAI, UFTAA and USTOA.

TCI's core activities are Inbound Tourism, Business Travel and Leisure Travel. Over 1000 professionals at TCI offer expert guidance and care for your every

requirement, giving you optimum value for money. TCI is a leader in inbound tourism and works closely with tour operators worldwide. Besides tours to popular destinations in India and neighbouring countries, TCI specializes in particular interest and incentive tours, conferences and air charter /cruise ship ground operations. It operates its Taj and Delhi City Tour and is a G.S.A. for the Palace on Wheels and the Deccan Odyssey. TCI is one of India's largest outbound operators and is the G.S.A. in India for Globus & Cosmos Tours, Rail Europe, Greyhound, Amtrak, Rocky Mountaineer Vacations, Japan Rail and Disneyland Paris. TCI organizes customized vacations and package tours to worldwide destinations.

TCI's Corporate Travel Management Services include implant operations, travel insurance, foreign exchange, conferences and incentive tours for multinationals and leading companies in India. In keeping with worldwide trends, TCI Travel Net offers 24 X 7 travel services through toll-free numbers and on-line bookings on www.tcindia.com. TCI has won the National Tourism Award for "Excellence in the Tourism Industry" in Category I every year since 1976, besides annual awards and recognitions.

TCI has a widely distributed network of over 2000 travel agents and tour operators worldwide, serving over 2,50,000 travellers annually. TCI's substantial resources deliver the best in the industry. TCI sells various products in India, including those in the North, South, East, and West. The company also sells tours in mountains, beaches, deserts, and wildlife areas and organizes tours out of India. In 2007, TCI merged with Thomas Cook.

4.4.2 Students International Travel Association (SITA):

A Division of Kuoni Travel (India) Ltd. - SITA Inbound is India's Number One Destination Management Company, operating Inbound Tours from all over the World, with Tour Operations and Marketing activities centralized at the Head Office in New Delhi. The company's strength is its service, backed by experience, reputation, and a network of 11 branches in India and six overseas offices with associate offices in Nepal and Sri Lanka. With marketing offices in London, Paris, Frankfurt, Milan, Barcelona, Lisbon and Stockholm, SITA is fully equipped to handle every guest query globally.

Since its existence, SITA has handled incoming tourists from around the world to India. SITA INBOUND organizes attractive and carefully planned tours of the Indian subcontinent for groups and individuals. Its key markets are Europe, the UK and North America, where it enjoys distinct leadership. It has ambitious growth plans and targets new markets like South America, East Africa, and Austral-Asia. SITA's operations and marketing activities are centralized in New Delhi, and its networking with its offices is technology-driven, with over 300 committed professionals offering personalized services. SITA has preferred rates with all the suppliers, which ensures that partnership with all overseas Tour Operators with SITA is mutually beneficial. A stringent quality control department monitors feedback from across the country and endeavours to constantly improve service quality, providing every guest with a matchless travel experience.

History:

Its history goes back to 1933, when a bicycle tour arranged by John C Dengler set the pace for a small company called the Students International Travel Association in New York. The company soon became popularly known by its acronym - SITA - and launched itself into the orbit of world travel. After achieving unprecedented success in the U.S.A., SITA looked beyond the Atlantic to Europe, Asia, and India. In 1956, the first office was set up in New Delhi, and from then onwards, SITA has travelled a long and arduous journey in the sphere of travel and tourism to be recognized worldwide as a reliable and efficient agency with integrity and offering quality service.

Starting with a staff of just three people, today, the company is proud to have increased its fold to encompass over 250 professionals. Foreseeing a policy of Indianisation, in 1963, SITA was converted into a private limited company under the guidelines of the Companies Act 1956 and came to be known as SITA World Travel (India) Pvt. Ltd. With the rapid growth of the Incoming Tours business, SITA soon set its sights on foreign land, starting in 1972 with its first office in Paris. After that, the extension continued to Milan, Frankfurt, London, New York, Stockholm, Barcelona and Lisbon. At the same time, SITA extended its sphere of activity to the neighbouring SAARC countries, with a presence in

Sri Lanka (1982) and Nepal (1984). Further, in 1993, it became a wholly owned Indian public limited company and became known as SITA World Travel (India) Ltd. Between 1970 and 1994, the company achieved a spectacular growth rate of 3062%. The foreign exchange earnings showed a monumental increase of 6041%. This remarkable progress resulted from adhering to well-defined business principles and goals over the years and providing services backed by experience, network, and reputation. The company's excellent rapport with the Government, International and domestic Airlines and hotel chains was a valuable asset. SITA Indian Trails is a business unit of Kuoni Travel India (P) Ltd. and specializes in Incoming Services for foreign tourists travelling to India, Nepal, Sri Lanka, and Bhutan. It handles tailor-made individual tours, group series, ad-hoc special groups, and incentives. In 2003, with a staff 40, SITA Indian Trails handled over 20,000 foreign tourists with a turnover of US\$ 7 million. The operations are streamlined with three market-focused departments: English, European, and Far East.

Committed to excellence, the staff is IT-savvy, experienced and multilingual. Speaking English, French, German, Spanish, Italian, Japanese, Chinese and Korean, they cater to the individual needs of international clients from all walks of life in their respective languages. The quality of services is further enhanced by the presence of our dedicated staff all over the country, which form an indispensable network of transport and communication. The offices are located in cities like New Delhi, Agra, Bangalore, Chennai, Cochin, Goa, Jaipur, Jodhpur, Kathmandu, Khajuraho, Mumbai, Thiruantapuram, Udaipur and Varanasi.

4.4.3 Cox and Kings India Ltd:

Cox & Kings is the longest-established travel company in the world. Its distinguished history began in 1758 when it was appointed as general agents to the Foot Guards regiment in India under Lord Ligonier's command. By 1878, C&K were agents for most British regiments posted overseas, including the Royal Cavalry, Artillery and Infantry, the Royal Wagon Train and the Household Brigade. The Royal Navy was next, and in 1912, The Royal Air Force came under its wings. Between the 1750s and the 1950s, Cox & Kings was

witness to an exciting era in Indian history and, in its way, helped to shape it. Today, Cox & Kings is a premium brand in all travel-related services in the Indian subcontinent, employing over 800 trained professionals. The COX & KINGS group currently has offices in the UK (2 offices), USA, Japan, Germany, Italy, Turkey, Pakistan and Nepal. In India, Cox & Kings has offices in Mumbai, New Delhi, Chennai, Bangalore, Calcutta, Ahmedabad, Cochin, Hyderabad, Pune, Goa and Jaipur and one satellite office in Andheri in Mumbai and Gurgaon in Delhi.

4.4.4 Orbit- Travels and Trade Fairs:

A zealous Indian duo, Mr. Om Prakash and Mr. V. K. Vikamsey, attended an international trade fair in Germany known as Drupa, the world's leading Printing Industry trade fair at Dusseldorf in 1972, where of the 3 lakh international visitors, the Indian representation was only of 25 business people. This number rose to 50 in Drupa'77, and on this second visit, the two like-minded visionaries envisaged tremendous marketing potential. They felt that those Indians who did not attend the fair had missed a great opportunity. Mr. Om Prakash and Mr. Vikamsey were quick to capitalize on this fact and set about promoting their organized maiden tour of "Interpack" in Dusseldorf, the world's most extensive packaging trade fair comprising 40 members. Thus, the seeds for a highly professional and successful enterprise were sown. In 1978, ORBIT was launched, an acronym for Organizers of Business and Industrial Tours. Sensing their dynamism, the Indo-German Chamber Of Commerce offered to extend support. This enabled the duo to make more tremendous strides and the rest is history. Presently, it has offices and representations from length to breadth in the country, with its corporate establishment in Mumbai, and it enjoys a dedicated and devoted workforce of more than 600 people. In 2006, the Orbit was separated into two organizations. **Achievements:**

In its more than 25 years of successful existence, ORBIT has been recognized as the leader in Business Travel. Germany recognized ORBIT's valuable and exceptional contribution and has been awarded the prestigious Indo-German Award thrice (1985, 1995 and 1999) for fostering economic ties between the two

nations. Having a distinction, ORBIT is the only service organization which has won this award three times. The organization has also received recognition from the UK, the USA, and Singapore. The government of Texas, USA, has honoured the organisation's director by providing him with the honorary citizenship of the state of Texas, and the state of Arkansas-USA designated him as an honorary ambassador of goodwill. He has also been awarded the Marshall of Oklahoma territory in the USA.

International Support:

ORBIT is enjoying the cooperation and support of various Export Promotion Councils, the Bilateral Chamber of Commerce and Bodies, Industries, Trade Associations, F.I.E.O. and the Indian Trade Promotion Organization and thus established the fact that participation in trade fairs is the most cost-effective and advanced marketing weapon to witness the world's latest technologies that help Indian business for globalization and to enhance Indian export. This uniqueness has uplifted the statistics of business travellers from India year after year.

ORBIT has signed an MOU with over 70 international trade fair organizations worldwide to become their official representative in India. This has made ORBIT the distinction of becoming the country's largest trade fairs promotion organization and thus added a new dimension to business travel.

Divisions of Orbit:

- **Business Tours:**

Today, ORBIT is established as a renowned speciality service company to cater to all travel-related activities with its six independent divisions under one umbrella with an India presence and an office in Germany.

The Business Tours division of ORBIT handles MICE outbound from India and provides the platform for Indian Industries to visit the world's most renowned trade fairs globally through the most comprehensive packages combining business with pleasure. Each year, the division caters to over 200 trade fairs, depending on the needs of the industries. ORBIT also organizes special trade delegation tours to various destinations worldwide, including trade fair visits,

factory visits, meetings with associations & and chambers of commerce and buyer-seller meetings on an individual or group basis.

- **Study Tours:**

ORBIT has also taken the initiative to facilitate "Study Tours" for the first time in India to those countries specializing in certain areas of industry, trade or agriculture to highlight their working culture and material management, thereby enhancing export-import relations and bilateral trade between the two countries.

- **Expositions & Conventions:**

In order to promote Indian exports, the Expositions & Conventions division of the organization represents international trade exhibitions of all continents as their sole agent in India for space bookings and assistance. The division has also taken the challenge of exposing Indian products and technologies to world markets and boosting exports through "India Shows" at various business gateway destinations worldwide. This division also organizes international trade expositions in India. Travel arrangements and bilateral industrial meetings for foreign business dignitaries on their MICE visit to India are also a specialization of ORBIT.

- **Freedom Tours:**

The Freedom Tours division of the company has expertise in providing arrangements for individual travellers to Europe, the Far and Middle East, the USA, South Africa, and other island countries. Discover India Holidays and Freedom Tours divisions design premium holidays customized exclusively for those who deserve quality products and service.

- **Discover India Holidays:**

The Discover India Holidays division of the firm translates holidays into an exciting pleasure itinerary, including scenic destinations in India and neighbouring countries.

- **Travel Division:**

The travel Support division caters to the corporate needs of travellers by booking air tickets, providing passport services, and assisting in visa procurement.

- **Group Incentive Tour:**

ORBIT's Group Incentive Tour division offers a choice of destinations and wide-ranging corporate incentive packages for company executives, dealers etc., through its meticulously planned and operated tours.

4.5 Indo Asia Tours:

Indo Asia Tours was founded in February 1987 by a dedicated group of professionals experienced in every facet of tourism in the Indian sub-continent, each with more than a decade of experience behind him. It is an owner-managed organization. Hence, its benchmarks are good personalized services, prompt replies, and competitive rates. The company is headquartered in Delhi and has branch offices in Mumbai, Bangalore, Chennai, and Kathmandu. The company has 45 sub-agents all over the Indian subcontinent. The company is registered and recognized by the Ministry of Tourism, Govt. of India and is a member of several international organizations, like ASTA, PATA, DRV, COTAL, and IATO. Since its inception, the company has experienced rapid but steady growth and presently handles tourists from 19 nations around the globe. Since its inception, the company has regularly received The National Tourism Award for Excellence in Travel Industry from the Govt. of India.

The Company was awarded the No. 3 position in the First Category by the Department of Tourism, Government of India, in 2001-2002.

4.6 The Company at a Glance:

- **Tourist Guide:**

The company knows that the success of any tour largely depends on the excellent tourist guide. For this, it has a group of in-house professionals who do the escorting job with the tourist group. They speak different foreign languages and keep themselves abreast with the latest information. This results in delighted clients repeating their visits to various parts of this sub-continent.

- **Transport Division:**

The company has a fleet of 12 modern (Indian make) buses. The bus sizes vary from 10 to 35 seats. All buses are air-conditioned and have very comfortable seats. All are well-experienced, service-oriented and have been with the

organization for the last five years. The company also has a small fleet of new medium size cars.

- **Hotel Division:**

The company owns three hotels. These are 3-star properties in Jaisalmer, Bikaner and Madikeri (Karnataka -South India). The company has plans to build a hotel in Hassan (Karnataka) and yet another one in Hampi - a World Heritage Site in the State of Karnataka. The company plans to have these hotels operational in 2008.

4.7 Thomas Cook India Ltd.:

During John Mason Cook's 1881 visit to India, he set up the company's first Indian office in Mumbai. He courted senior government officials and negotiated special rates with railway officials. On his return, India was officially added to Cook's Travel Empire with the publication of a shilling brochure entitled Cook's Indian Tours. It contained an extensive programme of tours and numerous tips for the first-time visitor. Initially, the number of tourists visiting India was small, but several official commissions enhanced Cook's position. In 1887, the firm was invited to arrange for senior British officials and Indian princes to attend Queen Victoria's golden jubilee celebrations in London. In 1890, Cook set up the Indian Princes Department to serve the purpose of sightseeing for royal family members. Also, in 1887, following overtures from the viceroy, Cook began organizing the transport of Indian Muslims on the annual pilgrimage to Mecca. They had previously been subjected to terrible conditions and extortion, and Cook's brought welcome order to the proceedings. The agreement was terminated by the Indian Government in 1893. Subsequently, it expanded to the cities of Kolkata, Bangalore, Delhi and Chennai, under the aegis of Thomas Cook Overseas Limited. The current company, Thomas Cook (India) Limited (TCIL) came into existence with effect from November 1, 1978. TCIL made its public issue in February 1983.

Size:

Present in 19 cities across 67 locations in India. Over 1100 employees.

Thomas Cook (India) Limited- National Network:

TCIL has offices in Mumbai, Pune, New Delhi, Gurgaon, Chandigarh, Agra, Ahmedabad, Bangalore, Baroda, Bhubhaneshwar, Chennai, Cochin, Goa, Hyderabad, Jaipur, Jalandhar, Kolkata, Trivandrum and Vishakapatnam. TCIL has Foreign Exchange Counters at the international airports of Mumbai, New Delhi, Kolkata, Chennai, Cochin and Trivandrum, open 24 hours and 365 days a year to cater to the needs of the international and domestic traveler. TCIL also has a round-the clock Foreign Exchange counter at the New Delhi Railway Station.

Leisure Travel:

The Leisure Travel division promotes domestic inbound and outbound holidays. The business is already one of the top two names in the leisure travel in the country.

The Tour Operating sub-division operates over 40 Group Inclusive Tours (GIT) to leading destinations in all 5 continents and also promotes Free Individual Travel (FIT) to over 50 countries around the globe. It also offers domestic tours in the country. In order to offer Indians a full range of holidays, the company has also forged ties with the best names in the leisure business such as Globus & Cosmos, Rail Europe and Star Cruises.

The Incoming Services sub-division caters to the needs of tourists visiting India from all over the world. This division currently caters to the needs of over 50,000 foreign tourists in India and is one of the top two names in the country for incoming services. It handles tourists in all segments including Charters, FIT, regular and ad hoc groups and incentives. In fact Thomas Cook India is the undisputed market leader for the charter segment of the industry which gives it access to lowest hotel and transport rates in the country. The Conferences & Convention cell provides a number of prominent international conferences in India and has been recognised as the leading conference organiser in India.

Foreign Exchange:

Thomas Cook (India) Ltd is a leading foreign exchange provider and offers a wide range of innovative products and services. These include Cash Passport, a reloadable global card that enables travellers to withdraw local currency from

more than 800,000 Visa ATMs across 144 countries worldwide; Wire transfers of funds worldwide, using the SWIFT network; MoneyGram money transfer service for quick money transfers to India from anywhere in the world.

Thomas Cook has bank notes in 25 currencies and travellers cheques and foreign currency drafts in major currencies such as US Dollars, Pounds Sterling, Euro, Australian Dollars, Swiss Francs, Japanese Yen and Canadian Dollars. Their customers include persons travelling on business, leisure, employment, medical treatment, further studies and migration. Thomas Cook is also the most significant player in the bulk foreign exchange business handling bulk currency volumes for the country's leading banks and moneychangers. This branch has over 20 money exchange bureaus at the Mumbai, Delhi, Kolkata, Trivandrum, and Cochin International Airports, which operate 24 hours a day to provide foreign exchange services to travelers at gateway locations.

Corporate Travel Management:

In this segment, Thomas Cook effectively “manages” the travel budgets of several large national and multinational companies such as TCS, Reliance Industries, Godrej, Sanmar, Mahindra British Telecom, Texas, Instruments, Mastek and Tata Motors.

Thomas Cook sets up ‘On-sites’, which are CRS-linked and offer comprehensive end-to-end travel solutions.

Insurance:

Thomas Cook (India) Ltd. is the only travel company in India to have a registered license to sell insurance and offers its own Travel Insurance branded products Viz. Travel Care, Scholar Care, Family Care, Corporate Care and Travel Perks exclusively designed for different customer segments like, Leisure Traveller, Students, Family, Corporate & Frequent Flyers.

Incentives and conferences:

Corporate Marketing & Incentive is one of Thomas Cook's Travel divisions to cater to the needs of the corporate clientele. For many organizations and establishments, incentive travel has become a tool to motivate their employees at work. The company specializes in providing travel arrangements with high quality services for individual as well as organization from different industries.

Our clientele include Multi-National Companies, academic institutions, government bodies, exhibition organisers, community clubs, resident committees and etc.

Available Products and Services:

Group Air-ticket booking

Group Hotel Accommodation Arrangement

Seminars/Conference

Tailor-Made Incentive

Business Travel:

Thomas Cook effectively "manages" the travel budgets of several large national and multinational companies. The company's large volumes and immense buying power help the agency effectively manage the travel budgets of several MNCs, blue-chip companies and multinational banks to their advantage. Thomas Cook knows the needs of the corporate traveller like no one else does and provides businesses with a complete basket of products for all their travel needs, including the following:

- Air Reservations
- Hotel Reservations
- Car rental
- Passport/Visa Service
- Foreign Exchange
- Conference/Incentive tour arrangements

Its branches specialize in offering tailor-made Travel Policies for each corporation, thereby bringing savings on spend by focusing on areas such as:

- Travel Policy Review
- Travel Planning and Budgeting
- Joint definition of preferred vendors and joint negotiation of preferred rate programs
- Consolidation of Spending onto a limited number of preferred suppliers
- Travel Policy Compliance
- Corporate MIS generating details as required by the Corporate
- Streamlining of Ordering Procedure

- Review Procedure to review the corporate on pre-determined intervals
The company's travel insurance products under the brand Travel Care are high in service excellence, worldwide coverage, and value for money.
- Issue of policy for the ages between six months to 70 years.
- No medical certification required for any individual irrespective of age and destination.
Any pre-existing ailments or medical conditions are not covered under this policy.

Check Your Progress:

Answer the following questions.

- Travel Corporation (India) Pvt. Ltd. (TCI) was established in the year_____.
- SITA Indian Trails is a business unit of_____ Travel India Pvt. Ltd.
- ORBIT is the only service organization that has won the_____award three times.
- Indo Asia Tours was founded in_____.
- Thomas Cook (India) Limited (TCIL) give into existence with effect from_____.

Check your answer with the one given at the end of the unit.

4.11 Le Passage to India:

4.8.1 Profile:

Le Passage to India Tours and Travels Pvt. Ltd. is the country's fastest-growing destination management company. Set up in August 2002, Le Passage to India is already among the top two inbound tour companies in a short period. The company specializes in package tours and tailor-made holidays for groups and discerning individual travellers, and it offers a wide range of specially designed products. With its headquarters in New Delhi, the company is managed by over 200 travel professionals with over 500 years of collective travel experience. The well-knit, motivated team of committed people with in-depth business knowledge and an unspoken passion for promoting tourism in the Indian

subcontinent ensures that all guests are well looked after. The philosophy is simple and aims to apply strong management practices in an atmosphere of collaboration and intellectual honesty. The Department of Tourism, Government of India, recognises Le Passage to India. The company's mission is to make "Travel" a truly magical experience with the vision to make the company India's top Travel Company.

Aims:

- To be India's most trusted travel company
- Exceed customer expectations of service - "wow" on every smile
- Be the employer of choice
- Foster partnerships with client and supplier
- Meet shareholders expectations

4.8.2 LPTI Products and Services:

The company sells and promotes various kinds of tours in India under the following headings:

- **Cultural tours-** This category shows the best essence of India including south India, Rajasthan, Golden Triangle (Delhi- Agra and Jaipur), North India and combination of India with Nepal.
- **Incentive tours-** The tour to Golden Triangle in this category is the best incentive tour by the company.
- **Particular interest-** The company offers architecture and handicraft tours in this category.
- **Adventure and wildlife-** This category offers tours in Ladakh and the wildlife areas of Coorg. The elephant safari at Corbett National Park is another attraction of this category.
- **City Stopovers-** Under this category the company offers 04 metropolitan cities of India with 3-4 days itinerary.

4.9 Summary:

In this unit, you have discussed:

- Tourism is very important tool for the world economy and it has tremendous potential for the employment generation.

- Tourism is a business concept and a strong tool for the social development
- Tourism development in India has come up with the efforts of the Travel Agents Association of India.
- The details and case studies of India's leading travel agencies and tour operators.
- The different products and services offered by selected travel agencies.

4.10 Answers to Check Your Progress:

- 1961
- Kuoni
- Indo-German Award.
- February 1987
- NOV 1, 1978.

4.11 Suggested Readings:

- Bagri S.C., (1997), 'What is tourism? Concepts and definitions.' IITTM Journal of travel and tourism, Vol.1, No. 1, March 1997 IITTM Gwalior.
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- Website of TAAI, www.taai.org
- Website of TCI, www.tci.com
- Website of Cox and Kings, www.coxandkings.com
- Website of SITA, www.sitaindia.com
- Website of Indo Asia Tours, www.indoaisa-tours.com
- Website of Thomas Cook India, www.thomascook.co.in
- Website of Le Passage to India, www.lepassagetointia.com

4.12 Review Questions:

- Why the tourism business is important?

- What is the role of TAAI?
- Define the business functions of travel agency and tour operator.
- Write a short note on the history of travel agency business in India.
- Explain the growth and development of SITTA.
- Explain the organizational structure of Travel Corporation of India Ltd.
- Write a detailed note on the insurance services provided by Thomas Cook.
- Describe the different packages of Le Passage to India.
- Write short notes on Indo Asia Tours and Cox and Kings.
- Write a detailed note on the development of Orbit and its contribution as a leading trade fair organizer in India.

Unit-5
Forms and Types of Tour Operation

Structure:

5.0 Objectives

5.1 Introduction

5.2 Concept of Travel Operations

5.3 Different Types of Tour Operations

5.3.1 Inbound Tour Operations

5.3.2 Outbound Tour Operations

5.3.6 Domestic Tour Operations

5.3.4 Destination Management Companies/ Ground Operations

5.4 Integration and Linkages in the Travel Operation

5.4.1 Integration in Travel Operation

5.4.2 Travel Agency/ Tour Operation - Linkage

5.5 Different function in Travel Operation

5.6 Travel Technology

5.7 Summary

5.0 Objectives:

After reading this unit, you will be able to:

- Define the concept of travel operation
 - Discuss the difference between travel and tour operations
 - Describe the different types and forms of travel operations and
 - Explain the linkages in travel operations
-

5.1 Introduction:

The concept of organized tours is quite old in this world, even though business travel has started quite late, and the economic benefits from tourism are considered and appreciated much later as solid tools for revenue generation. Travel operations generally means by handling related arrangements with a travel schedule of a tourists inside the travel agency which includes his air tickets and rail tickets to a particular destination of tour. Ticketing is the most essential part of the travel operations, and it starts right from the demand generated by a client for travel to a particular destination. There are several courses which are offered to understand the techniques of ticketing including the courses run by IATA too. In brief, the arrangements related with movement from one place to another place of a client are called travel operations. In broader forms, to fulfill the motive of traveling and to arrange accommodation and guides in the destination for a tourist is called tour operation.

In this unit we shall discuss the different types of tour operation, integration and linkages of in the travel operation, different forms of travel operation and tourism techniques.

5.2 Concept of Travel Operations:

A travel agency arranges for travel services from suppliers such as airlines, hotels, car rental companies, and cruise lines. Typically, travel agencies operate at the retail level, the wholesale level, or both. Retail agencies sell services directly to the consumer; it may be helpful to view them as commissioned middlemen for numerous suppliers of travel services. Most agencies provide information and reservations services at no charge to the customer; but in some locales, retail agencies are considering a fee structure for these services. The

"consumer" is often thought of as an individual seeking transportation services or a tour booking. For many agencies, however, the more critical "consumer" may be the business accounts. The income reported on the agency's tax return does not indicate the relative importance of the business accounts, but to the excise tax examiner, it provides valuable information about the point of collection of excise tax.

A wholesale agency primarily assembles and sells "packages" of services, such as air and land arrangements to Alaska or Hawaii. Although some wholesale agencies specialize in only one type of service, such as air passage to South America, they do not usually provide these services themselves; instead, they secure them from suppliers. The consumer is the individual traveler, and the traveler must usually purchase the package through a retail agency. A wholesale agency earns its income by securing blocks of reservations and reselling them at a markup. Suppliers deal with wholesalers instead of selling only to the public directly because wholesalers generate advance sales to the suppliers.

When selling the tour packages directly to the paying public, the tour operator is responsible for collecting and remitting the excise tax. It is incumbent on the operator to maintain adequate records in order to determine the basis on which to apply the tax. In other words, a distinction is required to split the air transportation component (actual taxable flight and related services) from the nontaxable, non-air transportation components. Such nontaxable items are:

- Ground transportation;
- Baggage handling, storage, and transfer; and
- Charges for admissions, guides, meals, hotel accommodations, and other non-transportation services.

5.3 Different Types of Tour Operations:

5.3.1 Inbound Tour Operations:

These are also known as incoming tour operators. Technically, the operators who receive guests / clients/ tourists and handle arrangements in the host countries are called inbound tour operators. For example a group of American

tourists is coming through TCI limited to India and the company makes arrangements and handles the group in India then TCI is called an Inbound Tour Operator. Incidentally the inbound traffic to the country for the last two decade has been increasing. Essentially the tour operators need to adopt innovative marketing strategies and should introduce special interest tours to cater the unique needs of Japanese, Americans, French and British tourists.

5.3.2 Outbound Tour Operations:

Tour operators who promote tours to foreign destinations may be business tours or leisure tours are called out bound tour operators. Indian out bound tourist traffic is growing at the rate of 11% annually and this makes India as the second largest country in the world with regard to the traveling population. However India's out bound tourism is not holiday oriented only but it is business oriented too. There are many travel companies which offer outbound packages such as Raj Tours Travels, SOTC, TCI, Thomas Cooks and sons etc.

5.3.3 Domestic Tour Operations:

Domestic tour operators are those who assemble combined tourists components into inclusive tours and sell it to the domestic travelers. In general these tour operators provide travel services in the tourist's native home country. Domestic tour operators operate within the boundary of home country and offer package tours to the travelers viz., domestic inclusive tours or independent tours.

Check Your Progress:

Answer the following question.

1. The operators who receive guests/tourists and handle arrangements in the host countries are called _____.
2. Tour Operators who promote tours to foreign destinations are called _____.
3. _____ operates within the boundary of home country and offers package tours to travellers viz., domestic inclusive tour or independent tour.

Check your answer with the one given at the end of the unit.

5.3.4 Destination Management Companies/ Ground Operations:

These are commonly known as handling agencies and their main function is to organize tour arrangements for incoming tourists on behalf of overseas operators. When a tour operator himself promotes beach holidays, wildlife holidays, adventure and heritage tours, cultural tours at different places then the role of ground operator become effective. It is the ground operator who by handling the incoming travelers at different places makes the tour successful.

5.4 Integration and Linkages in the Travel Operation:

5.4.1 Integration in Travel Operation:

Today, the travel and tourism industry is becoming more and more competitive at globe level. Such competition is often encouraged by government policies like deregulation of airlines, transportation, communication and other sectors of the economy. But it has been noticed that no other factor is more influential than the political unrest, social conflicts and other world events which have a profound impact on the travel agency business. The competitive forces compel the travel companies to seek ways to become more efficient and profitable in this context.

Integration means to grow by enabling a travel company to increase its market share and simultaneously reduce competitive forces. In other words, economics uses it to describe formal linking arrangements between one travel agency organization and the other. It is of two types:

- **Horizontal Integration:**

Firstly, Horizontal integration means two tour operators, two travel agencies, two hotels, or two airlines offering competitive products amalgamate through a merger. For example, Thomas Cook, one of the best-known names in the global travel industry, strengthened its hand in the British market on October 6, 1998, when it announced plans to merge its worldwide business with the US-owned Carlson companies. Secondly, Horizontal integration occurs between companies offering complementary rather than competitive products like hotels travel agencies and other sectors.

- **Vertical Integration:**

When an airline or hotel company establishes its travel division or agency, such as British Airways, Lufthansa, ITDC, or SITA, it is called vertical integration. Today, many multinational companies seek to own and operate travel agencies, hotels, and resorts in key destinations to secure trading advantages over their rivals.

- **Benefits of Integration:**

- Economics of Large Scales
- Eliminates Middlemen
- Protects the Market Position
- Secures the Supply and Increases the Buying Power.

5.4.2 Travel Agency/ Tour Operation - Linkages:

Travel agencies serve *clients of business travellers and leisure travellers*. Incidentally, the requirements of these tourists are different, and the agency has to assemble or purchase related components for the principal suppliers to cater for their needs. Thus, travel agencies maintain close ties with airlines, hotels, car rentals, banks, insurance companies, railways, government, trade associations, foreign tour operators and travel agents, grounds operators, cruise companies and tourism educational institutes. A brief discussion of these undertakings is as follows:

- **Airlines:**

International Air Transport Association (IATA) operates a network by which travel agencies sell airline tickets and receives commission. Thus, the sale of airline tickets is highly regulated and strictly controlled. The agency's commission range from 5 to 11 percent but most major airlines offer additional incentives, i.e., cash bonuses and override commission. However, in some cases when a travel agency purchases air tickets in bulk, the margin of commission will be high. This largely depends on the relationship between the two organizations. The procedure to sale of domestic airline tickets is different from country to country and even the rate of commission also varies. Today, airline ticketing and reservation is almost entirely automated.

- **Accommodation Companies :**

Most hotels and other lodging companies, including Major Indian and international hotel chains pay commission to the travel agencies. (The rate varies from hotel to hotel). However, hoteliers in dealing with travel agencies are more informal and less regulated than the airline companies. Interestingly, many hotels and hotel chains participate in Computer Reservation System (CRS), permitting hotel reservation to be made at the same terminal which is used to sell airline tickets. The commission received from hotels is the second largest component of total agency revenue. But if the purchase is made in bulk than the profit is based on the negotiated prices and accordingly the profit may be higher or lower.

- **Cruise Companies:**

The Cruise companies are informally regulated by its own governing body, i.e., cruise lines association, which must approve any travel agency that desires to sell booking on behalf of any member of a cruise company'. The cruise companies also offer a complete package including sea travel, accommodation, food, entertainment and sometimes air travel also. The commission varies from 10 to 20 per cent. However, most cruise package tours are sold to the public through travel agencies. It was Thomas cook who brought first group of foreign tourists in India through sea route.

- **Insurance companies:**

Today, many travel companies have included travel insurance in their package tours like Thomas Cook. The company insured the travelers to protect them against accident, loss of baggage and missed flights. Successful travel agency management has to make close contact with insurance companies to obtain insurance policy for its clients. Recently, the Oriental Insurance Company has introduced two new travel policies for domestic as well foreign tourists i.e. '*Suhana Safar*' for domestic travelers and '*Videsh Yatra Mitra*' (VYM) for foreign travelers. Incidentally, the foreign policy is an upgraded version of 'overseas mediclaim insurance'.

The '*Suhana Safar*' covers accident and Baggage loses - excluding Money, jewellery, cheques and other costly items. The policy is valid for a period of 60

days and it could be served and claims settled in any one of the 956 officers of the company.

The 'Videsh Yatra Mitra' contains medical expenses and repatriation cover up to \$ 5 lakh worldwide including US and Canada and up to \$ 2.5 lakh worldwide excluding US and Canada. It also covers a total loss of checked – in baggage by an international airline and a cover of up to \$100 for purchases enforced by the delay of check – In baggage. Even the loss of passport is covered up to US\$ 250 and personal liability is covered up to US\$ 200,000. Insurance companies allow 20 to 60 per cent commission on insurance policies to travel companies.

- Banking Companies

Travel agencies offer banking facilities to the travelers like clearance of traveler's cheques and arrangement of foreign currency. Only those travel agencies, which are authorized by the Reserve Bank of India (RBI) under Foreign Exchange regulation Act 1976 (new amendment FERM 1998) can deal with foreign currency. Banking companies give commission to travel agencies on traveler cheques and currency exchange.

• Educational Institutions:

An agency's success depends almost entirely on the competence of management and expertise of the staff. It develops manpower planning in such a way that will help to conduct on campus selection and match the students to the requirements of the company. The linkage between travel companies and tourism education institutions will solve the problem of human resource requirements of present and future. Therefore, a travel company needs to maintain close contact and interface with tourism education institutions. Many Chief Executives from the industry are the members of the advisory board of the institutions.

- Travel Trade Associations

These associations provide a platform to solve many members' problems, such as training, standard code of conduct, airline commissions, etc. Several travel trade associations like TAAI, IATO, ASTA, IATA, and PATA are active in promoting global travel trade. Essentially, every travel company should be

approved by these associations to avail financial and no financial incentives and commissions from the airlines, hotels, railways etc.

- **Other Organizations:**

The travel agencies need to maintain close ties with many other organizations offering travel related services like cultural and entertainment organization, foreign tour companies, regional passport office, department of tourism both at centre and states, sports operators, transport operators, food and beverage business etc. In fact, these organizations play a vital role in making travel a complete product.

Travel companies provide business to above cited organizations and in return receive commissions. However, there are few other organizations that help the agency to run travel business smoothly and promote India as a tourist destination. Technically, a travel company cannot work in isolation but is interdependent with other travel related enterprises.

5.5 Different Functions in Travel Operation:

- **Handling queries:**

In the office of a travel agency there are several business queries that a person receives through emails, fax and telephones. Handling of these queries needs a very special training and experience of the product. Once the business query is received, one needs to read it very carefully and respond it accordingly. In today's world majority of queries are received through email and the time is very important for the sender of the queries, secondly the option for travel through internet is extremely wide which simultaneously increases the competition also. So the swift responses of email queries are highly appreciated and it sustains the business too. To handle the queries in a professional way one needs to have the information of the destination the client is asking, the available facilities at that destination with several options, the prices of the services and a proper liaison with the handling team at the particular destination so the operations move smoothly once the client/group reaches there. It should be taken reasonable care that the queries are responded to

quickly, and the potential client is Not fake information, and no approximate cost should be supplied to the client.

- **Designing itineraries:**

There would be different kinds of travel queries; the potential clients may ask for a tour, which you publish through your brochures and websites or they can ask for a tour of a particular region by giving the approximate number of days they wish to spend for the holidays or they can ask a customized or tailor-made program from your organization. If the tour program is not designed, the person handling the query must design a feasible itinerary for the clients. The itinerary is a day-to-day tour program that includes details of the place, accommodation, distances, and meal plans. While designing the itinerary against any query, one needs to keep the spending capacity of the client in mind, which can be asked from the client while handling the initial query or can be judged from the occupation, previous travel history and the place of the potential client if he is not interested in mentioning his budget. Usually today there would hardly be a place which is not explored, and the details of all the regions are well mentioned in the numerous websites available on the internet, and it's also entirely crucial that the travel consultants should be an excellent traveler in themselves because if the consultant himself experiences the product

- **Sending Quotations:**

This would be the third phase of travel pre-operation in a travel agency business. Once the itinerary has been finalized, the consultant/ executive or the file handler is expected to send the final quotation to the client. The quotation for the package contains prices for the flights, railways, surface transportation (whatever is applicable according to the program), accommodation and the sightseeing during the tour. If monuments are to be visited during the tour, it also has to be finalized whether the clients/group will directly pay the entrance fees or if the same has to be included in the tour price. Usually, the prices for the accommodation are included based on the continental plan, which includes room plus breakfast, but a destination management company has to follow the brochure programs of its foreign agents and if there are any other meals are

found included on a group tour, the same has to be included while sending the quotation. If FIT or an individual sends the query, the tailor made itineraries will follow the client's instructions while adding the meals in the package cost. The second essential aspect of quotation is your markup or the profit share on that particular package. The profit share or the markup is usually included on the net price of the services, whereas the travel agencies do have special prices from the hotels/ transporters on their operational circuits, which are less than the rack rates. It has to be noted that the quotations should be competitive, so the business must remain with you. This is the time of World Wide Web which has several benefits and threats too. To avoid the threats, the good travel agencies have developed the technique of "dynamic packaging" as a very strong tool of travel technology.

5.6 Travel Technology:

Travel technology was originally associated with the computer reservations system (CRS) of the airlines industry, but now is used more inclusively, incorporating the broader tourism sector as well as the hospitality industry. While travel technology includes the computer reservations system, it also represents a much broader range of applications. Travel technology includes virtual tourism in the form of virtual tour technologies.

Travel technology was born with the airline industry's use of automation and their need to extend this out to the travel agency partners. It should be kept in mind that there was an online world before the advent of the World Wide Web in the form of private and commercial online services. The convergence of industries has forced people to create terminology such as information technology, biotechnology, ubiquitous technology and even cultural technology to explain frequently talked about topics. Tourism Technology is a term that encompasses all social, cultural, managerial, and value-adding activities of the tourism industry. Tourism Technology also incorporates and encourages technological advancements and economic development in the tourism industry.

- **Tourism Technology:** Initially based on the concept of cultural technology, is a more comprehensive term covering knowledge used to add to the value of tourism products on a micro level and the management of the travel and tourism industry on a macro level. New tourism products are also the end result of tourism technology combining with other industries. These include medical tourism, educational tourism, agricultural tourism, marine tourism, and the application of information technology to the travel and tourism industry.
- **Application of Tourism Technology:** The term "technology" can quickly call to mind scientific achievements, computer graphic skills, special effects and other engineering-related images. However, "Tourism Technology" encompasses the integrated fields mentioned in the previous paragraph, statistics, managerial and socio-cultural know-how, and skills that the tourism industry can adopt to design, produce, and market various tourism products. In addition to coordinating various aspects of human resources in the travel and tourism industry, "Tourism Technology" describes a comprehensive field containing but not limited to such widely referred to subjects as entertainment technology, contents technology and creative technology.

Examples of how Tourism Technology can be applied are as Follows.

- Development of tourism products that tell a story
- Convergence with other industries, such as the medical and film industries
- Application of advanced information technology to provide tourist information via navigation systems or PDAs
- **The Time of Virtual Tourism:**

Virtual tourism refers to pre-planning alternative touristic activity before your departure, by integrating multiple digital resources to explore regions of the world without having to physically travel. It helps focus attention onto people, places and exploring changes over time! By using the internet, travel literature (travel guides and travelogues), Journals, Papers and television a customer gets sufficient information necessary to make an informed decision about which places to visit and explore. It is an economic activity that employs people from several different specific areas, such as journalists and photographers, geographers, editors, cameras, writers, etc... and it is one activity related to

promoting nature-based or people-powered outdoor recreation involving adventure-based tourism.

The phrases panoramic tour and virtual tour are often used to describe various video and photographic media. The word panorama indicates an unbroken view, so essentially, a panorama in that respect could be either a series of photographs or panning video footage. However, lately, the phrases 'panoramic tour' and 'virtual tour' have primarily been associated with virtual tours created using still cameras. The image above exemplifies a virtual tour movie's appearance when it has been 'flattened'. This is also referred to as a panoramic image.

Such virtual tours created with still cameras are made up of a number of shots taken from a single point. The camera and lens are rotated around what is referred to as a nodal point (the exact point at the back of the lens where the light converges). These images are stitched together using specialist software; the movies are each resized and configured for optimal online use. Travel agents have developed dynamic packaging tools to provide fully bonded (complete financial protection) travel at prices equal to or lower than a member of the public can book online. As such, the agency's financial assets and professional travel agency advice are protected.

All online travel sites that sell hotels online work together with numerous outside travel agents. Once the travel site sells a hotel, one of the supplying travel agents will contact them and try to get a confirmation for this hotel. Once confirmed or not, the customer is contacted with the result. This means that booking a hotel on a travel website will not give you an instant answer. Only some hotels on a travel website can be confirmed instantly (usually marked as such on each site). Different travel websites work with different suppliers, and each site has different hotels that can be confirmed instantly.

- **Making reservations:**

Once your quotations are accepted by the client/ agent; it's the time to forward the reservation according to the hotels you have offered in the itinerary or at the phase of supplying quotations. It should be noted that if the same hotels are not available at this stage, one must try to offer the similar hotels on same prices.

The reservations can be made initially on telephone but latterly it has to be done by email or fax and the hotels/vendors should be requested to acknowledge all your important emails/fax messages and they must reconfirm the services at your earliest so the same can be forwarded to the agent/client if demanded. The same has to be done with the transporters; handling agents and guides/escorts too and one must get the reconfirmations from them also for the office records. There are following main areas where a client/group has to be booked.

- ✓ Airlines
- ✓ Hotels
- ✓ Transportation
- ✓ Guides/escorts

- **Issuing vouchers:**

This is the third step of travel operation to issue the vouchers to concerned hotels/handling agents and transporter on the itinerary. These are the same organizations where the client/group has been confirmed. The vouchers are the printed exchange orders of one travel agency which are issued against services that the vendors have to provide for the clients. There are four copies of the vouchers, one is sent to the hotel/transporter/ handling agent, second is kept with the agency for its office record, third is forwarded to the accounts department and the last one is carried by the client/ tour leader while traveling. The client's copy is the original copy of the voucher that he gives to the hotel/ transporter/handling agent after using their services by making a signature on it. Since the voucher contains the list of services that the hotel has to provide against it and the travel agent is liable to pay for only those services which are mentioned on the vouchers and on every voucher it is always mentioned at the end of leaf that all the extras have to be collected directly from the client. Here the extras mean for the services which are not mentioned in the voucher. Once the services are provided, the hotel sends the original voucher with its bills to the issuing office that's the travel agency and collects the payments. The person who is issuing the voucher must write everything very carefully on it because the services by vendors will only be provided on it.

- **Payments- Collection and Distribution:**

Collecting and distributing payments is the next phase of a travel agency's work. Usually, the payments are received from the client/ agent well in advance, before the arrival of the client/ group. The payment to the hotels and transporters are made after they send the bills once the inbound operations are concerned and for outbound tours the payments are send to all the service providers before the arrival of the client/ groups. Generally all the travel agencies do have their separate accounts department which takes care of everything related with the accounts including the adjustments of service taxes and income taxes.

- **Liaison and coordination**

This is the real part of the tour operation. Once the group is arrived till the time of its departure back to origin, it is the responsibility of the file incharge or manager/executive operations to be in touch with the hotels/transporters/ guides/escorts and local handling agents and also with the client directly or indirectly. This is the way of professionally working conditions so the agency remains informed about the every days' happening with the client/group. The same office is responsible to keep all services reconfirming including the international flight tickets to the origin place which have to be reconfirmed at least 72 hours before the commencement of the flight.

- **Feedback and remarks:**

Correct and proper feedback and remarks are essential for further research and business development. The liaison and coordination phase also provides essential information about the success of any tour, and negative points are observed at this stage. The remarks can be obtained once the group/client reaches the last destination, and the same is discussed in the office to achieve maximum success for the upcoming tours on the same circuit.

5.7 Summary:

In this Unit, you have discussed:

- Travel agency and its working system
- Different Types and Forms of Travel Operations

- Retail Agencies and wholesale Agencies
- Different linkages in travel operations
- Bookings and reservations
- Itinerary preparation and its importance
- Tourism techniques and importance in modern travel operations
- Inbound, outbound and domestic travel operations
- Different functions in travel operations

5.8 Answer To Check Your Progress:

1. Inbound Tour Operator
2. Outbound Tour Operator
3. Domestic Tour Operator

5.9 Suggested Readings:

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5.10 Review Questions:

- How many kinds of travel operations are there?
- What is the difference between inbound and outbound travel operations?
- What is domestic travel operation?
- What are the different organizations that a travel agency is linked with?
- Define tourism technique and its importance in worldwide web promotion?
- Write a detailed note on the different functions of a travel operation.

Unit-6
Elements and Components of Travel Operations

Structure:

6.0 Objectives

6.1 Introduction

6.2 Components and Elements of Travel Agency and Tour Operation

6.3 Importance of Itinerary Development in Travel Operations

6.4 Airline Ticketing and its Importance in Travel Operations

6.5 Marketing of Inbound and Outbound Tours

6.6 Importance of Accounting in Travel Operations

6.7 Summary

6.0 Objectives:

After reading this unit, you will be able to:

- To discuss the different components of travel operation
- To describe the importance of itinerary making and the various elements included in itinerary development.
- To discuss the technicalities of airline ticketing and its use in travel operations
- To explain marketing of inbound and outbound tours as strong element of travel operations
- To describe the importance of accounting in travel operations

6.1 Introduction:

Today, Travel Agencies have been recognized as a vital component of travel and tourism and have become an integral part of travel and tourism industry at global level. They Account for more than 90% of international of 70% of domestic tourist traffic. Further, more than 60% of all travel agency revenues are derived from the business travel. Most travel agencies sell both commercial and leisure travels but there are many travel agencies which only specialize in one sector or the other. The operation of each travel agency is based on the scope of its activities and organizations size. In this unit, we shall discuss the essential elements and components of travel operation. We shall also discuss the itinerary preparation, airline ticketing, marketing of inbound and outbound tours and importance of accounting in travel operation.

6.2 Components and Elements of Travel Agency and Tour Operation:

I. Providing Travel information:

Whatever the size of a travel agency, it has to provide necessary travel information to the tourists. This task is utterly tricky and very complicated. A travel agency must give up-to-date, accurate and timely information regarding destinations, modes to travel, accommodation, sight-seeing, shopping, immigration, passport, visa, custom clearance and procedure health and security rules about various permits required of travel in particular areas etc. further, we can say that travel agencies are image builder of a country.

Therefore, they should present an accurate picture of various tourist resources and potentials of a country of the tourists.

II. Itinerary Preparation:

The term tourist itinerary is used to identify the origin, destination and all the stopping points in a travelers tours. It is a composition of various elements and designed after detailed study of market. Practically, a travel agency prepares two types of itineraries (a) general itinerary (b) special tourist interest itinerary i.e. Delhi-Agra-Jaipur-Delhi, Pilgrimage tourists, mountain tourists, Buddhist tourists etc. Preparation of different types of itinerary is a very important, function of travel agencies/ tour operators. A prospective travel agent also gives advice to intending tourists in various types of tour programmes, which they may choose for their leisure or commercial travel.

III. Airline Ticketing and Reservation:

A travel agency sells variety of tourism products. Airline ticketing and reservation is still a major source of revenue. Today recognized travel agencies and tour operators issue and sell more than 90% of international Air tickets and 60% of domestic tickets in India. Airline ticketing, however, is not an easy job, as the range of international airline fares is very complex, varied and requiring complete up-to-date knowledge of various schedules and airfares of airlines worldwide.

The Computerized Reservation System (CRS) has changed the entire scenario of travel industry. Today, using this system (CRS) the travel agency may serve a wide variety of clients and fulfill their needs and requirements.

IV. Tour Packaging and Costing:

A tour package is a combination of various tourism services/goods like transport, accommodation and other facilities at and en route destinations. However in reality, it has only two basic components (a) travel and (b) ground services. Travel agency prepare a package keeping in view the preference of target market, which is based on different factors like modes of travel, client choice, income, age group, country and region. After the identification of target market the travel agency liaisons with service/good providers and enters into a contact with them.

The costing and pricing to tour packages depend to a large extent on the ability of a travel agent/ tour operator as to how effectively he is able to negotiate with the principals. Thus negotiation is also an important function of the travel agency. The cost of a tour is calculated on the basis of what he has negotiated with the produces. Some extra cost is added for the unforeseen/further contingencies. Thus, costing is done by adding each element of cost i.e. transport, accommodation, and sightseeing, guiding, administrative and fixed expenses. For fixing the price of a tour package, and has to add some percentage of profit margin to the cost (which is based on organization objective, pricing policy and competitiveness of the product).

Once the package is formulated and priced it means that it is ready for sale. The travel agent/tour operator needs to promote its package so that the targeted clients may come to know about it and are motivated to purchase it. Technically, this is known as marketing of tour package, which involves different methods and techniques.

V. Reservation:

It is a very important function of all types of travel agencies. A travel agency consistently makes linkage with accommodation sector, transport sector and other entertainment organizations to reserve rooms, and seats in the cultural programmes and transportations. However, prior to reservation, a successful travel agency must understand the needs and requirements of the individual clients.

Once client may demand a deluxe hotel whereas another may want a two star or a one star or different types of rooms, rates, meals plans and so on. A travel agency makes a reservation for the tourists by giving complete information regarding the number of tourists, date and time of arrival, length of stay and what is required by an individual, travel agencies use different types of reservation techniques. However today CRS is widely used worldwide to make instant reservation.

VI. Travel Insurance:

Some large scale travel agencies perform additional functions to serve its clients. Travel insurance protects the traveler (s) against the personal as well as

baggage losses resulting from a wide range of travel related happenings or problems. A tourists, who purchases travel insurance (sometimes included in tour packages) receives a contract, called a policy, issued by the insurance company. The policy is based on the client (s) needs, price and type of tour etc. Travel insurance generally covers (a) personal accidents (b) medical and related expenses (c) baggage loss and (d) trip cancellation and interruption etc.

VII. Currency Services:

Travel agencies/tour operators which are permitted by the RBI and foreign Exchange Management Act 1973 (FEMA) to deal with Foreign Currency, offer currency services (currency. Travelers cheque and other documents) to the intending clients. This is a very important facility to the tourists as it saves their time and energy. However, for this the travel agencies charge certain percentage of commission.

VIII. Organization of Conference/Convention:

Today, organizing conferences convention and seminars have become a profitable business for many travel agencies. Even in some large scale travel agencies we find separate convention and conference departments to perform this vital function. Whenever, a commercial organization desires to hold a conference/ convention to discuss the future plans and strategies of undertaking or to conduct seminars/ training programmes for its employees or to introduce new product in the market and so on, it contacts the travel agency and asks for the recommendation of suitable destination/venues where such services and facilities are available. Many travel agencies (SITA, COX and Kings, TCI, Thomas Cook) offer a complete convention/ conference package including registration of participants at the venue to be picked up for dropped to the airport/ hotel, overhead projects, slide projectors, TV, VCR information counter available on the venue during the conference/seminar period to ensure rapid and quality services.

Technically, when national or international events are announced every travel agency tries to collect all the relevant details on the events such as date, duration, place and other formalities. Once the agency knows about these facts it works out a package plan.

Generally a Conference/ Convention Package includes:

- Travel to and from the venue;
- Accommodation at the venue;
- Registration fees and facilities;
- Conference room with audio – visual devices and other services;
- Secretarial services;
- Sight-seeing and cultural entertainment and Shopping.

Check Your Progress:

1. _____ is a very importance function of all types of travel agencies.
2. A travel agency must give up to date, accurate and timely_____
3. Preparation of different types of itinerary is very importance function of_____
4. The computerized Reservation System (CRS) has changed the entire scenario of_____
5. The Indian large scale travel agencies acting as ground operators, for foreign four companies are_____

Check your answer with the one given at the end of the unit.

Travel Agency as Handling Agency/Ground Operator:

Industry experience has shown that the reputation, efficiency and profitability of the travel company (Indian or foreign) in its own tourist market largely depends on the performance of its ground operators. A handling agency may be an individual, a firm or a company making ground arrangement on behalf of another travel company. Today, the Indian large scale travel agencies acting as ground operators, for foreign tour companies are TCI, SITA, and Thomas Cook etc.

6.3 Importance of Itinerary Development in Travel Operation:

Itinerary Development:

An itinerary is a vital and significant component of a tour package. It may be an initial itinerary or a final itinerary. Basically, it is designed to identify the origin, destination and all the enroute stopping points along with

transportation, accommodation and other services on a traveler's trip. An itinerary has various portions and these portions are known as segments as inbound and outbound segments. Practically, these segments are dependent on the type of journey undertaken by the tourists.

Types of Trip/Journey:

- One way;
- Circle trip
- Round/Return Trip
- Around the world Trip; and
- Open jaw trips etc.

Let us illustrate these segments with suitable examples. Suppose Mr. and Mrs. X travel a 'round trip' from New Delhi to Japan. In this way the itinerary has two segments.

- New Delhi – Japan (outbound segment)
- Japan – New Delhi (Return segment)

Y travel from Paris to Delhi: the case would be:

- Paris – Delhi (inbound segment)
- Delhi – Paris (Return segment)

In an itinerary one can find air and surface transportation. The segment that represents air transportation is referred to as an air segment and the segment that represents land transportation like road, or rail is known as a surface segment. The tourist itinerary consists of various segments.

We have defined that an itinerary is used to identify origin, stopping points and off points. But what are these points? Actually, the first city in an itinerary is called a board/origin/departure point and it may be an airport in an air segment or any other segment. Each stop – over – point is referred to as a destination point; and the off point is known as the arrival point which makes up a city-pair.

If the travelers do not return to the board point, the itinerary is called a one way itinerary such as the Delhi to Paris itinerary. If the travelers return to the origin point the itinerary is known as a return/ round trip as the Delhi – Paris – Delhi itinerary. When one extra stop over point is included in a round trip it is called

a circle trip like the Delhi – Paris – Singapore – Delhi itinerary. The main difference between round (return) trip and circle trip is that whereas in a return trip the fare and route for each segment of the itinerary, inbound and outbound, is the same, in a circle trip, both fare and route for each segment of the itinerary are different.

In open Jaw trip, the one segment is interrupted by the other segment and the interrupted segment is known as ARNK Segment such as the Golden Triangle of Delhi – Agra – Jaipur – Delhi.

As an example, let us assume that the international tourists will reach Delhi and will travel by air from Delhi to Agra, but will travel by a deluxe coach (surface) from Agra to Jaipur and will return by air from Jaipur to Delhi. In this case the air segment is interrupted by surface transportation and in order to maintain continuity in the itinerary an ARNK Segment is placed.

Itineraries and their Importance:

It has been noticed that most of the tour companies prepare multiple itineraries for the same tour. Why is this done? Perhaps, to cater the needs of tour planners, tour managers, individuals, vendors and tourists industry. In reality a tour company needs to develop/prepare separate and distinctive itineraries for the tourists, tour managers, tour escorts, vendors and tourist guides. However, different itineraries are based upon an individual expansion of the tourist itinerary.

The main itineraries are:

- The tourist/ Client itinerary.
- The tour manager's itinerary.
- The vendor's itinerary.
- The bus driver's itinerary.
- The tour escort/country step – on – guide itineraries.
- **The Tourist/Client Itinerary:**

The 'famtrips' gives a basic idea to the tour planners to draw a rough draft to the projected itinerary. In other words, one of the purpose of the 'fam trip' is to prepare an initial client itinerary that will be used to operate first – client – test

tour. The 'fam tour' identifies itinerary problems that the tour planner may not have perceived in advance.

The tourist itinerary is the starting point in the development process of an itinerary. Therefore, tour planners should undertake various considerations at the time of planning an itinerary, such as the proposal for a tour, choice of destination (s), tourist budget, accommodation, transportation, legal requirements, tour reference tools and cordial relationship between the host and tourist generating nation etc. Moreover, tour planners familiarize themselves with the following itinerary: Timetables;

- The official Airline Guide (OAG)
- Air Tour Manual;
- Worldwide cruise and Ship line Guide;
- ABC Travel Guide;
- World Hotel Guide;
- The official Rail Guide.

These tools provide ways to develop itineraries and also how the tours can be conducted.

In developing an itinerary (inbound and outbound), the tour planner considers typically a number of options and determines whether or not they should be included or made optional for the clients. Tour planners should seriously consider the right kind of destination, sightseeing, transportation, accommodation, quality of food and beverage and proper entertainment in the amount and so on. It is clear that the itinerary planning for a one day tour or a two day tour or for domestic or international tour starts with tour events and then moves to other secondary ingredients.

The tourist itinerary is usually a short enough itinerary that can be included in the tour brochure and a separate sheet of the itinerary is given to the client at the beginning of the tour. Basically, it emphasizes on the basic things that the tourist needs and wants to know relating to transportation, accommodation, sightseeing/destinations to be covered and other services provided during the tour/trip. Moreover, he wants to see the order in which the various activities are scheduled. Further, the client itinerary provides him the essential

information such as departure points/time, check - in - check - out time and location for the completion to the trip.

• **The Tour Manager's Itinerary:**

The key individual in the tour/ travel company is the tour manager. He has to perform various types of functions ranging from tour planning to actual operation of tours. The entire success of the tour company depends on his expertise, skill, capability, capacity and dedication to the job that the tour manager performs. Therefore, for any tour company the tour manager is an extremely important asset, more than the company's clients. He brings to the company the most effective and extensive management style which is the result of his own personality, knowledge, experience and professional qualification. In a large scale tour company the tour manager's functions are:

- Tour planning
- Tour promotion/ marketing
- Control over Costs
- Tour handling.

In order to perform the above functions, the manager needs a comprehensive itinerary. As he has to manage and control all aspects of a tour from the planning to the actual operation, it means that the tour manager's itinerary is the most comprehensive of all the itineraries prepared/planned.

The procedure for preparation of tour manager's itinerary is different from company to company and even from country. In many companies one can find the manager's itinerary in several pages. On the other hand several tour companies prepare tour manager's itineraries on day - to - day basis. Some companies even break each day and devote one separate page each dealing with morning, afternoon or evening schedules and the related accommodation, transport and other facilities. This procedure helps the tour manager as he doesn't need to carry all the itineraries with him. Only the concerned itineraries are carried by the tour manager. In tour manager's itinerary one will find that all the tour activities are on the left - hand side of the page and the right hand side of the page is left open for suggestions, recommendations, and additional

information available before the beginning of a journey or on enroute destinations.

- **The Vendor's Itinerary:**

Technically, the travel vendors do not need a copy of the itinerary. However, sometimes they are required to offer Services/Facilities according to the client itinerary such as providing lodging, entertainment, clubs, guides, transportation, and ground services etc. Basically, this group is responsible in offering sophisticated services and facilities for the benefit of its clients. Therefore these will find specific part of an itinerary more helpful. Moreover, this process will help the tour planner's tour ingredients in the itinerary.

Sometimes, especially the hotels, and resorts takes advantage of having a copy to the tourist itinerary in advance. They make special effort to meet the group/ tour members, deliver welcome speech upon their arrival and other arrangements are also done in advance. Recognizing these very facts, a tour company prepare vendor's itinerary (specific part of the client itinerary) to help the vendors to offer scheduled services and facilities to tourists.

- **The Tour Escort Itinerary:**

Today, with the improving economic, social, cultural and educational levels, the traveler (s)/ tourists are becoming more and more sophisticated and demand more professional. The tour escort is recognized as an essential individual in the tour company's organization. He is not only a sightseeing guide but his experience, expertise, knowledge, skill, judgment, integrity and personality can make or break a tour. Therefore, the tour company should appoint those as tour escorts who have a vast knowledge and experience and who have traveled extensively in the area (domestic /international destinations) to which he leads the tour.

Sometimes the tour escort conducts the entire tour alone. In a one toe or a multi-day tour (domestic as well as international) the tour company often depends heavily on the expertise of step - on - guides. Basically, these tour guides are local experts who are fully aware of the culture, history, language, sights, and the scenery that is being visited by the tour members better than anyone who is an outsider. Experience has shown that many tour operators/travel

companies often contract with ground operators or destination management companies for step-on – guides or are directly familiar with the tourist guide so that these professionals can accompany the tour members. When the tour company uses their services/ expertise, the company provides them in advance a detailed step-by-step itinerary including time, location, accommodation, sights to be visited and so on. This encourages the guides to prepare themselves better for their presentation.

The quality of itineraries is based on itinerary-mix--planning. Generally, the tour planner takes into consideration the various ingredients while preparing an itinerary, such as the correct type of transportation, accommodation, and destination; the right amount of sightseeing and quality of meals; professional tour – conductors and a correct marketing approach; maximum entertainment in the right amount; reasonable free time, documents required and so forth. Combining the right mixture, i.e., concentrating on the product and understanding the consumers/clients, leads to the success of a tour company. However, to develop the best possible combination of tour ingredients, it is imperative to review and analyze the comment sheet of past tour participants/ tourists and incorporate suggestions received from the current tourists, both business and holiday.

6.4 Airline Ticketing and its Importance in Travel Operations:

A travel agency must follow some guidelines when issuing an airline ticket. It is one of the most essential functions of a tour/travel agency. The agency is accountable and responsible for ticket stocks and the collection of amounts on behalf of the airlines. Generally, a travel agency follows the following basic ticketing procedures:

- Confirms seat through a computer or other modes.
- Do not make duplicate reservations.
- Check the travel documents.
- Select the form of a passenger ticket.

Use the identification plate of the carrier's area settlement plan. At the time of delivery of a complete ticket, detach the auditor's and the agent's coupons.

- All entries in the ticket must be in Block letters.
- Do not erase or 'strikeover' as this makes the ticket invalid.
- Never use ditto marks in any of the boxes in the ticket.
- Write the full name of each city in an itinerary.
- Enter the stopover codes.
- Enter the fare box and total fare box correctly and carefully.
- Be sure about special fares MPM and TPM and ticket validity.

Reservation Sheet:

Reservation sheet preparation and completion is the first step in airline ticketing. This sheet varies from one travel agency to another, but all contain detailed travel information for the customers/ tourists, such as:

- **Date**_____
- **Name(s)**_____
- **No. of Tour participants**_____
- **Address with phone and code No**_____
- **Tour Plan**_____
- **Carrier**_____
- **Flight No**_____
- **Day of week**_____
- **Status**_____
- **Fare**_____
- **Taxes**_____
- **Airline Code**_____
- **Airport Code**_____
- **Type of Service**_____
- **Any other information**_____

Airfare Calculation:

Incidentally, airfare calculation is not an easy job that can be gained over night. It can be mastered only through continuous practice and exercise. Practically, airfare calculation breaks down the air itinerary (both international and domestic) into various fare parts to show how the total fare was derived. It

includes base fares and airport – surcharges. Before calculating an airfare, it is essential to understand the type of journey. There are five types of journeys:

- **One way** (OW)
- **Round Trip** (RT)
- **Circle Trip** (CT)
- **Round the World** (RTW)
- **Open Jaw** (OJ)

6.5 Marketing of Inbound and Outbound Tours:

The inbound tour market is of two types – international inbound tours and domestic inbound tours. The international inbound tour market includes tours organized for foreign tourists visiting India. Domestic inbound tours are often for domestic travelers. Usually, these are handled by the ground operators. These ground operators meet and assist services at local airports and provide accommodation and sightseeing tours for one or two days at a particular destination. These operators are the members of large-scale tour companies and other organizations that deal with tourism activities. For example, a group of French tourists is coming to India through TCI, to visit various places in India like Delhi, Goa, Bangalore, Mysore and so forth. Suppose X and Y travel company provides services in Goa to these tourists. In this case, TCI is the international inbound tour company and X and Y Travel Company is the domestic inbound tour company.

In India, a majority of tour companies are specialized in a variety of inbound tours such as group tours, inclusive tours, incentive tours, conference and convention tours, trade fair tours, adventure tours, wildlife tours, culture tours and so on. These companies generally work closely with foreign tour companies, international travel trade associations, local travel companies, the Chamber of Commerce, the Indian Travel Trade Association, local visitor attractions, hotels, ground operators, transport operators, clubs, cultural and entertainment organizations, airlines, railways and others who have an interest in attracting the visitors. Diversifying into the inbound market is one way to develop a competitive edge and improve the company's bottom line.

Incidentally, it is an area that has hardly been explored by the Indian tour companies so far.

The marketing of inbound tours may be done either by the tour companies or through its branches outside India or through the foreign tour companies. Marketing may be directed to travel trade associations, clubs, business houses and other travel organizations which plan tours for the travelers. Inbound tour marketing is frequently focused around existing clients, maintaining personal contacts, organization of conferences and seminars, requests for proposals, for international conference and conventions of representatives. In some cases Indian tour companies are marketing their tours directly in the foreign countries through media plan. These days' web sites are widely used in international Market. However, Indian tour companies are required to adopt integrated marketing strategies which will yield better results. Marketing of outbound tours is quite different than the inbound tours. In developing the marketing plan for outbound tours, many Indian tour companies have divided the travelers into two groups – business groups and holiday groups. The strong potential are contracted by salespersons and they is sent to the executive committee i.e., to the concerned company's, Board of Directors and others who have an authority to approve the tour before it can be offered to the employees. This is the way to market business/incentive tours. Once an organization or a company agrees to offer a tour to its employees, then the tour company marketing personnel designs a targeting sale in an effort to sell tours to individuals which is a more difficult task. The marketing strategy should focus on travel agencies, newspapers, magazines, print media, direct sale, telemarketing and other organizations through which an approach can be channeled to the interested individuals. Thus, a tour company needs to understand both its product and target market before designing and developing a marketing strategy for inbound and outbound tours.

6.6 Importance of Accounting in Travel Operations:

Today, accounting is recognized as an information system designed to communicate the correct information to internal and external users. It involves

recording, classifying, and summarizing the accounting information to determine a travel agency's financial strengths and weaknesses. To manage a travel agency/ tour operator profitably demands accurate recording and preparation of financial statements. These are essential in determining the accurate and fair status of the business and for making strategic plans and decisions.

Accounting System:

The primary objective of accounting is to ascertain the profitability and financial position of a travel agency operation. To achieve this, every travel agency prepares the following journals and statements:

- Sales
- Cash receipt
- Account receivable
- Cash disbursement
- IATA ledger
- Pay Roll
- General Ledger
- Profit and Loss Account
- Balance Sheet.

Cash Receipt Journal:

It records all revenues received by the travel agency during a period. Other transactions concerning cash, cheques, and credit cards are recorded in this Journal. For example, the sole tour package and the commission received from the hotel companies, Airlines, and other vendors are recorded in it.

Account Receivable:

When a travel agency purchases tourism products/services from the supplier/ principal on credit, the amount owned to producers/suppliers/ sellers are referred to as an account receivable.

Sales Journal:

In this journal, all credit sales are recorded. Sometimes, a travel agency provides/extends credit facilities to its clients, i.e., leisure and commercial clients. It makes a cash loan to its clients. However, it has been noticed that only

large sales travel agencies can afford to extend credit to corporate customers, but even then, a thorough credit check is required before a credit account is opened. To maintain a date record of all credit sale, every travel company prepares a sales Journal.

Cash Disbursement:

Cash outflows are recorded in the cash disbursement journal. Cash outflows mean the operating expenses of the travel agency like rent, salaries, telephone expenses, administrative expenses, financial and legal expenses, selling and distribution expenses etc. These are primarily paid by cheques or through bank drafts. Cash disbursement journal is also called cost journal. Thus, cost journal is used to record the payments made by a travel to its employees and other.

IATA Ledger:

The IATA ledger is known as 'Chief Book of Accounts' and is the destination point of the entries made in the journals or sub journal. It is used a balance the accounts of the travel agency. In accounting, 'Balancing Accounting' means continuous and consistent check and verifications of the accuracy of a travel's accounting system. The main objectives of IATA ledger are:

- Identification of travel agencies' revenue sources.
- Determination of total sales (credit and cash).
- Determination of total commission earned by the travel agency.
- Find out the total amount owned to IATA.
- Evaluate the performance of each travel agency.

The procedure for posting IATA ledger is very simple and easy to understand. Today, almost every travel agency is using Electronic Data Processing System (EDP) to maintain up - to - date record of each cash as well as credit - card transactions. The procedure of posting Cash and Credit - Card Transaction in the IATA Ledger is:

- Enter the date, items and invoice no.
- Enter the gross amount of cash and credit - card transaction.
- Calculate the commission and enter in the agency commission column.
- Subtract the commission from the gross sale and enter the result in the Net Amount Column.

- If any amount is due then record it in the due column.

Pay Roll Journal:

In this journal a travel agency maintains the record of salaries and other benefit (financial) given to its employees like number of employees on the pay roll, total salaries, insurance premiums, compensations, housing facilities, medical facilities and other benefits to the employees.

Practically, total from each journal is compiled monthly and posted to the general ledger. In this ledge all types of accounts are maintained/ transferred from the various individual journals to provide ready information for the preparation of financial statements.

6.7 Summary:

In this unit you have discussed:

Travel operations have different components including, information providing, itinerary designing, airline ticketing, visa related services and reservations.

Tour packaging and costing are the main components of travel operation

A travel agency takes care of currency handling and organizing the conferences and conventions

The itineraries are of different kind and the travel agency supplies itinerary to different service providers for a particular tour to assure the best quality of its operations.

The airline ticketing is very important element of tourism operations and there are various kinds of tickets. The airfare calculation has also been learnt.

How important is marketing for a travel agency including inbound and outbound tourism.

The accounting is very important element of travel operation and there are various kinds of account heads which have to be maintained by the accounts department in a travel agency.

6.8 Answers to Check Your Progress:

1. Reservation
2. Travel information
3. Travel agency/ tour operator

4. Travel industry
5. TCI, SITA and Thomas Cook

6.9 Suggested Readings:

- Beaver, Allen (1975), Retail Travel Practice, Beaver and Gordon Land Tour Ltd, London.
- Davidoff, D.S., P.G Davidoff (1995), Airfare and Ticketing, 3rd Edition Prentice Hall, USA.
- Donnelley and George (Eds.) (1981), Marketing of Services, American Marketing Association, Chicago.
- Foster, L.D (1994), Introduction to Travel and Tourism, McMillan, New York.
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- Gee Y. Chuck, Bobery K., Choy J.L and Makens J. (1990), Professional Travel Agency Management, Prentice Hall, U.K.
- Holloway, C.K (1990), the Business of Tourism, Pitman, London.
- Holloway, J.C. (1992), the Business of Tourism, Pitman, London.
- Holloway, J.C. and Robinson C. (1995), Marketing for Tourism, Pitman, London.
- Syrratt G, (1995), Manual of Travel Agency Practices, Butterworth, Oxford.
- The ABC World Airways Guide, Jan. 1999
- ASTA Manual
- Financial Statements of various Travel agencies and tour operators.

6.10 Review Questions:

1. What do you understand with the travel agency as a ground handling agency?
2. What are the major components of travel operations?
3. What all is included in a conference package?
4. Define the itinerary and its importance
5. Explain various kinds of itinerary
6. What do you understand with airline ticketing?
7. Draw the reservation table and write about airfare calculation
8. Why marketing is important for travel agency business?
9. Describe accounting system in detail.

Unit-7

**Linkages and Arrangements with Other Tourism
Components**

Structure:

7.0 Objectives

7.1 Introduction

7.9 Tourism Through Ages

7.3 Components of Tourism

7.4 Sectoral Amalgamation

7.5 Summary

7.0 Objectives:

After reading this unit, you will be able to:

- Define the tourism system;
 - Explain the elements of travel operations and
 - Describe the coordination of various elements in tourism operations.
-

7.1 Introduction:

Tourism Operations have created a space for themselves in the economy of each country, region, or destination- small or big. Various sections of each economy work in a closely-knit fashion. Tourism operations, however, are not an exception. They have given rise to the inter-sectoral linkages as an essential phenomenon at a point in time when tourism has been acknowledged as the world's fastest-growing economic activity. Operating such an activity calls for close linkages between all the players and those who have a stake in it. This unit attempts to provide an understanding of this and highlight specific operational issues.

In this unit, the main emphasis is on the operational linkages of stakeholders with the rest of the components and the functional aspects of travel agents and tour operators. For successful operations in the hospitality and tourism industry, one has to coordinate with many other organizations or persons providing the required products and services. For example, a tour operator depends upon a hotelier for accommodation, a transporter for taxis and coaches, and shopkeepers for souvenirs. These all have to depend upon the tour operator to ensure optimum business. All these must maintain cordial and practical relations to achieve their objectives. This relationship is termed Linkages, which has been discussed in this unit.

7.2 Tourism through ages:

In recorded history there have been instances where by one is able to know that man has been traveling throughout the ages. Much of the travel in the beginning was largely unconscious and a simple affair. There were no travel procedures and formalities as there were no frontiers. All human activity

focused upon day to day survival, they were busy in search of basic necessities like food, water and shelter but it was very difficult and unsafe.

It was however, in the Neolithic age that several innovations were made which changed the nature of travel. Around 4000 B.C. sailing vessels were built in Egypt. It was also during this period that animals were domesticated and trained to carry and transport community members, tools and agriculture supplies. Invention of wheel during this period was also an important landmark which made movement of people to distant lands possible.

Most early travel, however was not undertaken for the purposes of pleasure, the primary motive for which the travel was undertaken was related to trade, exchange of goods, commerce and the activities associated with it. The traveler in the ancient past was thus a trader and a merchant looking for merchandise and engaging in trade and commerce. There was, however, another type of traveler and this traveler was pilgrim, a scholar in search of ancient texts and a curious wayfares looking forward to new and exciting experiences. Seeking knowledge was his primary purpose for undertaking travel.

7.3 Components of Tourism:

The Basic Components: Tourism is a complex activity with many relationships. In order to understand tourism systematically, it is necessary to know the various components. Three of these are considered to be essential:

- a) Transport
- b) Attractions/Locale
- c) Accommodation

- 1) **Transport:** There can be no travel if there were no transport. Travel involves movement of people and this is possible only if there is some mode of transport. Connectivity is very vital for tourism development. This could be possible only if adequate transportation infrastructure and access to destination is efficient, comfortable and inexpensive. A tourist, in order to get to his destination therefore, needs some mode of transport. This mode of transport may be a motor car, a coach, an aeroplane, a ship or a train which enables a traveler to reach his pre-determined destination.

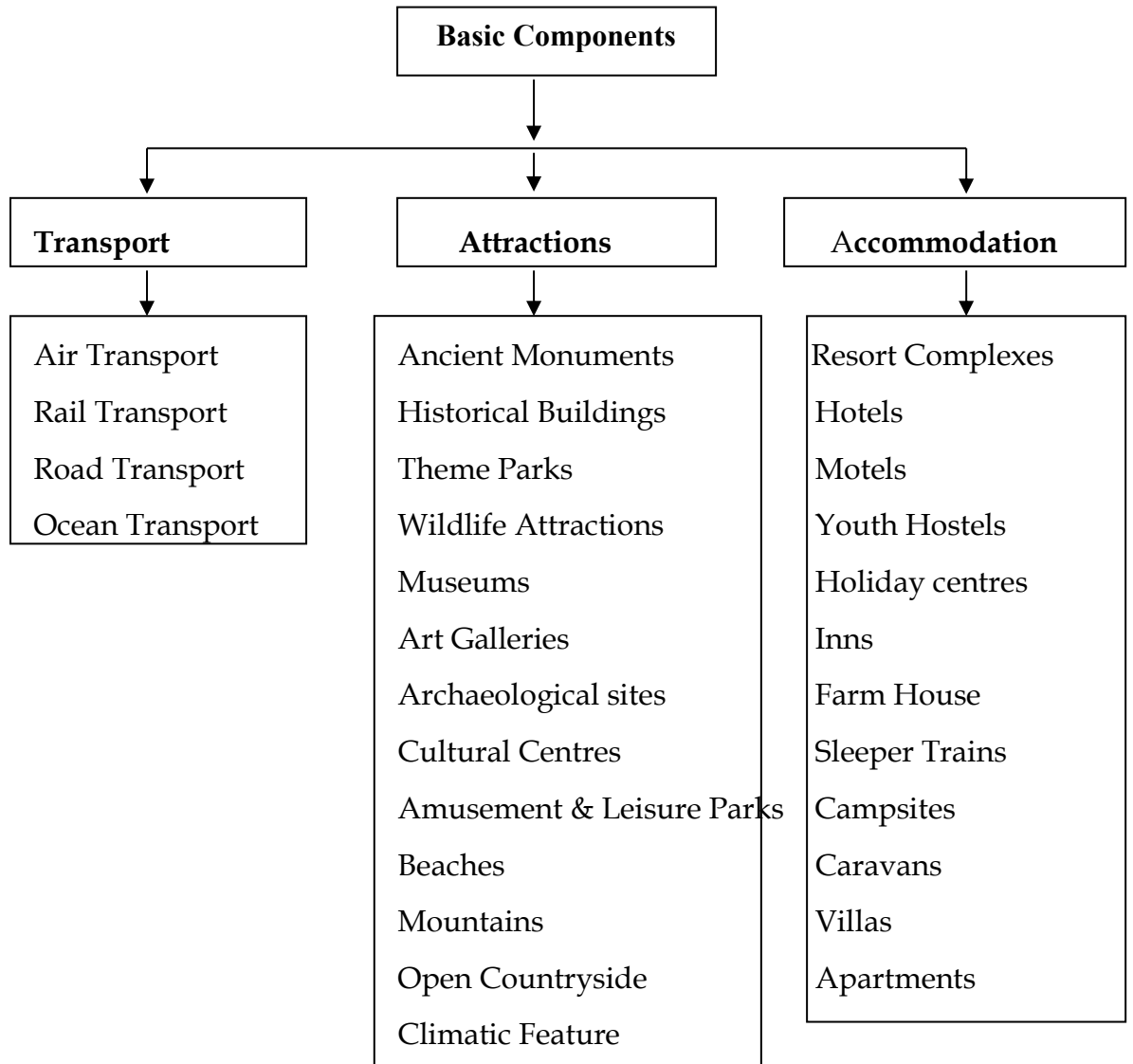
2) **Locale:** The locale may include the holiday destination and what it offers to the tourist. The holiday destination may offer natural attractions like sunshine, scenic beauty, sporting facilities, etc. The locale, with its attractions and amenities, is the most important as these are very basic to tourism. Unless these are there, the tourists will not be motivated to visit a particular place. Tourist demands also change very fast due to changes in fashion. Fashion is essential to the demand for various tourist attractions and amenities. Tourists who visit a particular place for its natural beauty may visit other attractions due to fashion changes.

3) **Accommodation:** Accommodation plays a central role and is very basic to tourist destinations. World Tourism Organisation in its definition of a tourist has stated that the tourists must spend at least one night in the destination visited to be qualified as a tourist. This requires availability of some kind of accommodation.

Accommodation may in itself be an essential tourist attraction. Many tourists visit a particular destination or town simply because there is a first class luxury hotel or a resort that provides excellent services and facilities.

There has been a decline in the use of boarding houses and small private hotels. Large hotels are increasing their share of holiday trade in significant metropolitan areas and popular tourist spots.

Table: Basic Components of Tourism



The various principal elements in tour operations and linkages involved therein, to a large extent are common to all tourism businesses. However, there are problems that need attention e.g. initially, airlines were not ready to become a part of inter sectoral linkage structure, but when they realized that tour operators can fill their vacant seats, they started offering special fares for use exclusively for tour operators for combining them into all inclusive tour. But here also situations vary from country to country and destination to destination. These fares may be offered on selected sectors only. We have witnessed that as a result of globalization, when certain countries opened their economies the number of business travelers increased manifold. The hotels jacked up their prices and airlines withdrew discounts or incentives that were

available to tour operators. The sufferer was tourism and the tourists. Tensions emerged within the tourism industry sector against the other with each sector's association taking up its cause. This infact was an example to illustrate that the linkages are not necessarily always smooth and many a times you have to depend upon the collective strength of the association to determine the nature of linkages.

To base future growth purely on the availability of willing bodies should not be the sole strategy in this business e.g... In search of a unique quality USP of a product, tour operators sought exclusive properties, quality airlines, etc., but they later realized that they have no patent on these facilities or standards and are not difficult to emulate. Through such practices, only short-term advantages can be gained. Therefore, they had to satisfy the changing demand of tourists and coordinate the outside variable, which made up an attractive package. It was acknowledged that they are operating and trying to dominate an industry where most of the ingredients that make up the product are outside their control. These may include:

- Price
- Volume
- Brands
- Airlines
- Uncontrollable costs and
- Computerizations and use of technology etc.

Let us discuss briefly, the mentioned factors in relation to tour operators business as a case study though they are applicable to other businesses also.

- **Price:** This is the area which concerns most tourists. Cutting prices is the easiest of all marketing tasks. Reducing the price of a holiday can be done with a strike of the pen, but its advantages would only be short term. Your strategy should be to control costs and to deliver a holiday sale at a profit. This calls for a well-directed and well-targeted strategy while focusing on the following areas:
 - The volume of customers (tourists)
 - Frequency of purchases (by tourists)
 - Distribution channels of your product.

- Foreign currency regulations, and
- Overhead controls and product/services analysis

In a highly competitive business like tourism pricing decisions are not easy and further operating price decisions are even more challenging to take e.g. while pricing your package the approach of price cutting should not only out rightly be adopted but it should be given a more corrective approach. Since value is the critical consumer watchword defined not just by price but also by product image, both above and below the line, it is the expression and presentation of values that counts. This is why holidays need to be packaged to offer high-perceived value even if the basic package has not been altered. This, in fact is done by some value additions. The tourists perceive the price cut with a different perspective.

Volume: Any knowledgeable tour operator will apprehend the fact that there are certain fixed/base costs which are not volume related like MD's salary, computer technicians, office rentals etc. These costs, however are required to be spread over a large number of customers if your cost input is to remain competitive. As a strategic tour operator, you should know that a higher volume of business can be achieved by large-scale advertising and publicity of the company. It is not only gives better ability to your customers to buy at competitive price but it will also allow your advertising cost to be more meaningful. Therefore volume shall be seen as a vital ingredients and factor in deciding the per passenger cost input.

Brands: Concepts and objectives of branding mainly serve two purposes:

- a) Achieves more speedily the proper economic volume levels, and
- b) Service the changing requirements of tourists more readily

As a small tour operator, you can create your own identity.

Airline seats: The a critical component of your product, which in every sense of the world is a commodity, is the seat on an aircraft . Of course there is a choice/preferred carrier, and yes it is worth for an airline to maintain high standard and reputation, but it is also true that only a small percentage of passenger carried by these airlines even would know the name and type of aircraft they are booked on to travel The cost of airline seat, and therefore the

profit of an airline will largely depend upon the relationship between the airline and the tour operators.

Uncontrollable costs: Tourism industry is probably the only industry, which has bent under so many pressures, like pressure of consumer bargaining, frequent fluctuation in currency value. That it should pre judge the cost of fuel and prejudice the whim of the govt. To increase local taxes and levy increased landing charges etc, To overcome this, the principal service providers, be it an airline or a hotelier, give no guarantee for surcharges. A tour operator sets the prices of his products fourteen or more months before the arrival of his clients at destination. Therefore, when the principal supplier gives no guarantee on surcharges and tour operator has to sell his package so much in advance, linkages are bound to be stronger so as to avoid any confrontation related to price, quality or standard of services.

Linkages with technology providers: If a person wants to travel by air he/she will need a ticket; which provides him/her right of passage and in return the airline needs to reserve a seat in his/her name. The person also needs to book himself/herself for a hotel room at the destination and hence, the hotel ought to really expect him/her. It is very difficult to imagine these economic transactions in a better-suited business environment related to the wonders of modern technology. To solve many travel and reservation related problems tour operators must develop and maintain linkages with manufacturer/suppliers of computers and designers of software required by them. Development and regular updating of Amadeus and Galileo are remarkable examples of these linkages.

Quality management operations: In the present globalized competitive business environment quality management is the key word for success in any business and tour operation if this element of quality control or quality assurance is missing you cannot sustain in the market. Quality management is advised to begin with product design and shall remain as a continuous process all through the stages of product development up to post consumption stage. For instance, if you are a manufacturer or supplier of airline seats, it is essential for you to control the quality of your product not only in terms of its comfort,

location, and convenience but also in terms of its sale and related facilities and services like emergency landing facilities to combat terrorist or hijack situation, so on and so forth.

In your operations you shall ensure a high degree quality while preparing and presenting your products or services; failing which the result is dissatisfaction of passengers. This dissatisfaction will lead to a multiplication of lost passengers through word-of-mouth terrible publicity. Therefore, the significance of quality management cannot and shall not be ignored in the tour operation business.

Value Addition in Operations: Gone are the days of monopolistic market conditions. Today, customer is well aware of the existence of alternative products and alternative suppliers. Therefore, to be a successful tour operator or manager in tourism business you must lay emphasis upon value addition to your operation. For instance, if you are a tourist transport operator and if you provide cold drinks to your passengers after every stopover for sightseeing or if you are a hotelier and you provide free transport for transfers of your groups, or if you are an airline operator, you decide to add some recreational activities, e.g., fashion show, magic show, etc., on board all this will add to the satisfaction level of your customers. All such value added activities offered by you will provide you with repeat as well as referred business.

Hence, value-added services can be integrated both horizontally and vertically within other sectors of the tourism trade.

Trained Service Providers: Tourism and hospitality being essential components of travel trade are characterized by a common characteristic, i.e., man served by another man. This characteristic has overemphasized the significance of trained service providers. For instance, if you are a provider of tourist transport services, it is essential for you to provide a trained driver, assistant as well as trained escort with the group. It is true that this trade is so diversified as are the training needs, but as a professional operator you shall assess the needs for training and must train your workforce accordingly to provides best services to your customer. If you practice this advice nothing can prevent you from becoming a successful entrepreneur in tourism trade.

Check Your Progress:

Put (✓) against the correct statement and (x) against the incorrect statement

1. In a highly competitive business like tourism, pricing decisions are very easy (_____).
2. Amadeus and Galileo are remarkable examples of linkages with technology providers (_____).
3. Tourism and hospitality, being important components of the travel trade, are characterized by a common characteristic, i.e., a man served by another man. (_____).
4. The significance of quality management can be ignored in the tour operation business (_____)

Check your answer with the one given at the end of the unit

7.4 Sectoral Amalgamation:

It is conventional wisdom that industry and commerce will boom at each end of any route, no matter where it starts or finishes. Evidences of this were seen in the boom tours of early railway bonanza. The same applies to holiday charter business. At the sunny end of the developing charter routes, coaches, hotels, bar-be-ques, beach bars, and taxi firms and of course airports flourished, and the support industry was quickly born. In those early days mystified and even frighten people looked at tour operator when they were explaining mysteries, dangers and wonders of faraway places. It is probably the advent of all-inclusive tour, which necessitated the existence of linkages among different components of this sector. An all-inclusive tour is a package of transport and accommodation and some other services, which are sold as a single holiday at a single all-inclusive price. This price is lower than could be achieved by conventional methods of booking transport and accommodation separately from hotels and other suppliers.

Traditionally, only one destination was included in a tour package. However, things have changed due to the tastes and needs of the consumers (tourists). Today, not just unique but very special tours are packaged for different market segment under various types of tourism brands-from traditional culture

tourism to the most recent health tourism. Then there can be sub-type also. For e.g. Health tourism can be for Yoga, for Ayurveda or a resort for meditation. The linkage thus goes on expanding and the interdependence increases this also makes quality management more difficult.

Even if you look at all the components that make up a conventional package tour and ask yourself to what degree, outside of choice, a tour operator controls the standards or quality that make up a package holiday, you will find that the following factors in the line of conventional package tour designing are beyond your control:

- Time spent at the airport and services the client receives there.
- Time spent on aircraft and the operating standards and services
- The transfer to the hotel and back to the airport
- Services at the hotel itself.
- The surrounding environs- bar, Café etc
- The weather, and
- the local conditions

Of course one can argue the finer points of tour operator's role in these services and obviously a wise tour operator will have some control on their quality. The difference or USP is mainly due to the kind of linkages you have with other components. In today's time survival is no less competitive but those who are in winning positions know-how to harness their resources innovatively against the bottom line. Undoubtedly, such people have turned India into a year-round destination that offers a variety of tastes for different segments.

Innovations, value additions, product differentiation, positioning, branding pricing etc have further expanded the line of linkages in tourism. These linkages are no longer confined to packaging but are required for product development, selling, etc. New concepts in business, such as customer care, quality management, and concern for guests' aspirations, have added to the managerial responsibilities in operating linkages.

7.5 Summary:

Different components of the tourism industry which encompass almost every segment of the economy need to be in close coordination with each other. This unit therefore, has focused upon various intersecting factors which prove to be complementary and competitive to each other. For example, if tour operators do not harness a harmonious relationship or linkage with other segments while executing their job, selling and delivering a satisfying and cost effective package will be difficult. Therefore a good operation manager of tourism must try to develop a healthy relationship with other segments of the industry. This is all the more true when you talk of providing quality controlled services and acknowledge that you alone cannot move in this sector, you need to carry along with the other players in both horizontal and vertical directions. You must take on competition with healthy feelings and shall not try to overcome it through price-cutting but instead offer some value added services within the same price level, taking certain other elements into consideration.

7.6 Answer To Check Your Progress:

1. (x)
2. (√)
3. (√)
4. (x)

7.7 Suggested Readings:

1. Chand Mohinder, "Travel Agency Management - An Introductory Text," Anmol Publications Pvt. Ltd., New Delhi, 2006.
2. Sinha P.C., "Tourism, Transport and Travel Management", Anmol Publication Pvt. Ltd., New Delhi, 2006.
3. Seth P.N., "Successful Tourism Management," Sterling Publications Pvt. Ltd., New Delhi.1997.

7.8 Review Questions:

1. What do you understand by linkages in tourism?
2. Describe various components of tourism.

3. Elucidate the significance of linkage in tourism.
4. What are the components of tourism?
5. Describe the sectoral amalgamations.
6. Define the uncontrollable costs in tourism.

Unit-08

Travel Information and Counseling

Structure:

8.0 Objectives

8.1 Introduction

8.2 Role of Communication in Tourism System

8.3 Mass Media Techniques in Modern Times

8.4 Computer- an Effective Tool.

8.4.1 Computer in Use

8.4.2 Role of SITA

8.5 Sources of Information

8.6 Summary

8.0 Objectives:

After reading this unit, you will be able to:

- Discuss the role of travel information and counseling;
 - Explain the role of communication in the tourism system;
 - Describe the mass media techniques in modern times and
 - Describe the various sources of information.
-

8.1 Introduction:

A good communication system ensures the transmission of information and understanding among individuals and groups and unifies group behavior, which provides the basis for continuing group co-operation. The official functioning of any system depends on how well its communication channels operate. The antiquity of a place is of interest to a tourist. He should be told the correct year of a monument or temple construction or the years or era of a particular dynasty or kingdom. He may not remember the dates but would like to know them anyway. Some tourists are particular about these things and even take down notes. The sights a tourist visits lingers for a long time in his memory, as human nature is to remember for long what is shown to him rather than what is taught to him.

Whatever the size of a travel agency, it has to provide necessary travel information to the tourists. This task is utterly complicated. A travel agency must give up-to-date, accurate, and timely information regarding destinations, modes of travel, accommodation, sightseeing, shopping, immigration, passport, visa, customs clearance and procedure, health and security rules, various permits required to travel in particular areas, etc. Further, we can say that travel agencies are image-builders of a country. Therefore, they should present an accurate picture of various tourist resources and potentials of a country.

Rapid technological advances in different fields have revolutionized the system and the way it functions in the modern world. Technological advances have made the functioning of these systems extremely easy, not only for the

advantage of the business and the industry but also for the actual consumer of goods and services.

This is the second unit of this block. In this unit, we will discuss travel information and counseling, the role of communication in tourism systems, mass media techniques in tourism systems, mass media techniques in modern times, the use of computers, the role of SITA and sources of information.

8.2 Role of Communication in Tourism System:

In the field of travel and tourism, communication plays a crucial role as it is through this, that a potential client/ customer gets information about the product or services which in the final analysis is a destination which he purposes to visit. Travel being a service industry the need for not only accurate but also rapid information about a destination becomes paramount for the satisfaction of the tourist. World-renowned space scientist Arthur C. Clarke, addressing the first meeting of the inter-government council of the International Programme for the Development of Communication held in Paris in the year 1981, said, "In many ways and for many purposes, printed matter, books, newspaper and wallpapers will always be the cheapest form of communication. But now electronics have given us tools that can perform miracles impossible to the printed word and which of course can reach millions who are unable to read. The newest and the more powerful of these communication devices depend upon space technology, a fact that is not generally recognized."

The various changes that have taken place since then have greatly benefited everyone. The electronics have performed such miracles in the last two decades, that today we find ourselves in the middle of new world, a world of information revolution. The new means of public telecommunication systems such as teletex, telecopy or video tax have given a very tough competition to earlier communication means such as newspaper, magazines etc. However, the new means of communication also offer great possibilities for improvement, rationalization and the expansion of the existing facilities for data collection and

transmission. Today the mass media world over has immensely benefited from the new technology and information techniques.

8.3 Mass media techniques in modern times:

Understanding the modern mass media techniques as well as the mass media means is necessary for a person working in the travel and tourism field as knowledge of these will help keep pace with changing scenarios in the business of travel. The modern mass media techniques can be grouped as follows:

- Satellite television
- Cable television network
- Videotext
- Internet

All the four modern mass media techniques are widespread in the world and are considered to be crucial for business and industry. These mass media techniques however have some limitations as far as their use for a specific person or an individual is concerned. Because of their widespread coverage and their technical methods of transmission these cannot be directed for the use of a specific person. Besides, the receiver of information through these techniques cannot start a dialogue or communicate with another person. The communication therefore is limited to one way.

For the direct transmission of information, different modern means have been developed and are pretty widespread. These are as follows:

- Teletex
- Telecopy
- Telebox
- Videotex
- Telefax
- E-mail

Teletex: Teletex is an improvement over telex and has infact developed from it. The receiver for Teletax is an electronic typewriter, which can send electronically charged letters to owners of ordinary telex equipment. The transmission of message time is usually shorter than taken by telex. Besides, it

is also possible to transmit more office typewriter symbols. A standard electronic typewriter can be used as a receiver for Teletex.

Telecopy: Telecopy provides the possibility of exchanging photocopies through a data network. Information in the form of an either written document or technical drawing is remote copied. This means that two facilities for copying are connected, one at the senders end and one at the receivers end. Transmission time is only a few minutes.

Videotex: Videotex occupies a unique position among the new media. It plays a vital role in the link between telecommunication and computer science. Its advantages lie in the possibility it provides for linking computers, and also in its interactive dialogue capabilities. Using a Videotex, information and communication systems can be converted into interactive systems capable of communicating with one another. In fact, the Videotex is a multipurpose instrument with a multiplicity of uses. It serves as:

- An instrument for data processing;
- An information medium;
- An organizational aid;
- A communication system and ;
- A marketing instrument

This relatively new service connects various forms of use of the above-mentioned facilities and at the same time offers some other possibilities. To operate the service, a television set with a decoder and telephone is necessary without which the services cannot operate. In Europe, nearly all households have Videotex facility and they are connected to households in more extensive area. Members of German BTX service as well as Members of France Telecom Service can now obtain all kinds of data bank, through their television sets. In many other countries in Europe USA etc. similar system are in use.

The use of Videotex (VTX) is prevalent today in many fields. In addition to its use in the field of business as it allows fast message transmission, fast and inexpensive data collection and up-to-date information which are crucial for advertising, the system is also used by specialized group of users for collecting orders in the field. It is also used in the field of tourism as a one-way system, for

receiving bookings. Because of its low unit costs, it is used extensively mainly in connection with personal computers. It has been found that VTX is the most advantageous means of communication, taking into account its low cost and the broader range of its applicability.

Telebox: Telebox is an electronic post office box system. Each member of the system has his or her post office box in the computer, where other members can leave their message. The owner of each box can electrically contact the others.

Networking: All the above means discussed permit the exchange of information electronically through a data “network”. The exchange of information between the members with the assistance of electric transmission is very fast. The data is available in written form in printouts. “Network” is the system of transmission linking facilities for automatic data processing. In this way different computers are connected, permitting data exchange and processing over long distances. Telecommunication is possible only when there is such a network available.

Telephone is the simplest and the best-known network. In addition, there is also a separate transparent data network for the exchange of data, which works digitally. In this way a high transmission speed is achieved and there is a very low ratio of errors during transmission. There are different types of networks, which can be used for telecommunication purpose either separately or combined. A telephone network provides the text on the screen or any other network Communication with other members or computers in any place by anyone can be achieved by combining the telephone network with additional facility provided.

A large number of enterprises, as well as individuals, are extensively using the communication techniques discussed above. In the field of tourism, travel agents, tour operators, hoteliers’ airlines, travel journalists, etc., use these techniques. Travel journalists who especially travel extensively use the following facilities:

1. Teletype (sending previously prepared texts as originals)
2. Teletex (for collecting and sending texts)
3. Data banks (for collecting information)

The uses of telecommunication techniques offer basic facilities and advantages in the following areas of work:

- a. Collection of information.
- b. Processing of information, and
- c. Transmission of information.

Check Your Progress-I:

Fill in the blanks:

1. Videotex is the link between_____and the computer science.
2. _____is an electronic post office box system.
3. Telephone is the simplest and the best known_____
4. SITA is providing a valuable service to the_____

Check your answer with the one given at the end of the unit.

8.3 Computer- An Effective Tool:

In the field of tourism, the computer has made entry in a big way. A computer is a managerial tool capable of processing large volume of data rapidly. It can perform essential arithmetic functions (addition, subtraction, division and multiplication) and logical operations (sorting, ranking and assembling) in a fraction of a second. A computer dispenses results in a large variety of formats. These are capable of repeating programmed instructions almost endlessly without an error, and maintaining a vast database of stored information for possible future use. Today a computer can be put to a variety of uses in the day-to-day activities.

Although computers have been in use in some way or other in various branches of the tourism industry since the early Sixties, today, these are considered indispensable. These are extensively used in almost all branches of the travel industry. They are part and parcel of a travel agency and play a key role in making the provision of travel services an easy affair. Computers are lately undertaking, among other jobs, the planning of vacations for an individual and his family through home terminals. The principal users of computers in the travel industry are:

- (1) Airline Companies
- (2) Hotel Companies
- (3) Railways
- (4) Shipping & Cruise Lines
- (5) Travel Agents
- (6) Tour Operators

8.4.1 Computers in Use:

Today almost all the airlines use computers for their entire reservation work. The sudden growth about thirty-five years ago in the global travel put an enormous pressure on the handling of air traffic, especially the passenger traffic for the airlines, both international as well as domestic. Growth patterns in passenger traffic had begun to indicate that handling reservation manually could not be sustained long without effecting efficiency in the customer service. It was then that a need to computerize passenger reservation systems was felt by the major airlines of the world.

IBM took the initiative and developed a computerized reservation system known as Programmed Airlines Reservation System (PARS). This system was developed in the early 1960s. However, PARS was not developed exclusively for or with any one particular airline. The system was designed as an all-purpose software package that would fit the requirements of any domestic airline. It was designed around IBM's new hardware range system 360, which was subsequently to revolutionize the entire computer industry.

The first airline to use PARS was the United States based continental airlines in the year 1967. Most major WE airlines that used the system making PARS the most popular and successful software product of the time followed this. This was a significant achievement for IBM. The system later expanded to meet the needs of several other airlines outside the United States of America resulting in the creation of International Programmed Airlines Reservation System (IPARS). Initially this system was joint venture between IBM and British Overseas Airways Corporation (BOAC) and aimed at adapting PARS to the needs of airlines that had mainly international operations.

Subsequently, many airlines adopted the system. The International package became almost as much of a standard as PARS. Although many airlines modified the system extensively, IPARS was at the base of most international airline systems. By the late 1960s, the system developed was called CPARS (C for Compact). This system was followed by a system known as Univac Standard Airline System, USA. With the passing of the years, more and more systems have developed, incorporating more functions to enable the airlines to have more transactions across all airline reservation systems. The differences between them are in areas not apparent to the passengers, such as the flexibility with which they can handle control of the space of flights, particularly where multiple classes and multiple sectors are involved. The popularity of any system largely depends on its coverage and online reservation network. The number of terminals that a system has is also an important consideration. The more terminals a system has, the larger the on-line reservation network will be. Another important aspect is the number of reservation transactions carried out by a system in a given time. However, it became apparent that the system was too costly, for smaller international airlines developed their own IBM-oriented reservation systems in the early 1970s to be considered by an airline before using a system. To sum up, the following main aspects are essential to make a system perfect and universally acceptable:

- a) Number of reservation transactions to be handled.
- b) Data links with other airlines.
- c) Number of terminals.
- d) Information processing capacity.
- e) Data volume capacity.

In recent years a significant advance has been made in the airline reservation system in Germany. A computer system capable of carrying out as many as 1,000 reservation transactions every second, involving data links with 28 airlines, a host of car hire agencies and hotels and about 20,000 travel agencies in Europe alone has been set up at Erding in the Southern part of Germany. The system, known as “Amadeus”, has been developed jointly at a cost of DM 350 million by four airlines—Air France, Iberia, SAS and Lufthansa. The

information processing capacity of the mainframe IBM and Unisys computers installed at Erding, the world's largest computer center, involves a data volume equivalent to a library of 3,50,000 books.

8.4.2 Role of SITA:

The role of SITA (Society International de Telecommunications Aeronautiques) in airlines automation has been very crucial. Automation is the key to achieving a higher level of productivity in any industry, especially in the airlines industry, and automation of airline functions will continue with more emphasis being put towards achieving short-term benefits.

SITA is responsible for providing Data Processing Services. In fact, it is the major supplier of information handling services for the airline industry. Its aims are to foster efficient telecommunications, data processing and transmission means for all categories of information required in the operation of air transport enterprises with the specific aim of promoting safe and regular air transport in all countries.

There has always been a continued high demand for the services offered by SITA. It is processing services in the following areas:

Passenger Reservations.

- (1) Departure Control.
- (2) Meteorological Data.
- (3) Credit Authorization and Document Verification.
- (4) Baggage Tracing (BAG TRAC).
- (5) Share Cargo Service.
- (6) Shared Flight Operations database.
- (7) Flight Planning.
- (8) Baggage Handling and Management Service.
- (9) Common Customs Interface System.
- (10) Fuel Management.
- (11) Airline Schedules and Flight Availability database.
- (12) IATA Passenger Tariff Conference Support.

SITA is providing a valuable service to the airlines. Almost all the information required in the operation of air transport in the world is being provided to the

airlines industry. The range of services offered by SITA is very extensive and new services are being added as and when these are required.

Computers in Hotels: Like in airlines, the computer technology has entered the hotel industry in a big way. A hotel's, most crucial internal resource is information and with the use of computers the information is available in a way that saves labour and ultimately increases the profits.

Although computers in the hotel industry started being used as far back as in the late 1960s, it was only in the 1970s that the technological advances in the computer technology made possible the right combination of compactness and versatility for different sizes of hotels. The lower cost encouraged many individual hotels to install the system. Today computers are installed in significant scale acceptance in the industry has been its reliability. The computer system has been found to be very reliable in the dissemination of the right kind of information at the push of a button.

Today, the hotel industry is a significant market for the computer manufacturers and the software vendors. It has been increasingly realized that the hotel computer systems achieve better internal and external control and, through the use of analysis methods, provide the opportunity to improve the overall profitability of the unit. Like in the airlines, the computers offer substantial advantages for reservation systems in terms of speed and accuracy. The errors are almost negligible.

Application Areas: Hotel systems all over the world have traditionally been divided into the following two main areas:

- (1) Front Office Application Areas.
- (2) Back Office Application Areas.

Front Office Application Areas incorporate the following:

- (1) Reservations
- (2) Registration
- (3) Guest accounting
- (4) Night auditing
- (5) Communication operations (telephones, telex, fax).

Back Office Application Areas incorporate the following:

- (1) Financial management
- (2) Inventory control systems accounts
 - (3) Profit/loss accounts
 - (4) General ledger Credit card verification

8.5 Sources of Information:

As far as tourism information is concerned, the primary sources of information can be:

- Government Agencies
- Private Agencies
- Media

Government Agencies: In India, the Government is the largest source of tourism-related information. Through various agencies and at several levels, often overlapping, the government, both at the center and in the states, generates information that is directly relevant to the tourism industry in the country. We can have related information from the following agencies:

- a) Department of tourism
- b) ITDC
- c) State tourism departments
- d) Air-India, and
- e) Railways.

Private Agencies: Private agencies have acquired a greater role/share in tourism development and promotion in the country over the years. These sectors are:

Travel Agents

- a) Tour Operators
- b) Hotel industry.

These sectors effectively provide information on places of tourist interest, access to the place board and lodge facility in the area, Historical attractions, Craft attractions, exotica, cuisines, shopping etc.

Media: As a source of information, the print/other media generally serves the purpose of **addendum**. The main categories are as follows:

- a) Newspapers, Magazines and advertisements

b) Specialized Publications**c) Non- Print Media (Radio & Television, audio- visuals)**

These tools provide information in the form of write-up, articles, reports research papers audio-visual clippings etc. They provide information on history, geography and topography, craft traditions, accessibility and accommodation cuisine and catering etc. Specialized publications can provide information on: Travel & Tourism concepts, Tourism management, Culture tourism, wild life tourism, beach tourism, desert safaris, hill resorts, adventure tourism etc.

Check Your Progress - II:

Fill in the blanks:

1. _____ industry is a major market for computer manufacturers and the software vendors.
2. _____ is the largest source of tourism-related information.
3. Teletex is an improvement over _____ and has infact developed from it.
4. IBM developed a computerized reservation system known as _____.

Check your answer with the one given at the end of the unit.

8.6 Summary:

Information plays an essential role in the tourism industry. Government is the largest source of tourism information. We can get tourism information from various sources such as department of tourism, ITDC, State tourisms departments, railways, etc. These sources provide information on places of tourist interest, access to the places, board and lodge facility in the area.

In this unit we have discussed the role of communication in tourism system, mass media techniques, and role of computer, SITA and various sources of information.

8.7 Answer to Check Your Progress:

Check Your Progress-I:

1. Telecommunication
2. Telebox
3. Network
4. Airlines

Check Your Progress-II:

1. Hotel
2. Government
3. telex
4. Programmed Airlines Reservation System (PARS)

8.8 Suggested Readings:

- Chand Mohinder, "Travel Agency Management - An Introductory Text", Anmol Publications Pvt. Ltd., New Delhi, 2006.
- Sinha P.C., "Tourism, Transport and Travel Management", Anmol Publication Pvt. Ltd., New Delhi, 2006.
- Seth P.N., "Successful Tourism Management", Sterling Publications Pvt. Ltd., New Delhi.1997.

8.9 Review Questions:

1. Describe the role of communication in the tourism system.
2. Define the mass media techniques in modern times.
3. Write a short note on 'Computer- an effective tool.'
4. Explain the various functions of SITA.
5. What are the various sources of tourism-related information?

Unit-09
Documentation and Ticketing

Structure:

9.0 Objectives

9.1 Introduction

9.2 Ticket- An Overview

9.2.1 Explanation of the Boxes in a Ticket

9.3 Ticketing- the Process

9.4 Summary

9.0 Objectives:

After reading this unit, you will be able to:

- Explain the documentation and ticketing
 - Discuss the ticketing process and
 - Describe the domestic airline ticketing
-

9.1 Introduction:

This is the third unit of this block which explains the most vital functions of a travel agency, namely Documentation & Ticketing. In fact a travel agent has to gather process and disseminate the authentic information to its clients and has to update the same periodically, as well. Further, the perspective clients have to be guided on different aspects of travel. Once the travel decision has taken place, one needs to fulfill so many formalities before undertaking the travel. These include passport, VISA, in addition to many other documents. A travel agent, with all his experience and expertise, help the travelers to get these documents and once this work is over the travel has to be ensured by purchasing the ticket for the customers. Travel agents usually have stocks of the tickets of various airlines and thus it becomes easier to arrange the same for the travelers. In this unit we will discuss the documentation and ticketing, special fares, ticketing process, back haul rules, domestic airline ticketing and so on.

9.2 Ticketing - an Overview:

Most domestic airlines have two types of tickets called (a) Single Sector and, (b) Double Sector. The first one is used for one-way or single journeys whereas the latter is used for return / onward or multiple sector journeys. Each ticket is numbered and should be issued in sequence. It is essential that a ticket is written out neatly and legibly, with the sector, flight details, and timings clearly visible on all coupons. Each ticket has an auditor's coupon, (to be sent to the airline along with the statement) an agent's coupon (to be retained by the agents for their records) and 1 or 2 flight coupons as the case maybe. The ticket jacket or the last coupon is the passenger coupon for the passenger if he wishes to retain it after the journey for his/her record. All tickets must be validated on a validator, which shows the agency's name, location code and date. Columns

pertaining to origin/destination, name of passenger, validity of the ticket, sector of travel, free baggage allowance, flight details (i.e., flight number, date and departure time) status, fare charged and agency code to be filled in the respective boxes.

9.2.1 Explanation of the boxes in a Ticket:

- **Origin:** Place of commencement of journey.
- **Destination:** In one way tickets, it shows the passenger's destination. In return journeys, it will show final destination of passenger.
- **Name of Passenger:** The surname is written first and then initial or first name after a '/' followed by the title (Mr. / Mrs. etc.)
- **From:** Designates place of departure.
- **To:** Designate place of arrival.
- **Fare Basis:** In standard cases 'Y' for Economy class, 'J' for Executive class and other codes for special fares. E.g.: 'YE' denotes Excursion fare, 'GV' denotes Group Fare etc.
- **Validity:** Shows validity of the ticket.
- **Ticket Designator:** Shows type of journey / fare i.e., One Way (OW) or Return (RT) or Child (CHD) or Infant (INF).
- **Allow:** Shows free baggage allowance (which is 20 kg., but differs from airline to airline).
- **Carrier:** It shows the two letter code of the airline.
- **Flight/Class:** Shows flight number and class of travel.
- **Date:** Shows the date of travel.
- **Time:** Shows time of departure.
- **Status:** Shows the status of the reservations and whether it is confirmed (OK) or, wait-listed (WL), or requested (RQ).
- **Fare:** Normally shows the basic fare.
- **Equiv. Fare Paid:** If fare is charged in US dollars (\$), then the fare in INR would come in this column and the US \$ fare would be written in the fare column.
- **Other Charges:** Shows taxes i.e., PSF and IATT charges.
- **Total:** Shows the total fare charged.

- **Form of Payment:** When agents are issuing tickets on behalf of the airlines, they have to write their location code or IATA numeric code (as per the rules of individual airlines). When staff of airlines is issuing tickets they have to write mode of payment i.e. by cash/cheque or credit card or an exchange order sent by an agent.
- **Validation Area:** There is a place on the right hand side of the ticket where the validation of the agency or airlines will appear with the name, code and date. The person issuing the ticket will sign there, after validation. After the ticket is checked, the first two coupons should be uplifted, leaving the flight coupon and the passengers coupon intact.
- **The PNR (Passenger Name Record)** is written either in the endorsement / Restriction column or any other place where it is visible.
- **Fare Calculation Box:** On the right hand side where the from / To Carrier and Fare calculation boxes are mentioned, the routing and the carrier should be mentioned. For return or onward journeys the fare calculation can be shown.

9.3 Ticketing- The Process:

Reconfirmations:

Passengers booked in groups and individual passengers ticketed outside India are advised to reconfirm their onward or return reservations, when they break their journey for more than 72 hours, failure of which may result in cancellation of their reservation.

Cancellations:

When a passenger decides not to travel or cancel the journey, he should immediately inform the airline or the agent concerned. If the passenger is holding a reservation on time limit i.e., has not been issued a ticket, then there are no cancellation charges. Cancellation charges apply when a ticket has been issued. Each airline has their own cancellation rules. Most airlines have a flat rate of cancellation fees. Persons who do not show up for the flight are considered as NO SHOW passengers and are not entitled to any refund.

Cancellations can be done either telephonically or on computer (if an agent is using one and is authorized to do so by the airline). A record of the person who has taken the cancellation, the time and date has to be maintained and a

cancellation slip with these details is to be filled up and attached to the ticket when it is sent to claim refund. If a passenger only wishes to change the date of travel, and informs the airline / agent up to 2 hours before departure, there is no cancellation fee. The ticket is revalidated as "OPEN" and the passenger can travel whenever he / she decide to, within the validity period of the ticket. Most of the airlines charge a flat rate of Rs.100/- which is charged as administrative fee, when a ticket is submitted for refund, irrespective of when a ticket is cancelled (i.e., up to 2 hours before departure).

Refunds:

As soon as a passenger informs you that he is not traveling on the date for which he is booked, you should immediately cancel the reservation with the respective airline. If the passenger intends to fly later, then the ticket can be re-validated as "OPEN" and given back to the passenger. But if the passenger does not want to travel at all or has utilized only part of his ticket, we have to submit the same to the respective airlines to claim refund. After we have cancelled the booking, a cancellation slip with relevant details like time/date of cancellation and name of person who has accepted the cancellation is to be filled and attached to the ticket to be sent to the respective airline.

If the passenger has directly purchased the ticket from the airline counter, he will only get the refund from there. Otherwise the agent collects all tickets for the fortnight, makes a total statement of refunds and deducts the same from the payment to be made to airlines on account of sales.

Special Fares:

Most domestic airlines, including Indian Airlines, have special concessional fares like:

- Students Discount.
- Senior Citizen Discount.
- Cancer Patients.
- Blind Persons.
- Military Personnel.

Mixed Class Travel:

If a passenger travels partly in the lower class and partly in the upper class, then

the fare will be charged according to the following combinations:

- Applicable lower-class constructed fare.
- The difference between higher and lower class fare.
- Applicable higher class fare for the entire journey, whichever produces the lowest combination.

Back Haul Rule:

It applies to all one-way trips. The backhaul rule is used if, in any fare component, travel is via a higher-rated intermediate stopover point. In other words, when a passenger purchases two separate tickets for a complete one-way journey and does not want to obtain a fare for the return journey. As it is not at a lower rate than the highest direct return journey fare from the point of origin applies to the total trip/journey. This rule does not apply to north and central Pacific regions. The main steps in the construction of fare are:

- Subtract the origin-destination fare from the highest intermediate point (HIP)
- Add the difference to the HIP.
- Compare the fares.
- Charge the highest fare.

Thus, Back Haul Fare = (Difference between the higher and lower fares) + the higher fare.

Domestic Airline Ticketing:

By now it is clear that international airfare calculations are very complicated, complex and are governed by so many regulations and conditions. One needs complete up to date knowledge for the calculation of International airfares. On the other hand, domestic airfare calculations are pretty simple and straightforward. In India, there are 6 private domestic airlines and 1 public sector airline. However, the maximum market share, i.e., 60% is occupied by the Indian Airlines, which operates on point-to-point fare basis. The company distributes free of cost a 'Fare Charge Sheet' which includes point to point air fare and its network / operation. The company in order to avoid currency problems quotes airfare in Rupees and in US Dollars. It helps the passengers who would like to combine the International travel with domestic travel. It also

helps them to purchase domestic tickets overseas.

The Domestic Fare includes:

Base Fare + Inland Air Travel Tax + Passenger Service Fee.

All domestic air tickets are filled in 'Block CAPITAL LETTERS'. The following are the primary columns in a domestic ticket:

- Name of Passenger
- Passenger itinerary
- Carrier Box
- Flight Number
- Time
- Status
- Fare
- Conjunction Tickets
- Issued in Exchange For
- Original Issue Column
- Not valid before
- Ticket Designator
- Endorsement
- Payment Column
- Baggage Allowances.

Fortunately, we do have a wealth of information about the airline industry. Manuals explain step by step how to prepare and write an airline ticket. Today the travel industry and airline industry are consistently changing. The Tour companies / travel agencies have to keep themselves up-to-date with domestic as well as International regulations, conditions, fares, ticketing instructions, destinations, hotels, climate and other areas etc. to cope up with the volatile tourism business environment.

Fortunately, we do have a wealth of information about the airline industry. Manuals explain step by step how to prepare and write an airline ticket.

Check Your Progress:

Fill in the blanks:

1. Most domestic airlines have two types of tickets called _____ and Double sector.
2. Persons who do not show up for the flight are considered as _____ passengers and are not entitled to any refund.
3. Backhaul rule applies to all _____ trips.
4. The maximum market share i.e. 60%, is occupied by the _____, which operates on point to point fare basis.
5. The domestic fare includes Base fare + _____ + Passenger Service Fee.

Check your answer with the one given at the end of the unit.

9.4 Summary:

Today the travel industry and airline industry are consistently changing. The Tour companies/travel agencies have to keep themselves up-to-date with domestic as well as International regulations, conditions, fares, ticketing instructions, destinations, hotels, climate and other areas etc. to cope up with the volatile tourism business environment.

In this unit we have discussed in detail documentation and ticketing, ticketing process i.e. reconfirmation, cancellation, refunds, unique faces, mixed class travel, back haul and domestic airline ticketing.

9.5 Answer to Check Your Progress:

1. Single Sector
2. No show
3. one way
4. Indian Airlines
5. Inland Air Travel Tax

9.6 Suggested Readings:

- Chand Mohinder, "Travel Agency Management - An Introductory Text", Anmol Publications Pvt. Ltd., New Delhi, 2006.

- Sinha P.C., "Tourism, Transport and Travel Management", Anmol Publication Pvt. Ltd., New Delhi, 2006.
- Seth P.N., "Successful Tourism Management", Sterling Publications Pvt. Ltd., New Delhi.1997.

9.7 Review Questions:

- Discuss the 'Ticketing Process' in detail.
- Explain the documentation and ticketing.
- Describe the process of domestic airline ticketing.
- Write a short note on 'Back Haul Rule'
- List the Special Fares of domestic airlines, including Indian Airlines.

Unit-10

Itinerary Preparation and Tour Packaging

Structure:

10.0 Objectives

10.1 Introduction

10.2 Tour Package

10.2.1 Elements of Tour Package

10.2.2 Planning a Tour Package

10.2.3 Characteristics of Tour Packaging

10.3 Case of India's Tour Package

10.4 Case of outbound Tour Package

10.4.1 Tour to Malaysia

10.5 Summary

10.0 Objectives:

After reading this unit, you will be able to:

- Explain the elements of the tour package
 - Discuss the process of itinerary preparation
 - Describe the characteristics of tour packaging
-

10.1 Introduction:

Planning of Sight seeing is one of the jobs of a travel agency. Sightseeing is a visit to a place of importance of local, national or international level. This can be a local city tour or in an area around the city. There are places of varied interest to different people and travel agent has to choose the location according to interest of the tourist. There is of course a general city sightseeing tour that every tourist likes. Large majority of the tourists are interested in the antiquity of the country – its cultural, and historical background and the places connected with it. Others have professional interest in visiting the factories, laboratories, institutions and yet others may be interested in wildlife or flower or mountains. The travel agent prepares programme, giving complete information on places to be visited according to the interest of the tourists.

A tourist wants to see the maximum. Typically, a half-day sightseeing tour should last from two and a half hours to three hours. In planning an itinerary, routing of the tour should be borne in mind. It should provide drive through, colorful and picturesque streets in areas, having buildings or sites of importance in the life of the local people. Cleanliness of the route should also be kept in mind. All tourists want to see the typical characteristics of a city or country and they are always interested in the local markets and bazaars where they can see the natives of the place in the pursuit of their daily life.

The antiquity of a place is of interest to a tourist. He should be told the correct year of a monument or temple construction or the years or era of a particular dynasty or kingdom. He may not remember the dates but would like to know them anyway. Some tourists are particular about these things and even take down notes. The sights a tourist visits lingers for a long time in his memory, as

human nature is to remember for long what is shown to him rather than what is taught to him.

10.2 Tour Package:

The literary meaning of the word tour is a brief visit to or through a place and that of package is a set of proposals offered and/or accepted as a whole. Thus a tour (package) can be defined as the set of proposals offered for a brief visit to a place or a number of places. It means tour packages offer travelers various options in which the arrangement have already been made according to time, budget and needs of the traveler/clients. According to Betsy Fay, " A tour (package) is a combination of travel elements sold under/or coordinated for a "group" or "individuals" by a tour planner and arranged with an itinerary of daily activities, some pre-paid, and planned for "specific dates", sold at a price per person".

There are two basic categories of tours. The first type, concentrating on group experiences of travel, is termed as GROUP TOUR. These are planned with a specific daily itinerary and under the assumption that the participants will travel and vacation together.

The second type comprises Individual Tours. Facilitation and achievement of reduced rates of transportation, accommodation, and other travel-related services are significant criteria in this category.

10.2.1 Elements of Tour Package:

The essential components and activities of a package are called elements. These can best be explained as the facilities or amenities required and the activities undertaken by the tourist once he or she is at the destination. The category of the elements includes:

- Transportation
- Accommodation/Lodging
- Food and Beverage
- Sightseeing and guide/ escort services
- Entertainment
- Shopping

- **Transportation** is the basic needs of the tourist once he or she is at a destination. An efficient transportation mode ensures enjoyable and satisfactory vacations. Significant modes of transportation used within a destination are Motor coach, van or mini coach, air (Scheduled or charter) train, limousine or ship/cruise etc.
- **Accommodation/ Lodging:** Tourists generally use hotels, motels, resorts, lodges, tented colonies, etc. The location and facilities offered by the accommodation owner form the basis of the choice of accommodation.
- **Food and Beverage** the proverb “Way to anybody’s heart begins from stomach” holds true here also. The more hygienic and tastier the foods the better are the chances of success in this business. Buffets are generally accepted to tourists. Other favorable services are theme restaurants, food festivals & specialty restaurants.
- **Sightseeing and Guide/Escort Services:** Sightseeing is what a destination has to offer in terms of natural beauty and interests. Destination may have natural or man-made wonders. A sightseeing tour is generally complemented by the services of a professionally trained and bilingual guide or escort.
- **Entertainment:** Generally overlooked by most of the Indian tour operators, entertainment has to be strategically incorporated both during movement of the tourist (to enhance attractiveness of the tour) and in the evening sessions i.e. in post sightseeing period (for relaxation of tourists). The rich Indian culture and art provide ample opportunities to entertain tourists.
- **Shopping:** Shopping has now been recognized as an integral component of tour package. Mainly because the tourist love to purchase souvenirs and presents for their relatives and friends. Also these souvenirs keep the memory afresh after vacations are over. The vast range of handicraft items in India can be the ideal shopping options.

Check Your Progress:

Fill in the blanks:

1. There are two basic categories of tours, i.e., _____ and individual tours.
2. _____ is one of the basic needs of the tourist at the destination.

3. The tourists generally use hotels, motels, resorts, tented colonies etc. for the _____
4. Shopping has now been recognized as an integral component of _____
5. 4 P's of marketing mix are: product _____ and _____.
6. _____ is what a destination has to offer in terms of natural beauty and interests.

Check your answer with the one given at the end of the unit.

10.2.2 Planning a Tour Package:

Planning for any activity generally includes basic four steps: a searching look backwards, a comprehensive look around, a deep look inside and a thoughtful look ahead. The planner should know about his product's strengths and weaknesses and the potential opportunities and threats.

Ideally, a tour planning should include the following steps:

- a) **Market Research:** To find out the trends, existing and future, to be able to determine the demands.
- b) **Destination Research:** It is carried out to have an in-depth knowledge of the supply factors and the degree/level to which these can be optimally used without adversely affecting the destination environment and society.
- c) **Preparation of a Tentative Tour Plan:** Matching the demand and supply factor aiming at the achievement of an acceptable and mutually beneficial package is the gist of this step
- d) **Negotiation with suppliers and administrating contracts:** In order to finalize the facilities and services which would be used by the clients, i.e.; tourists is the fourth step.
- e) **Promoting the tour package:** Promotion here means giving sufficient exposure of one's product to proper market segment through appropriate marketing mix in order to ensure a positive action from the market place towards the product. To achieve it we can use specific medium or a combination of various media, like print, audio, visual, audio-visual and, of course, internet (computers). "Word of mouth" carries a lot of weight to ascertain success in concept

marketing and tour packaging is no exception. Infact personal testimonials are among the most potent ways to convince others about a product or service.

- f) **Decisions about distribution channels:** One has to provide the purchase (or sale) points for any product or services. A tour package planner can engage a person or an organization working as his sales/distribution agent in the tourist generating region or he can depend on the drop-in tourists. This is a very important decision, mainly because of geographic separation between the client and the product, so one has to be utmost careful about selection and performance of the distribution channels.
- g) **Planning during tour executive phase:** In this phase the dreams come true. So, care has to be taken to realize whatever had been promised to the tourists. Within the budget and time available with the tourists, the tour practitioner must provide a comfortable accommodation, hassle free transportation, an effective itinerary and, of course, an experience and qualified escort. One very important factor to keep in mind is closing the tour on a happy note, because in service industry the last impression is the lasting impression.
- h) **Post tour activities:** The post-tour phase, in fact, reveals the success of the tour. Here we should go for comparative analysis of the perceived goals and the actual achievement. We can assess the financial gains, the tourist satisfaction level, and, hence, the effectiveness of the tour packages. Feedback from the tourist could be advantageous and, therefore, a desirable activity. Product redesigning and modification ensures a successful future and satisfied clients.

10.2.3 Characteristics of Tour Packaging:

There are unique aspects of tour packaging which, over the years have separated the tour industry from other forms of travel. These characteristics are being discussed from buyers and suppliers point of view here.

- a) **From buyer's (tourist's) point of view:** The tour packaging has the following characteristics:
- **Known costs:** A professionally planned vacation offers a tremendous advantage to the customers: he or she knows the cost up front. This is because

tour package's cost, and of course price, is known before commencement of tour and, infact, it is prepaid, may be partially.

- **Bargain Prices:** Tour packages are usually characterized by low costs because the components are purchased in bulk from suppliers. The cumulative costs a lesser than the total cost if the component is purchased separately. The beneficiaries are the tourists who have to lesser because a part of the discounts is passed to them, too.
 - **Guaranteed arrangements and entrances:** Tour packages guarantee hassle-free vacations because all the arrangements are done in advance is the tour operator. Entrance to special events and areas, too, is ensured.
 - **Tried and tested sightseeing:** The experience and expertise of tour operator's help to decide about and include only the attractions and places which match the tourist's motivations (and wants). This on one hand saves time and on the other hand increases value for money.
 - **Time saving:** A lot of time is saved first because of pre-arranged facilities and services and secondly a well-planned package is characterized by lesser back-tracking (i.e. repeating the same route again and again).
 - **Safety and security:** Tour packages offer a safer option due to the number of like-minded co-travelers and experienced escorts. This provides psychological security for people who may otherwise not be comfortable visiting foreign lands (Mayo and Jarvis, 1981)
- b) From the supplier's point of view,** Tour packaging has the following unique attributes:
- Increased attractiveness of the product because of the complementary nature of various components. This increases the salability of the package.
 - Joint marketing/sales efforts by different partners/service providers increase the value and hence demand of the product.
 - Cost economy is achieved due to voluminous sales and bulk purchase.
 - Due to their "all inclusive" nature and "value for money" like characteristics tour packages are helpful in better destination and product recognition which guarantees steady growth to the service and facility providers.

The appropriate marketing mix decides the success of any idea, product or service. Let us find out the desirable characteristics the elements of the marketing mix (4p's) should possess to ensure a well-acceptable tour package to both the tourists and the destination community:

(1) Product: The product should be:

- Responsibly designed and not overdeveloped, as well as the carrying capacity of resources.
- Equi-beneficial to both hosts and guests
- Based on a long term master plan with efficacious provisions for future expansions and modifications.

(2) Price: Price should be:

- Competitive, in order to withstand pressure from other similar service providers,
- Adequately profitable
- Variable according to seasons.

(3) Place/distribution channels: The following are the desirable characteristics of distribution channels:

- Should possess proximity to the market
- Should be equipped with the latest information and necessary gadgets
- It should be operated by professionals

(4) Promotion: Promotional ventures should be

- Eco and society-conscious
- Target oriented
- A result of joint efforts of public, private and governmental sectors.

The term tourist itinerary is used to identify the origin, destination and all the stopping points in a traveler (s) tours. It is a composition of various elements and designed after detailed study of market. Practically, a travel agency prepares two types of itineraries (a) General itinerary (b) Special – tourist – interest itinerary i.e., Delhi-Agra-Jaipur-Delhi, Pilgrimage tourists, mountain tourists, Buddhist tourists etc. Preparation of different types of itinerary is a very important, function of travel agencies/tour operators. A prospective travel

agent also gives advice to intending tourists in various types of tour programme, which they may choose for their leisure or commercial travel.

10.3 Case of India's Tour Package:

Enchanting Southern India:

Sunny South India Tour (14 Nights/15 Days) Chennai - Kanchipuram - Mahabalipuram - Pondicherry - Tanjore - Trichy - Madurai - Thekkady - Cochin - Alleppey -Kumarakom - Kollam - Kovalam - Trivandrum Southern Spice

Tours (15 Days/14 Nights) Mumbai - Cochin - Periyar - Madurai - Tanjore - Mahabalipuram - Pondicherry - Chennai - Bangalore - Mysore - Hassan - Bangalore

Discover India Tour:

Discover Oriental East India (15 nights / 16 days) Kolkata - Gangtok - Lachung - Pemayangtse - Darjeeling - Pandua - Murishidabad - Vishnupur - Kolkata - Raichuk - Sunderbans - Kolkata

Discover Karnataka - The Nawabs Of India (15 days / 14 nights) Hyderabad - Gulbarga - Bijapur - Badami - Hampi - Chitradurga - Chikmagalur - Malpe - Coorg - Nagarhole - Mysore - Bangalore

Discover Kerala - God's Own Country (15 nights / 16 days) Mumbai Mangalore - Bekal - Wayanad - Calicut - Cochin - Thekkady - Kumarakom - Houseboat - Quillon - Varkala - Kovalam (Trivandrum)

Mysteries of the Himalayas:

Ladakh With Tsomoriri Lake (10 Days / 9 Nights) Delhi - Leh - Chumathang - Tsomoriri - Korzok - Puga - Tsokar - Tanglangla - Khardongla pass - Leh - Delhi

Ladakh With Pangong Lake (9 Days/ 8 Nights) Delhi - Leh - Alchi - Uletokpo - Lamayuru - Khardongla - Pangong Lake - Leh - Delhi

Kashmir & Ladhak Package (10 Days / 9 Nights) Delhi -Srinagar - Gulmarg - Sonmarg - Kargil - Leh - Khardongla pass - Leh - Delhi

Ladakh with Himachal (12 Days / 11 Nights) Delhi - Leh - Khardongle Pass - Pangong Lake - Sarchu - Jispa - Manali - Shimla - Delhi

Best of Kashmir (9 Days / 8 Nights) Delhi – Srinagar – Sonmarg – Gulmarg – Pahalgam

Amarnath Cave with Pahalgam (10 Days / 9 Nights) Delhi – Srinagar – Pahalgam – Chandanwari – Sheshnagh trek – Baltal – Srinagar – Delhi

Buddha Tours:

Call of Buddha (10 Nights / 11 Days) Hyderabad – Nagarjuna Sagar – Amaravati – Guntur – Ghantasala – Vijaywada – Vizag – Bavikonda – Thotlakonda – Vizag – Hyderabad

Path of Nirvana (15 Days / 14 Nights) Delhi – Lucknow – Sravasti – Lumbini – Kapilavastu – Kushinagar – Varanasi – Sarnath – Bodh Gaya – Rajgir – Ratnagiri/ Lalitgiri Caves – Bhubaneshwar (Dhauuli Caves) – Delhi

On Buddha's Footsteps (11 Nights / 12 Days) Kathmandu – Lumbini – Kapilavastu – Kushinagar – Varanasi – Sarnath – Bodh Gaya – Rajgir – Patna – Delhi

The Great Indian Rail Journey:

Palace on Wheels (08 Nights / 09 Days) Delhi – Jaipur – Jaisalmer – Jodhpur – Sawai Madhopur (Ranthambhore) – Chittorgarh – Udaipur – Agra – Bharatpur – Delhi

Great Indian Rail Journey (08 Nights/09 Days) Delhi – Shimla – Agra – Darjeeling – Delhi

Steam rail tour of India (Shimla – Kalka – Darjeeling – Ooty – Mettupalayam – Neral – Matheran – Ghum – Kurseong – Siliguri –

Deccan Odyssey (7 Nights / 8 Days) Arrive Mumbai – Ratnagiri – Nagari – Sawantwadi – Karmali – Madgaon – Pune – Aurangabad (Ajanta & Ellora caves) – Nasik – Mumbai

10.4 Case of Outbound Tour Package:

Tour to Indonesia:

Indonesia, the world's biggest archipelago with 18,110 islands and 200 million people, is the fourth most populous country. A touring Indonesia would be a unique experience as this land has everything for the tourist. Beaches in Indonesia present ample diving opportunities. Bunaken, at the northern tip of

Sulawesi claims to have seven times more coral than Hawaii. Beaches of Indonesia are also famous for surfing. The well-known region the Indian Ocean side of Indonesia. The important tourist destinations in Indonesia are Bali, Flores, Irian Jaya, Jakarta, Java, Kalimantan, Lombok, Sulawesi, Sumba, Sumatra, Timor, and Yogyakarta. All these destinations have unique attractions and cultures, attracting tourists from all over the world. The culture of Indonesia is intertwined with religion, traditions of early migrants, and later the eastern and western influence and the geography and climate of the region, thus making Indonesia altogether a unique place on the map of the world. The adventure tours in Indonesia include sports like diving, fishing, mountain climbing, sailing, surfing, trekking, and wildlife safari, which enchants the tourist. Indonesia contains great volcanoes for adventure tourists, which are full of challenges and excitement. In the Indonesia tour, tourists can also take part in trekking the volcanoes, as the archipelago is dotted with volcanoes, which are both active and dormant. The temples in Indonesia date back to the early A.D centuries when Indonesia began contact with South Asia. The temples include both the Hindu and the Buddhist temples. The culture in Indonesia regarding food is that each area has its traditional food. Sundanese in West Java like to eat fresh vegetables and sambal, Javanese like to eat sweets and Padang in West Sumatra people prefer spicy food. The other attractions are the museums in Indonesia, which would take the tourists back in time and help them understand the present-day Indonesia better. Tour to Indonesia

- Tourist Destinations in Indonesia National Parks in Indonesia
- Adventure Tours in Indonesia Hotels in Indonesia
- Culture of Indonesia Volcanoes in Indonesia
- Temples in Indonesia Museums in Indonesia
- Beaches in Indonesia Shopping in Indonesia
- Indonesia Travel Tips

10.4.1 Tour to Malaysia:

Malaysia Tour offers you the chance to experience the true spirit of Asia. Located at the confluence of the Indian Ocean and the South China Sea, Malaysia is a land of adventures, beaches, and cosmopolitan nature. World

Travel 4 Indians provides all the information regarding the Tour to Malaysia. Tourist attractions, festivals, adventures, cuisines, and many more about Malaysia land of fascinating wonders. 22.7 million People populate Malaysia, with an area of 329,758 sq. km. The capital is Kuala Lumpur and the official religion is Islam. Malaysia has a tropical climate with warm weather around the year. Malaysia's neighboring countries are Cambodia and Vietnam in the south and Singapore and Indonesia in the North. More than one thousand islands are part of Malaysia country. Malaysia Tour offers a combination of colorful festivals, unique arts and crafts, architecture, food, and various dance forms. Tourist Destinations in Malaysia consist of cities, beaches, buildings and shopping malls. The abundant flora and fauna of Malaysia make it a perfect destination to visit. From the capital city of Kuala Lumpur to the natural beauty of Terengganu and from the beaches of Langkawi to the royal town of Perak, Malaysia has everything that is required for a perfect destination. This Malaysia Tour has other tourist attractions as the Mulu Caves Natural Park -one of the most extended cave networks of world, Kinabalu National Park -one of the highest mountains of South East Asia. In spite of these, Malaysia also has numerous museums. The National Museum is among one of them. Malaysia's Festivals are the other attractions of Malaysia Tour. There are festivals around the year in Malaysia. Some major festivals are Hari Raya Puasa, Thaipusam, Chinese New Year, Wesak Day and many more. Even Indian festivals such as Diwali and Christmas are celebrated equally enthusiastically. The cuisine of Malaysia is famous because of its variety and flavors. Here you will find everything from Malay food to Portuguese food. If your flavor is spicy, then Malaysia has Malay and Chinese cuisine for you, but if you want to taste spicy flavor with variety then Indian cuisine is best as Malaysia has many Indian restaurants also. A blend of Malay and Chinese, known as Nyonya food, is also a great treat in Malaysia. Besides these, Portuguese foods and some Western cuisine are also available in Malaysia. If you are a shopping lover, Malaysia is the perfect destination to visit, known as the Shopper's Paradise.

Kuala Lumpur, Malaysia's capital, also has several popular shopping centers like Jalan Bukit Bintang. At the same time, other essential shopping centers are

Jalan Tuanku Abdul Rahman, Jalan Ampang, Petaling Street, and many more. Malaysia is mainly famous for clothes, computers, electronic goods, footwear, and fashion accessories. Malaysia Adventure Tour is full of excitement and fun. Rock Climbing, Trekking, Adventure Racing-running, biking, mystery challenges Traditional Sports-Wau-Kite flying, Sepak Takraw, and Main Gasing are included in the adventure tour package of Malaysia. From the cosmopolitan shopping malls and significant buildings to the exotic beauty of beaches and islands, Malaysia's tour is full of sightseeing destinations. Tour to Malaysia

Tourist Attractions in Malaysia Malaysia Beach Tours

- Malaysia Lake Tours Adventure Tours to Malaysia
- Wildlife Reserves in Malaysia Hotels in Malaysia
- Culture of Malaysia Shopping in Malaysia
- Festivals of Malaysia Malaysian Culinary Tour
- Malaysia Cruises

10.5 Summary:

Tourist itinerary is a composition of various elements and designed after detailed study of market. It is used to identify the origin, destination and all the stopping points in a traveler (s) tours.

In this unit we have discussed the process of itinerary preparation, elements of tour package, planning a tour package and characteristics of tour package.

10.6 Answer to Check Your Progress:

1. Group tour
2. Transportation
3. Lodging or accommodation
4. Tour package
5. Product, price, place and promotion
6. Sightseeing

10.7 Suggested Readings:

- Chand Mohinder, "Travel Agency Management - An Introductory Text", Anmol Publications Pvt. Ltd., New Delhi, 2006.

- Sinha P.C., "Tourism, Transport and Travel Management," Anmol Publication Pvt. Ltd., New Delhi, 2006.
- Seth P.N., "Successful Tourism Management," Sterling Publications Pvt. Ltd., New Delhi.1997.

10.8 Review Questions:

- Explain the various characteristics of tour packaging.
- Describe the essential elements of tour package.
- Write short note on the role of distribution channel.
- Various type of tour itineraries.
- What are two basic categories of tour?

Unit-11

Setting up A Travel Agency and Tour OperationBusiness

Structure:

11.0 Objectives

11.1 Introduction

11.2 Travel Agency Business-Meaning and Definition

11.3 Tour Operation Business-Meaning and Definition

11.4 Setting Up of Travel Agency and Tour Operation Business-Procedure

11.4.1 Guidelines for Recognition or Approval of a Travel Agency

11.4.2 Guidelines for Recognition or Approval of a Tour Operator

11.5 Summary

11.0 Objectives:

After reading this unit, you will be able to:

- Explain the concept of travel agency and tour operation business;
 - Describe the procedure laid down by the ministry of tourism, Govt. of India for approval of travel agency and tour operation business; and
 - Discuss the various types of tour operators.
-

11.1 Introduction:

In the previous blocks you have learnt about the meaning, concept and functions of travel agency and tour operation business. It is clear that a travel agency works as retailer as well as whole seller. In fact, due to the structure of tourism industry a travel agency or tour operator performs multiple functions. It has to deal with various sectors or sub-sectors of tourism and hospitality industry, therefore for smooth functioning it must be recognized or approved by the Ministry of Tourism, Govt. of India and IATA. In this unit an attempt has been made to appraise you about the setting up of a travel agency and tour operation business and their recognition from Ministry of Tourism Govt. of India.

11.2 Travel Agency Business - Meaning and Definition:

Travel agency is responsible for organizing travel. In fact it is a travel consultant and organizer for tourist. At the same time it provides a link to the suppliers of services with the tourists/travellers. Hence it is concluded that a travel agency is like a retail store, the uniqueness being that it acts on behalf of both, the suppliers as well as the clients. For example, a tourist visits a Travel Agency to meet his travel demands. The Travel Agency makes reservation for accommodation, air tickets, arranges for his pick from the airport and so on. Now at the surface it appears that it is only the tourist who is being catered to or looked after by the travel agency.

On the other hand, a travel agency has also served the airline by booking the seat or the hotel by booking the room. In all these services the Travel Agency has provided business to the suppliers of services while serving the tourist at the same time. This demonstrates the importance of the Travel Agency whose

role is growing more and more in the modern world. Not every traveller has the energy or time to organize all travel arrangements. The suppliers too don't have the reach to every prospective customer. Hence, the travel agency plays a vital role between the tourists and the traveler suppliers. In fact, it is the link between tourists and the suppliers.

The figure 11.1 illustrates the role of travel agency.

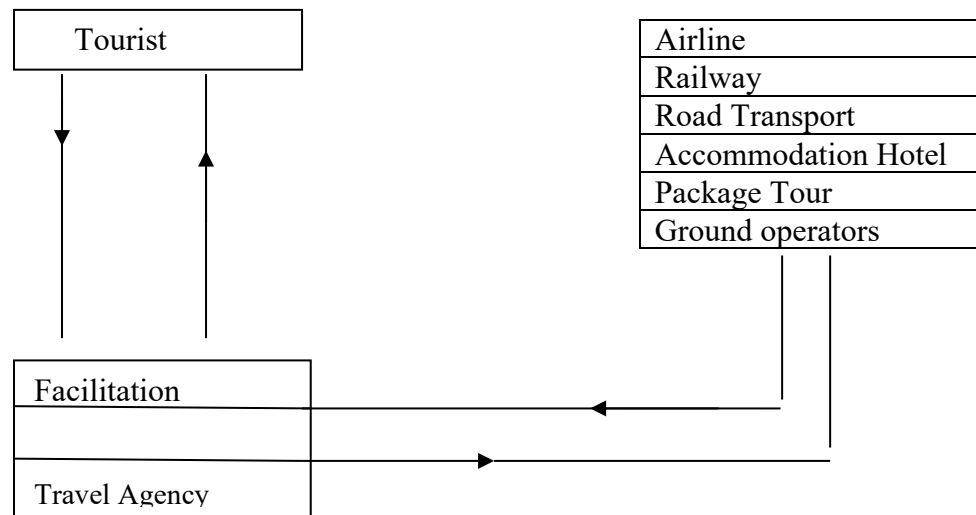


Figure: 11.1 linkage of Travel Agency between tourists and travel suppliers.

Before we explain the various functions and operations involved there, let us look at some of the essential qualities the personnel working in a travel agency should have. One should be:

- Courteous and helpful,
- Able to look at minute details,
- Ready to work under pressure,
- Prepared to work to solve problems
- Proficient in languages etc.
- Sound knowledge of geography- mainly map reading and seasonality,
- Fair knowledge of customs and practices in different countries or at the destinations one is dealing with,
- Information about health, visa, permit and foreign exchange rules; knowledge of arithmetic as fares are to be calculated or worked out,
- Should know typing or work on computers and
- Have proficiency in communicating skills.

11.3 Tour Operation Business – Meaning and Definition:

You must have seen advertisements in the newspapers or magazines regarding three day or one week tour that mentions the total price of the tour along with the itinerary. For example, one week in Kerala Rs. 2000 (Rs. 350 worth healthcare coupons free or ten days in Goa inclusive meals. etc. These are the offers of package tours which are available to individuals as well as groups. But have you ever paid attention to this that who packages such tours and why? Or how they are marketed? Well many individuals work out their own details of travel and pleasure. But this is a time consuming process. There are many who don't want to bother themselves regarding planning and organising their journeys, stay etc. Instead they want this to done by someone else. It is the tour operator who packages all attractions of a destination into one composite product and retails it through the travel agents or directly to the tourists. He creates the demand, travel, market and image of the destination. Thus, it is precisely this demand that led to the origin of package tours. Today, many tourists buy these package tours as per their interests, priorities and budget at a price that is pre-determined. The complete holiday package tour includes travels (air/surface) accommodation, escort/guide and so on. The person who puts together all these aspects into a package is known as the Tour Operator.

In other words we can say that Tour Operator is a person who provides information, plans and coordinates travel with various agencies to create a package or service. At the same time he also ensures smooth operation of the tour He can thus, also be called a Tour/Travel consultant or Tour Coordinator. The tour Operator may or may not necessarily have any product of his own but acts as an intermediary to tailor a package to meet the needs of a traveller. A tour operator is essential in organizing explorations, research expeditions and holidays. We must remember here that tour operations originated ever since people wanted to explore new areas and go on pilgrimages or trade expeditions, individually or in groups. The above fact indicates that a tour operation involves:

- 1) Information of the area of operation i.e. in-depth knowledge of the places of interest, the accommodation, transport facilities and other logistics required for planning a tour.
- 2) Planning of a tour in the most efficient manner.
- 3) Coordination with allied industries or services such as hotel reservations, airline, rail or road transport reservations, local assistance, guides, etc.
- 4) Operations of tour mean a close monitoring of the tour i.e. all that is packaged together is working in smooth coordination. In case of break in the circuit an alternate is to be organised with most minor inconvenience to the client. This is another vital segment in the planning and operation of a tour.

Over the years, due to the rapid changes in the global tourism marketplace, tour operators are playing pivotal role in the tourism market and catering the requirements of all types of tourists. Thus, in order to meet the tourism market requirements tour operators are classified into the following categories:

- **Individual/independent** tour operator,
- **In-house Tour Operators** like an airlines doing the functions of tour operator also,
- **Incentive tour operators** who deal only with the sponsors and not with individual clients.
- **Outbound** who operates tours to other countries is called an Out Bound Tour Operator.
- **Domestic** who handles tours of people of mine country for travel within the country is called a **Domestic Tour Operator**.
- **Inbound Tour Operators:** The Wholesaler who markets the tour consolidates the members of the group through many retailers. Finally the group thus formed is given by the wholesaler as a package to Inbound Operator of that country or that region. The coordination of hotels, transport and other allied services is then undertaken by the Inbound Operator. In fact, Inbound Tour Operators further pass on the services of the group to some body in the city of visit known as the **Excursion agent**. He coordinates with hotel reservations, organizes transport, guides tourists and generally meets the needs of the tourists in that city.

It is not necessary that these have to be separate or one does not operate the other types. But it is seen that since the markets and the style of operations in each one are distinctly different than the other the operators prefer to stay in their own specialized field.

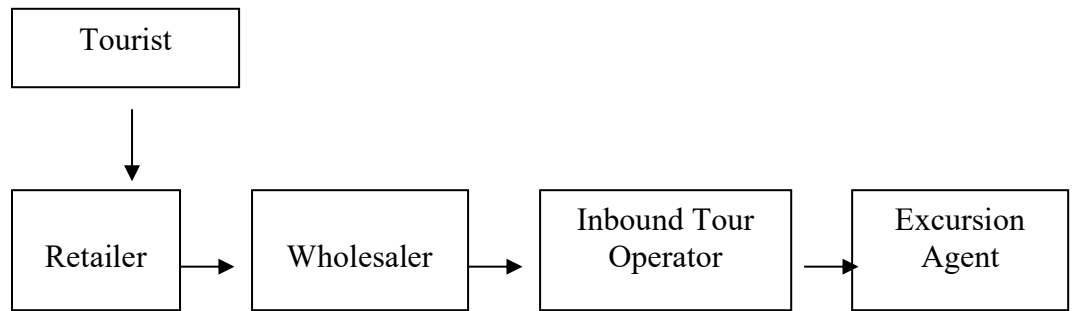
The following illustration clarifies the concept and functioning of tour operators:

A group of 10 members in UK wants to visit India but does not know how to go about. The group leader walks in the Travel Agency (Retailer) which he usually uses or thinks that it can help him. He meets the Travel Consular who talks to him and finds out his interest, the tune he could spend for travel, the tour he could afford, the luxury he is looking for and the season of travel. The Travel Consular then shows him the brochures of the various types of tours which he could recommend with the cities or areas of interest, type of facilities, etc. Such tours have a scheduled date of departure and a set programme. He then books the name of his group on one such group. The wholesaler collects people from all over the country and forms a group. The detail with names, itinerary, flight details etc. is sent to an Inbound Tour Operator who has organized reservations for hotel, transport and other services nationwide. This Inbound Tour Operator then gives a message to Excursion Agents in each city of visit about the group's strength, arrival and departure details and requests for services to be arranged in that city. Usually, the following information is required by the tour operator:

- 1) Receiving the group at the airport and taking them to the hotel and vice versa.
- 2) Provide appropriate transport for the group to travel in the area.
- 3) Provide Guide for sightseeing tours.
- 4) Provide tickets for entrance fee at places of visit.
- 5) Any special services for the group.
- 6) Reconfirm hotel reservations.
- 7) Reconfirm onward flight/train/bus reservation confirmation.

And so the group moves from one excursion agent to another while the Inbound Tour Operator is closely monitoring the movement being the chief coordinator. This way an Inbound Tour Operator is able to provide pickup

service and transport and excursions at each city in India even though he does not have an office in more than one city.



At the same time, there are different categories of Package Tours:

1) Escorted Tours:

This is an organized and planned tour in which a tour escort serves the group or individual by **accompanying throughout the tour**.

2) Unescorted Tours:

Though organized and planned: there is no escort accompanying the tour. Instead the group or individual is taken care of at every destination by Tour Host/Excursion Agent whose services have been taken for that particular destination.

From the above discussion, it is clear that before setting up a travel agency or tour operator business, one must be aware of these organisations' functioning, activities and service. Moreover, before entering into the travel business, one must find the answer to various questions:

- Size of the organization,
- The scale of business,
- Product line,
- Market,
- Competitions,
- Legal requirements,
- Professional staff
- name of travel agency
- Location of the travel agency or tour operator
- Financial requirements and so forth.

Check Your Progress - I:

Answer the following questions.

1. What is a travel agency?

2. What are the duties of a tour operator?

Check your answer with the one given at the end of the unit.

11.4 Procedures for the Recognition or Approval of a Travel Agency and Tour Operator:

Thus, the above steps are crucial for setting up a travel agency and tour operator. Besides this, one more crucial step is approval from the Ministry of Tourism and the government of India. This approval helps the travel agency or tour operator avail various financial and non-financial incentives from the government. The procedure for recognition of travel agencies and tour operators from govt. of India follows as:

11.4.1. Guidelines for Recognition or Approval of a Travel Agency:

1. The aims and objectives of the scheme for recognition shall be to promote travel and tourism in India. This is a voluntary scheme open to all bonafide travel agencies.
2. **Definition:** A travel agency makes arrangements for tickets for travel by air, rail, and ship, as well as passports, visas, etc. It may also arrange accommodation, tours, entertainment and other tourism-related services.
3. All applications for recognition as a travel agent shall be addressed to the Director General of Tourism, Transport Bhawan, 1 Parliament Street, New Delhi – 110001.
4. The following conditions must be fulfilled by the travel agency for a grant of recognition by the Ministry of Tourism:
 - i. The application for a grant of recognition should be in the prescribed form and submitted in duplicate.
 - ii. The travel agency should have a minimum paid-up capital (or capital employed) of Rs. 5.00 lakh duly supported by the Audited Balance Sheet/chartered accountant's certificate.
 - iii. The travel agency should be approved by the International Air Transport Association (IATA) or a General Sales Agent (GSA) of IATA member airlines.
 - iv. The minimum office space should be 250 sq ft. Besides, the office should be located in a neat and clean surrounding and equipped with telephone, fax, computer reservation system, etc. The office may be located preferably on a ground floor or first floor, if situated in a residential area with sufficient space for reception and easy access to toilet facilities.
 - v. The travel agency should be under the charge of a full time member who is adequately trained, experienced in matters regarding ticketing, itineraries, transport, accommodation facilities, currency, customs regulations and travel and tourism related services. Besides this, greater emphasis may be placed on practical communication skills and knowledge of foreign languages other than English. There should be a minimum of four qualified staff members, out of which at least two should have a Diploma/Degree in Travel and Tourism from a recognised university, IITTM, or institution

approved by AICTE. The academic qualifications may be relaxed in the case of exceptionally experienced personnel in the case of airlines, shipping, transport, PR agencies, hotels, and other corporate bodies, as well as those who have worked for three years with IATA/UFTAA agencies.

- vi. The travel agency should have been in operation for one year after IATA approval at the time of applying.
 - vii. The travel agency should be an income-tax-assessee and have filed an Income Tax Return for the current assessment year.
5. Recognition as a travel agency will be granted for three years and renewed after that for five years on an application made by a travel agency along with the fee.
 6. The travel agency must pay a non-refundable fee of Rs 2,000 while applying for the recognition. The Pay & Accounts Officer, Ministry of Tourism, will pay the fee as a Bank Draft. The fee for recognition of each branch office will be Rs 1,000. Renewal fee will be Rs 1,000 and Rs 500 for the Head and each Branch Office, respectively.
 7. Recognition will be granted to the Head Office of the travel agency. Branch Offices will be approved along with the Head Office or subsequently provided the particulars of the branch offices are submitted to the Ministry of Tourism and accepted by it.
 8. The decision of the government on the matter of recognition shall be final. However, the Government may in their discretion refuse to recognise any firm or withdraw/withhold at any time the recognition already granted with the approval of the competent authority. Before such a decision is made, a necessary Show Cause Notice would invariably be issued, and the reply would be considered meritorious. This will be done as a last resort. Circumstances under which withdrawal is resorted to would also be brought out.
 9. The travel agency granted recognition shall be entitled to such incentives and concessions as may be granted by the Government from time to time and it shall abide by the terms and conditions of recognition as prescribed from time to time.

10. The travel agency should employ only regional guides trained and licensed by the Ministry of Tourism, Government of India and state-level guides approved by State Governments.

Application Form for Recognition or Approval of Travel Agency:

1. Name and address of Head Office & Branch Offices.
2. Nature of the firm and the year when it was registered or commenced business, with documentary proof.
3. Names of directors/partners, etc. The details of their interests, if any, in other business may also be indicated.
4. Give particulars of staff employed, their qualifications, experience, salary and length of service with the firm.
5. Give details of office premises like space in sq ft location whether commercial or residential area, floor of the building, reception area and accessibility to toilets.
6. Name of Bankers (Please attach a reference from your bankers).
7. Name of Auditors. A balance sheet and profit & Loss statement about the travel business, as prescribed under Company Law, must be submitted by each applicant. These audited statements should be in respect of your establishment for the last completed financial year or for the calendar year immediately preceding your application's submission date. Also, furnish details of your turnover in the following Performa:

Particulars of the Travel Agency concerned:

- (a) Paid-up capital (or capital employed)
- (b) Loans
 - i. Secured
 - ii. Unsecured
- (c) Reserves
- (d) Current liabilities and provision
- (e) Total (a to d):
- (f) Fixed assets (excluding intangible assets)
- (g) Investments
- (h) Current assets

(i) Intangible assets

(j) Total (f to i):

Notes:

(i) Reserves should include balance of profit & loss account and exclude taxation reserve.

(ii) Current liabilities and provisions should include taxation reserve.

(iii) Current assets should include debts, loans, advances, cash and bank balance.

(iv) Intangible assets should include goodwill preliminary expenses, tenancy and business rights, deferred revenue expenditure, accumulated loss, etc.

8. Copy of the acknowledgement certificate in respect of income tax return for the current assessment year should be enclosed.
9. Whether any other activities are undertaken by the firm besides travel related activities.
10. Please indicate the air/shipping/railway ticketing agencies held by the firm.
11. Please indicate membership of International Travel Organization, if any.
12. Letter of approval of IATA and Certificate of accreditation for current year should be enclosed. GSAs of IATA airlines should enclose documentary proof in this regard.
13. Please enclose a Demand Draft of Rs 2,000 for Head Office and Rs 1,000 for each Branch Office as fee for recognition and Rs. 1,000 and Rs.500 for Head Office and each Branch Office respectively if the application is for renewal of recognition. (Please mention the DD No., date and amount.)

Signature of Proprietor/Partner/Managing Director

Rubber Stamp:

Place:

Date:

11.4.2 Guidelines for Recognition as an Approved Tour Operator:

1. The aim and objective of the scheme for recognition shall be to promote tourism in India. This is a voluntary scheme open to all bonafide tour operators.

2. Definitions: A tour operator is one which makes arrangements for transport, accommodation, sightseeing, entertainment and other tourism related services for tourists.
3. All applications for recognition as a tour operator shall be addressed to the Director General of Tourism, Transport Bhawan, 1 Parliament Street, New Delhi - 110001.
4. The following conditions must be fulfilled by the tour operator for a grant of recognition by the Ministry of Tourism:
 - (i) The application for a grant of recognition should be in the prescribed form and submitted in duplicate.
 - (ii) The tour operator should have a minimum paid up capital (or capital employed) of Rs. 2.00 lakh duly supported by the latest audited Balance Sheet/Chartered accountant's certificate.
 - (iii) The turnover in terms of foreign exchange or Indian rupees by the firm from tour operation only should be a minimum of Rs 10.00 lakh duly supported by Chartered Accountant's certificate.
 - (iv) The tour operator should have an office under the charge of a full time member of the staff, who is adequately trained/experienced in matters regarding transport, accommodation, currency, customs 'regulations and, general information about travel and tourism related services. However, greater emphasis may be given to practical communication skills and knowledge of foreign language other than English. There should be a minimum of four qualified staff members out of which atleast two should have a Diploma/Degree in travel and tourism from a recognised university, IITM or an institution approved by AICTE.

The academic qualifications may be relaxed in case of exceptionally experienced personnel in airlines, shipping, transport PR agencies hotels and other corporate bodies and for those who have two years' experience with the Ministry of Tourism approved tour operators.
 - (v) The tour operator should have been in operation for a minimum period of two years before the date of application.

- (vi) The minimum office space should be of 250 sq ft. Besides, the office should be located in neat and clean surroundings and equipped with telephone, fax, computer reservation system, etc. The office should be located preferably on a ground floor or first floor, if situated in residential area with sufficient space for reception and easy access to toilets.
- (vii) The tour operator should be an income tax assessee and should have filed Income Tax Return for the current assessment year.
5. The recognition as an approved tour operator shall be granted for three years and renewed thereafter every five years on an application made by the tour operators along with the fee. .
 6. The tour operator is required to pay a non-refundable fee of Rs 2000 while applying for the recognition. The fee will be made payable to the Pay & Accounts Officer, Ministry of Tourism in the form of a Bank Draft. The fee for recognition of each branch office will be Rs 1000 Fee for renewal will be Rs. 1000 and Rs. 500 for the Head and Branch Offices respectively.
 7. Recognition will be granted to the Head Office of the tour operator. Branch Offices will be approved along with the Head Office or subsequently, provided the particulars of the Branch Offices are submitted to the Ministry of Tourism and accepted by it.
 8. The decision of the Government of India in the matter of recognition shall be final. However, the Government of India may in their discretion refuse to recognise any firm or withdraw/withhold at any time, recognition already granted with the approval of the competent authority. Before such a decision is taken, necessary Show Cause Notice would invariably be issued and the reply considered on merit. This will be done after careful consideration and generally as a last resort. Circumstances under which withdrawal is resorted to would also be brought out.
 9. The tour operator granted recognition shall be entitled to such incentives and concessions as may be granted by the Government from time to time and shall abide by the terms and conditions of recognition as prescribed from time to time by the Ministry of Tourism, Government of India.

10. The tour operator should employ only regional guides, trained and licensed by the Ministry of Tourism, Government of India, and state level guides approved by State Governments.

Application Form for Recognition or Approval of a Tour Operator

1. Name and address of Head Office and Branch Offices.
2. Nature of the firm and the year when it was registered or commenced business, with documentary proof.
3. Names of directors/partners, etc. The details of their interests, if any, in other business may also be indicated.
4. Give particulars of the staff employed, their qualifications, experience, salary and length of service with the firm.
5. Give details of premises, viz., space in sq ft location (whether in commercial or residential area), floor of building, reception area and accessibility to toilets.
6. Name of Bankers (please attach a reference from your Bankers.)
7. Name of Auditors. A Balance Sheet and profit and loss statement about tour operation business, as prescribed under Company Law, must be submitted by each applicant. These audited statements should be in respect of your establishment for the last completed financial year or for the calendar year immediately preceding your application's submission date. Also, furnish details of your turnover in the following statement:

Particulars of the Tour Operator Concerned:

- a) Paid-up capital (capital employed)
- b) Loans
 - i. Secured
 - ii. Unsecured
- a) Reserves
- b) Current liabilities and provisions
- c) Total (a to d)
- d) Fixed assets (excluding intangible assets)
- e) Investments
- f) Current Assets
- g) Intangible Assets

- h) Total (f to i)
- 8. Copy of acknowledgement in respect of Income tax return for the current assessment year should be enclosed.
- 9. Whether any activities are undertaken by the firm besides tour operation.
- 10. Membership of International Travel Organisations.
- 11. (a) Give details of the volume of tourist traffic handled up to the date of application, showing foreign and domestic tourist traffic separately. (Please submit a certificate from a chartered accountant. This certificate should show the receipts from tour operation only during the financial year or the calendar year immediately preceding your application submission date).
 - (b) **Clientele:** Special tourist groups handled, if any, their size, frequency, etc.
 - (c) Steps taken to promote domestic tourist traffic and details of the groups handled, if any.
 - (d) Special programmes if any, arranged for foreign tourists.
- 12. Number of conferences handled, if any, and the total number of passengers for such conferences with details of locations, etc.
- 13. Number of incentive tours handled.
- 14. Please enclose a Demand Draft of Rs. 2000 for Head Office and Rs 1000 for each Branch Office as fee for recognition and Rs 1000 and Rs 500 for Head Office and each Branch Office respectively if the application is for renewal of recognition. (Please mention the DD No., date and amount).

Signature of Proprietor/Partner/Managing Director

Rubber Stamp of the Firm\ Company

Place:

Date:

Check Your Progress - II:

Answer the following questions.

- 1. Give the steps for establishing a travel agency.

11.7 Suggested Readings:

- Chand Mohinder (2006) Travel Agency Management-An Introductory Text, 2nd.(Ed.), Anmol Publications Pvt. Ltd., New Delhi.
- Hollway (1999) The Business of Tourism, Pitman.
- Ministry of Tourism, Govt. of India, Annual Report 2005, 2006.
- Negi J.M., (2001) Travel Agency and Tour Operator - Concepts and Principles, Kanishka Publications, New Delhi.

11.8 Review Questions:

1. Explain the procedure for approval of a travel agency lay down by the Ministry of Tourism, Govt. of India.
2. Discuss the procedure to establish a travel agency.
3. Discuss the procedure for approval of tour operators by the Ministry of Tourism, Govt. of India.
4. Discuss the how you would establish a travel agency after passing this course in the hill area.

Unit-12

Role and Functions of Tourism Organisations

Structure:

12.0 Objectives

12.1 Introduction

12.2 Government Involvement in Tourism Development and Promotion

12.3 Department of Tourism, Ministry of Tourism (Govt. of India)

12.3.1 Organisation of the Department of Tourism

12.3.2 Functions, Activities and Role of the Department of Tourism

12.4 Other Inter-Related Government Organisations in the Promotion of
Travel Trade

12.5 Indian Tourism Development Corporation (ITDC)

12.5.1 State Tourism Development Corporations

12.6 Summary

12.0 Objectives:

After reading this unit, you will be able to:

- Explain the role and involvement of Govt. in travel promotion and development;
 - Describe the functions, activities, and roles of the Department of Tourism, Ministry of Tourism, and Govt. of India.
 - Discuss the functions, activities, and roles of other inter-related government entities – organisations in promotion of travel.
-

12.1 Introduction:

In the previous unit we have explained the travel motivations etc. This unit emphasizes on the functional perspectives role, functions and activities of government tourism organizations in promotion and development of travel trade in India. Moreover, the students will be able to evaluate the role and contribution of government organizations in promotion of tourism in the country.

12.2 Government Involvement in Tourism Development and Promotion:

Today, tourism has been recognised as an essential weapon in a nation's economic and social development. It can contribute towards employment, rural development, balance of payment, earnings, national integration and international understanding. Thus, for social, economic, financial and political reasons, governments take a direct interest in tourism development within their respective states. The government involves itself in tourism planning, regulation, development, promotion, and marketing of tourist products. It plays an active as well as a positive role in the promotion and development of tourism. The main reasons for the Government's involvement in tourism are:

- Foreign Exchange Earnings and their significance for the balance of payments;
 - Employment generation;
 - Building the image of the country as a tourist destination;
 - Provision of sound tourism infrastructure;
 - Economic survival growth;
 - Political structure;
-

- Private sector investors may be reluctant to invest in speculative tourism ventures;
- Planning, policy-making and control;
- Protects tourism resources and the environment; and
- The tourism industry requires careful coordination in the development and marketing of tourism.

Practically all nations in the world, irrespective of its size, pattern and structure, have tourism development and promotion organisations, which are controlled and financed by the centre or state or both governments. In India, every state and union territory have their own independent tourism departments, and several of them even have tourism development corporations sometimes we even find regional tourism development corporations. These tourism corporations are in public sector and operate at the state, central or regional level such as the India Tourism Development Corporation (ITDC), Tourism Finance Corporation of India Ltd., (TFCI), Himachal Pradesh Tourism Development Corporation, Haryana Tourism Corporation, Punjab Tourism Development Corporation etc. The tourism corporation in collaboration with the department of tourism, functions as a promoter, developer, facilitator and planner. These corporations market their respective state as tourist destinations and even provide timely and accurate information to inbound tour operators. Tourism Corporations have information offices in the major cities and offer package tours in collaboration with Air Indian Airlines, India Railways travel agencies and tour companies.

Check Your Progress-I:

Answer the following questions.

- 1. What are the main reasons for the Government’s involvement in tourism?**

2. Give the names of five state-owned tourism development corporations.

Check your answer with the one given at the end of the unit.

12.3 Department of Tourism, Ministry of Tourism (Govt. of India):

The Department of Tourism, Govt. of India, is responsible for developing and promoting tourism in areas where the the private sector is reluctant. The Ministry of Tourism's basic tasks are to undertake promotional activities and develop tourism infrastructure.

12.3.1 Organization of the Department of Tourism:

An organizational chart of the department is given at Fig.1. The primary objectives of the Department of Tourism are as follows:

1. Promotion and publicity at home and abroad with the object of promoting travel to and within India;
2. Compilation, collection and dissemination of tourist information in India and abroad and attending to enquiries from international tourists, travel agents, airlines, steamship companies, tour operators and hotels;
3. Facilitation work, such as simplification of frontier formalities with respect to international tourists;
4. Cooperation with international travel and tourist organisations at government and non-government levels;
5. Development of tourist facilities and infrastructure at places of tourist interest to international and domestic tourists;
6. Regulation of activities of the various segments of the travel trade, such as hotels, travel agents, tour operators, wildlife outfitters, guides, tourist car operators and shopkeepers catering to tourists' needs;

7. Compilation of statistics, conducting and commissioning market research and surveys.

12.3.2 Functions, Activities and Role of the Department of Tourism:

The functions, activities and role of the Department of Tourism involve disseminating tourist information, developing tourist facilities, and regulating the activities of various segments, such as hotels, travel agents, transport operators, wildlife outfitters, guides, etc. Other essential functions are to project India's image abroad through publicity media such as advertising in print, TV/video, production of tourist publicity literature including posters maps, films, studio-visuals, creating cultural presentations, participation in trade fairs and exhibitions and the like.

The highlights of promotional activities undertaken overseas are:

1. Extensive electronic campaigns are launched in the major tourist-generating markets of the USA, UK, Europe, West Asia, Japan, Australia and Southeast Asia. These are backed by print media campaigns aimed at product marketing.
2. Support is extended to wholesalers and tour operators overseas to launch new India programmes in the major markets.
3. Agreements are signed with international airlines for special India promotions to be launched abroad.
4. The Ministry also launched a massive campaign in the United States in cooperation with TWA (Trans-World Airlines) Gateway Holidays.
5. An "Affordable India" campaign has been launched in Europe to generate off-peak seasonal traffic.
6. Incredible India campaign.

The Department of Tourism has taken the following essential activities for infrastructure building:

1. Wildlife Tourism
2. Yatri Niwas
3. Social Tourism
4. Adventure and Sports Tourism
5. Mountain Resorts and Winter Sports
6. Transport at Selected Centres

7. Floodlighting/SEL Shows
8. Infrastructure Development at the Tourist Centre
9. Cultural Tourism, Beach Tourism
10. Development of Andaman and Lakshadweep
11. Golf Courses
12. Tourism Planning at Selected Buddhist Sites
13. Setting up of Taj National Park

Besides promotional activities, the Ministry of Tourism is also involved in developing tourist infrastructure by providing budget accommodation, wayside facilities, and development of specified tourist centres. The government has prioritised the development of human resources for the hotel-catering industry on the one hand and the the tourism and travel industry on the other as an essential aspect of infrastructure building.

The Department of Tourism is responsible for promoting India as a tourist destination and the development of tourism infrastructure facilities in the country. It also performs regulatory functions in the field of tourism.

The functions and activities of the department include:

- **Promotional:**

It carries out extensive publicity and promotion campaigns through its tourist offices located in the major tourist-generating markets of the world viz., USA, Canada, UK, Western Europe, Australia, South East Asia, Japan and West Asia.

- **Development:**

Various schemes under successive plans have been formulated and implemented for domestic and cultural tourism, development of supplementary accommodation, promotion of wildlife tourism, sports tourism, social tourism, mountains and beach resorts, promotion of fairs and festivals, in aid and subsidies for hostels, grant of loans for tourist transport operators, leisure tourism and development of travel circuits. It also assists the State governments, State Tourism Development Corporations and other agencies in the implementation of various schemes under Five- Year Plans.

- **Regulatory:**

It exercises the functions of laying down norms and conditions for the operation of hotels, travel agencies, tour operators and tourist transport operators and maintains approved lists of these agencies. The conference division handles international training, bilateral relations, cooperation, and conferences. The department was represented in the Tourism Promotional Seminars in Spain, France, Saudi Arabia, UAE, Oman, Qatar, Germany, Austria and Denmark. Conferences.

In the international conference field, the Nodal Ministry's clearance and Home and External Affairs Mini clearance are arranged for various conferences.

- **India Convention Promotion Bureau:**

In the last decade, an essential component has emerged in the tourism scenario, i.e., convention and conference traffic. The benefits of holding conventions in the country are manifold, besides earning valuable foreign exchange. By holding the conference, they give the national members of that particular conference exposure to international views and news regarding their particular area of specialization. In India, conference traffic has increased steadily over the last few years. In order to promote conference traffic to India, the travel trade has set up the India Convention Promotion Bureau (ICPB). The membership of ICPB comprises the Department of Tourism, national air carriers, hoteliers, travel agencies, tour operators, international congress sectors, state tourism development corporations, airport authorities and other segments connected with travel trade. ICPB has got the approval of the International Congress and Convention Association, which will help obtain more conferences and conventions in India.

- **International Bilateral Relations:**

The department negotiated with various foreign countries under the Cultural Exchange Programmes. This Division has also handled tourism cooperation with the member countries of SAARC and the implementation of greater tourism cooperation between the member-countries through fiscal and physical incentives.

- **Japanese Assistance to Buddhist Heritage Sites:**

Sites associated with the life of Lord Buddha are situated in areas of Bihar and UP, which were once rich in resource and development. These areas are now some of India's most backward and undeveloped areas. To develop Buddhist pilgrims, the central and state governments would undertake landscaping of the area, strengthen the road, rail and communication systems, and build wayside amenities and hotels to suit both the pilgrim traffic and the upmarket traffic from Japan, Thailand, etc.

- **Indo-German Cooperation:**

Germany is one of the largest tourist markets in India. Additionally, the per-capita expenditure of German tourists on overseas travel is the highest globally. Lately, it has been recognised that there is considerable scope for promoting in-bound tourism from Germany to India.

- **Regional Offices:**

Within India:

The tourist offices in India and abroad disseminate information on places of tourist interest and available tourism facilities and amenities in India. These offices maintain liaison with the state governments and state tourism corporations and help the Ministry of Tourism, Govt. of India exercise control over different segments of the travel trade to ensure that services to tourists are maintained at the national and international level and are available at reasonable rates.

Overseas:

A highly competitive market situation continues to prevail amongst the countries that wish to attract affluent tourists from the developed world. Given the prevailing scenario, the existence of the overseas tourist offices has acquired considerable importance. These offices are the Ministry's outposts in the traffic-generating markets of the world, and their prime function is to create an awareness of India as an essential/attractive tourist destination. Tourist offices in India and abroad handle tourist enquiries, disseminate tourist information, undertake promotion using advertising and publicity, and maintain liaison with travel trade and press. The primary function of tourism offices abroad is

to counter the adverse coverage by foreign media regarding various events taking place in India. To achieve optimum impact, the government and Air India under the Operation Schemes, are engaged in joint promotional efforts in Europe, the UK, America, East Asia, West Asia and Australia through tourist offices in various parts of the world.

- **Vigilance**

The Vigilance Cell is headed by the Chief Vigilance Officer of the rank of Joint Secretary/Deputy C.V.O of Deputy Secretary and Confidential Assistant. With this set-up, every possible effort is being made to investigate the complaints and get them processed/ investigated promptly.

- **Tourist Publicity Literature**

Under its production programme, it has brought out a range of publicity material, including shell folders on adventure, wildlife, South India, Agra and Rajasthan, tourist map of India and, city maps of Delhi, Bombay and Agra and trekking maps of the Himalayas. It also produced a general India brochure and those on various states and tourist destinations in India.

- **Promotion of Domestic Tourism:**

It launches a major campaign on "Tourism Environment/Awareness". These campaigns are being released in all leading magazines in Hindi, English and other Indian languages. The themes of the campaigns are "We can and we will keep India beautiful". Besides, the department also launches advertising campaigns to promote lesser known hill resorts called "Holiday Campaign" to promote Orissa and a campaign to promote Andaman, Nicobar, and Lakshadweep Islands.

- **Tourism Planning**

Attached to greater importance to tourism is the Approach Paper, which was approved by the National Development Council in July 1984 and included the following recommendation: "There is vast potential for tourism development in the country. Tourism should be accorded the status of an industry. Private sector investment will have to be encouraged in developing tourism, and public sector investment should be focused only on development of support infrastructure."

The states of Uttarakhand, Himachal Pradesh, Uttar Pradesh, Haryana, Meghalaya, Andhra Pradesh, Kerala, Arunachal Pradesh, Tamil Nadu, Bihar, Tripura, Manipur, Assam, Karnataka and Union Territories of Andaman and Nicobar and Lakshadweep have declared tourism as Industry. In contrast, Orissa, Rajasthan and West Bengal have declared Hotels as Industry.

The main thrust in the plans is to vigorously promote domestic tourism and move towards diversification of overseas tourism to India. Instead of merely focusing on cultural tourism interest, the Department of Tourism has also emphasised leisure and holiday tourism, winter and water skiing, adventure sports, responsible and ecotourism, etc.

- **Promotion of Wildlife Tourism:**

To promote wildlife tourism, facilities are provided in the form of forest lodges and transport within the sanctuaries / national parks: forest lodges at Enjal (Gujarat), Manas (Assam), Dhangari (UP) and Parambikulam (Kerala) is in progress.

- **Wayside Facilities:**

Recognizing the importance of a well-programmed network of wayside amenities to keep pace with the fast developing 'highway tourism within the country, the construction of wayside facilities on the roads leading to or connecting important tourist centres is taken up for implementation.

- **Tourist Arrivals/Earnings and Surveys:**

The Market Research Division Deptt. of Tourism, Govt. of India is responsible for collecting, tabulating and disseminating information on various aspects of tourism in India. The statistics being collected regularly include international and domestic tourist arrivals, occupancy statistics of approved hotels, the number of tourists visiting selected monuments, etc. Various surveys/studies are undertaken occasionally to assess the availability and adequacy of infrastructural facilities, demand characteristics, reactions of tourists, etc.

Domestic Tourism Statistics:

The government introduced a regular reporting 'system for foreign tourist arrivals and departures. A similar system is being developed for domestic tourist movements with the assistance of states/union territories. In addition,

ad hoc surveys are being taken from time to time to gather objective information on various aspects of international and domestic tourism in the country. With the increase in income levels and the 'emergence of a powerful urban middle class, the potential of domestic tourism has grown substantially during the last two decades. This has been further accelerated with increased awareness about domestic tourism. However, there are no precise estimates of total domestic tourist traffic in the country. Therefore, State governments have been collecting

Check Your Progress - II:

Answer the following questions.

- 1. What are the main aims and objectives of the Ministry of Tourism, Govt. of India?**

- 2. What are the main functions of the Department of Tourism of India?**

Check your answer with the one given at the end of the unit.

12.4 Other Inter-Related Govt. Organisations in Tourism:

12.4.1 India Tourism Development Corporation (ITDC):

India Tourism Development Corporation has been the prime mover in the country's progressive development and expansion of tourism infrastructure. It was established in October 1966 as a commercial organisation in the public sector. ITDC has been playing a crucial and strategic role in ensuring the proper dispersal of socio-economic benefits of tourism, promoting national integration and international understanding, helping remove regional imbalances, generating employment opportunities, augmenting foreign exchange earnings and acting as a catalyst in the development of tourism in the country.

The ITDC Board consists of Directors, including the Chairman-cum-Managing Director. The organisational set-up at the Corporate level comprises the number of functional Divisions, each headed either by a Senior Vice – President or Vice-President. The organisation chart of the corporation is given below in Figure 2. There are four regional offices in New Delhi and Mumbai. Chennai and Kolkata. The following are the leading Subsidiary Companies of ITDC:

- Assam Ashok Hotel Corpn. Ltd.
- Ranchi Ashok Bihar Hotel Corpn. Ltd
- Utkal Ashok Hotel Corpn. Ltd.
- Madhya Pradesh Ashok Hotel Corpn. Ltd.
- Pondicherry Ashok Hotel Corpn. Ltd.
- Donyi Polo Ashok Hotel Corpn. Ltd.

Each of the above subsidiary companies has initially constructed joint venture hotel projects in the respective State. ITDC, in collaboration with Shri Mata Vaishno Devi Shrine Board, has set up a Fast Food Restaurant at Jaikaaran Ashok at Shri Mata Vaishno Devi Shrine. The Corporation has signed Promoters' Agreements for setting up a Resort Hotel Project at Pahalgam in collaboration with Jammu and Kashmir State Tourism Development Corporation Ltd. and a joint venture hotel project at Chandigarh in collaboration with Punjab Tourism Development Corporation Ltd.

Role of ITDC in Tourism and Travel Trade:

Undoubtedly, try. In recent years, the Corporation has entered into joint venture agreements with several state governments to set up mid-market or budget hotels. It has also offered tour packages in collaboration with Air India, Indian Airlines, State Tourism Corporations and Indian Railways, as 'Enjoy India' for domestic tourists and 'Discover India,' 'Pilgrims Tours' and 'Buddhist Package' etc.

The role of ITDC can be better understood in the following points:

- Helps in the development and promotion of Infrastructure
- Promotes India as a tourist destination at globally.
- Helps in the promotion of domestic tourism in collaboration with railways
- Provides training facilities.
- Provides consultancy services
- Promotes inbound tourist traffic

12.4.2 State Tourism Development Corporations:

Recognizing the immense tourist potential in the states, the state governments have established the Department of Tourism and state tourism corporations to promote and develop tourism in the state. The states are playing a pivotal role by investing in tourism-related activities from their financial resources in a big way. Each state has followed the Central Government in setting up a tourism department and corporations. The state tourism corporations work under the Ministry of Tourism on the ITDC pattern. The leading state tourism development corporations are Delhi Tourism and Transport Development Corporation Ltd., Haryana Tourism Corporation Ltd., Punjab Tourism Development Corporation Ltd., Himachal Pradesh Tourism Development Corporation Ltd., Goa Tourism Development Corporation Ltd., Karnataka Tourism Development Corporation, Chandigarh Industrial and Tourism Development Corporation and Tourism Corporation of Gujarat Ltd. It is not possible to study all these state tourism corporations. Considering this fact, an attempt has been made to discuss a few of them in terms of their significance and the problems faced by various state tourism corporations.

The state tourism corporations operate the commercial activities while the department of tourism or the state directorates of tourism are responsible for destination development, promotion, financing tourism, publicizing and marketing the state as a tourist destination. Thus, all State's Tourism Corporations and Regional Corporations have similar functions and objectives in the country. Let us discuss the functioning and working of a few state tourism corporations.

I. Himachal Pradesh Tourism Development Corporation (HPTDC):

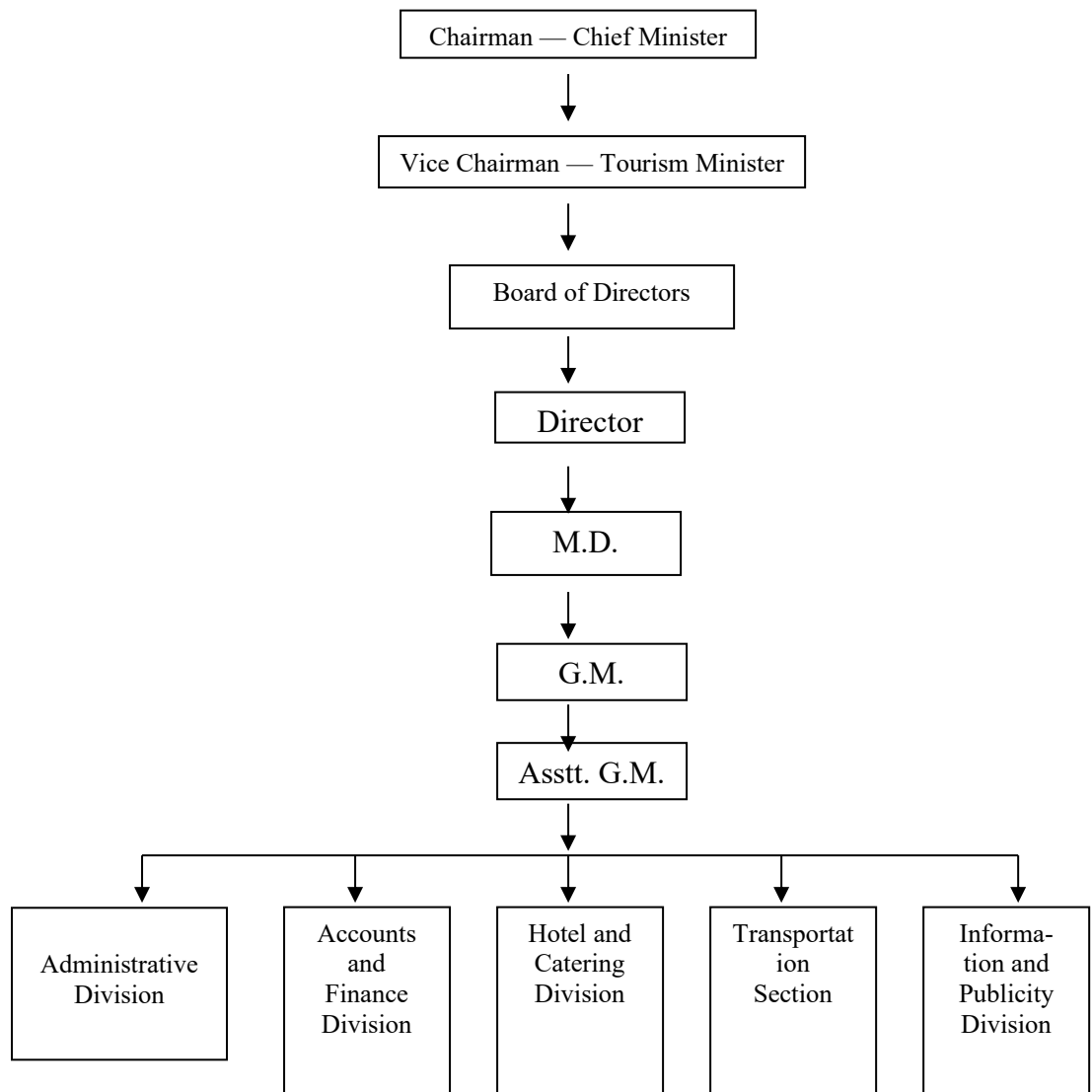
Tourism is a significant economic activity in the state of the creation of income and employment generation. The state government has realised that proper tourism promotion and development may result in enormous economic development in the state. In this context, in 1972, the government established the Tourism Development Corporation as a public limited company under the provisions of the Companies Act of 1956. Starting with Rs. 200 lac authorised capital, HPTDC currently has Rs. 1500 lac authorised capital and paid up capital of Rs. 1329.86 with loans from the financial institutions worth Rs. 140.9 lacs.

Area of Operation:

- Accommodation – 49 properties; these include Hotels, Yatri Niwas, Hostels and Tourist Bungalows.
- Transportation – 30 commercial vehicles, 28 buses and 4 Toyota cars (imported).
- Travel Trade – offered various package tours independently and in collaboration with other state tourism corporations and ITDC.
- Information and publicity – have several information offices within the state and outside.

Organization Structure:

The organizational structure of HPTDC shows the company's administrative and functional activities. It is designed in such a way as to provide everything for the smooth conduct of the business operations and to achieve the corporation's ends. The organization chart is given below:



Since the company's incorporation (from 1972 to 1992) about a decade ago, the company has incurred heavy losses. However, in 1992, the company introduced innovative strategies and a systematic approach to enhance its earnings by increasing productivity and efficiency. Due to this, the company's net profits increased from Rs. 37 lac to 97.614 lac between 1993 to 1999. It has increased by almost 2.5 times. Since 1993, HPTDC has been pacing slowly but steadily towards establishing its identity as the most important promoter of the tourism industry in the state.

Role and activities of HPTDC:

- Helps to develop and promote tourism and tourism-related activities in the state;
- Helps to construct tourist accommodations and catering Units;

- Acquire land for construction, development and maintaining wayside amenities and picnic spots;
- Promote transport facilities;
- Introducing package tours; and
- Organisation of cultural events.

II. Goa Tourism Development Corporation Ltd:

Goa, India's pride, gifted by nature for its scenic beauty, shady coconuts, virgin beaches, temples, churches, cashews and mangroves, presents an ideal tourism profile. It was, therefore, imperative that the development of basic infrastructure and other amenities received the top priority from the Government. The Goa Government set up a nodal agency known as the Goa Tourism Development Corporation Ltd. 1982 to provide comfortable accommodation, transportation and other services to the tourists. The company was registered with Rs. one crore as authorized capital under the Companies Act, 1956.

The Goa Tourism Development Corporation Ltd has undertaken a wide range of operations. It has more than 18 properties, 20 tourist coaches, and 25 taxis and has made agreements with other transport operators and hotel owners to hire them whenever required. The corporation's marketing and publicity division is responsible for producing quality newsletters, organizing cultural programmes in India and abroad, and marketing Goa as an ideal destination for all seasons, since the establishment of GTDC, tourist traffic is increasing at an alarming rate. The sound financial performance of the company speaks volumes about its all-round success.

The company also organizes package tours such as Saptakotashwar special, Goa beach special, traditional north/and south Goa etc. Its contribution towards the State Exchequer is increasing every year. It has created an enormous infrastructure, including providing accommodation and transportation in the state.

Role and Activities:

- Develop Goa as a leisure destination,
- Provide comfortable accommodation and transportation facilities,

- Sell Goa as a cultural product,
- Generate foreign exchange and create employment opportunities, and
- Organize package tours.

III. Delhi Tourism and Transport Development Corporation:

DTTDC was incorporated on the 12th of December 1975 as a government company in the public sector. It is governed by the Delhi government under the Companies Act 1956. The Delhi government and financial Institutions financed the company in terms of equity and loans.

Contribution and role of DTTDC:

The main contribution and role of DTTDC in the promotion and development of travel trade is

- To promote and develop tourism,
- To create infrastructure,
- To generate employment opportunities,
- To achieve financial, economic and social gains, and
- To organize a cultural programme.

DTTDC has engaged itself in various types of tourism and tourism-related activities to promote Delhi as a tourist destination. DTTDC offers various types of tours to both domestic and international tourists in collaboration with ITDC and private sector travel companies. Delhi is a base for the foreign travel companies. DTTDC represents them as a ground operator, welcomes the tourists at International and domestic airports on their arrival, transfers them to hotels, and organises full-day tours in the city and other destinations within the country.

DTTDC is also arranges city tours for Senior citizens in the name of “Age Care India” and “Sandhya Old Age Home” in collaboration with NDMC. Thus, the corporation is engaged in a multiple variety of activities. The company offers all services under one roof.

IV. The Chandigarh Industrial and Tourism Development Corporation Ltd. (CITCO)

The Chandigarh Industrial and Tourism Development Corporation Ltd. (CITCO) Recognizing the rich and varied tourist potential resources in the Union Territory of Chandigarh, the Government established CITCO in 1974 to promote industry and tourism in the city.

The primary role of the company is:

- To aid, counsel, assist, finance, protect and promote the interest of small industries in the Union Territory,
- To conduct feasibility studies,
- To promote and operate schemes in collaboration with the Chandigarh Administration for the dispersal of small-scale industries,
- To develop tourism in the Union Territory of Chandigarh by opening and maintaining hotels, restaurants, bars, canteens, traveller lodges, etc.

Check Your Progress - III:

Answer to the following questions.

1. When ITDC was established?

2. What are the main aims and objectives of state tourism development corporations?

3. When HPTDC was established?

Check your answer with the one given at the end of the unit.

12.5 Summary:

Today, tourism is recognized as a socio-economic instrument for the development of an area. Therefore, all nations, irrespective of its size, pattern and structure, have tourism development and promotion organizations controlled and financed by the centre or state or both governments. Every state and union territory in India has independent tourism departments, and several even have tourism development corporations..Sometimes, we even find regional tourism development corporations. The tourism corporation in collaboration with the Department of Tourism, functions as a promoter developer, facilitator and planner. These corporations market states as tourist destinations and even provide timely and accurate information. In fact, the tourism department and state tourism corporations play a significant role in promoting and developing tourism in the state.

In this unit, we have learnt that the Department of Tourism and state tourism corporations perform act as regulators, planners, and promoters in the country's health promotion and development of tourism.

12.6 Answers to Check Your Progress:

Check Your Progress-I:

- 1) See Sec. 14.2
- 2) See Sec. 14.2

Check Your Progress-II:

- 1) See Sec.14.3
- 2) See Sec. 14.3

Check Your Progress-III:

- 1) See Sub-Sec. 14.4.1
 - 2) See Sub-Sec. 14.4.2
 - 3) See Para no. I, under Sub-Sec. 14.4.2
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12.4 Suggested Readings:

- Annual reports of State Tourism Development Corporations of India.
 - Annual Report, Ministry of Tourism, Government of India.
 - Chand Mohinder (2006), Travel Agency Management-an Introductory Text, 2nd. (Ed.), Anmol Publications Pvt. Ltd., New Delhi.
 - Hollway, the Business of Tourism, Pitman, 1999.
 - Negi J.M. (2001), Travel Agency and Tour Operator- Concepts and Principles, Kanishka Publications, New Delhi.
 - Seth P.N., Successful Tourism Management, Sterling Publications, New Delhi.
-

12.8 Review Questions:

1. What are the main tourism organizations directly related to marketing tourism products?
 2. Explain the role and contribution of ITDC in promoting travel agency and tour operation business in India.
 3. "Ministry of Tourism, Govt. of India is known as a nodal tourism promotion organization in India." Justify.
 4. Compare the role and contribution of HPTDC and Goa tourism corporations in the growth and development of tourism in their respective states.
 5. Illustrate the role and functions of the Tourism, Govt of India department.
-

12.9 Glossary:

- **Tourism infrastructure-** the underlying framework of facilities and systems that are required to support a tourism industry.
- **World Tourism Organisation-** an international organisation concerned with the economic, social and cultural impact of tourism worldwide.

Unit -13

Trade Association & Organisation in Travel Promotion

Structure:

13.0 Objectives

13.1 Introduction

13.2 Travel Trade Association and Organisation-an Overview

13.3 Various travel trade associations

13.3.1 IATA-role and contribution

13.3.2 World Tourism Organisation (WTO)

13.3.3 Universal Federation of Travel Agents Associations.

13.3.4 American Society of Travel Agents (ASTA)

13. 3.5 World Association of Travel Agencies (WATA)

13.3.6 Pacific Asia Travel Association (PATA)

13.3.7 Travel Agents Association of India (TAAI)

13.3.8 Indian Association of Tour Operators (IATO)

13.4 Summary

13.0 Objectives:

After reading this unit, you will be able to:

- Discuss the various travel trade associations and organizations;
 - Explain the role and contribution of travel trade associations and
 - Describe a comparative analysis of various travel trade associations.
-

13.1 Introduction:

Welcome to the study of trade associations and organisations that shape the tourism industry and streamline tourism growth and development nationally and globally. In this unit, you will understand the different perspectives of tourism growth and development. This unit will elaborate on the role and significance of WTO, IATA, PATA, WATA, TAAI, IATO and other tourism trade associations, which facilitate the growth of tourism globally.

13.2 Travel Trade Association and Organization - An Overview:

Today, tourism has been recognized the single largest industry in world trade. Perhaps it will become the most significant global industry by the end of 2020. The industry accounts for more than 9 % of total world trade, 25% of the service sector, and about 12% of global employment. It has become a multi-faceted industry affecting nearly all international and national economic sectors. To develop and promote travel trade at globally, there are several international, national and regional travel trade promotion organisations and associations such as WTO, PATA, ASTA, IATA, and ICAO. Apart from these promotional organisations, several travel trade organizations specifically deal with travel agencies and tour operation businesses at regional, national and global levels. Travel trade organisations provide a common platform to solve Travel Company's various problems such as HRD, finance, marketing, safeguarding of interests, laying down a code of ethics, and also help the agency on various travel issues. Moreover, travel trade associations are helpful to travel agencies and tour operation businesses in contributing to the tourism industry.

13.3 Various Travel Trade Associations:

13.3.1 International Air Transport Association (IATA):

The International Air Transport Association was set up in 1945 by the airlines of several countries to regulate the world's civil air transport. It is the successor to the International Air Transport Association, founded at Hague in 1919. As a non-governmental organization, it drew its legal existence from a particular Act of the Canadian Parliament in December 1945. It closely resembles the International Civil Aviation Organization's activities and organizational structure. The IATA is a voluntary, non-exclusive, non-political democratic organisation, and its membership is open to any operating airline that has been licensed to provide scheduled air services by the government. IATA is a non-political, commercial, regulatory organization that has the power to regulate every activity of its constituents.

Membership:

IATA has two types of members:

1. **Active Members**
 2. **Associate Members**
1. **Active Members:**

Active membership is divided into two types: (a) Trade associations and tariff co-ordination, and (b) Trade Associations only. Any airline licensed to operate scheduled air services by the appropriate authority to transport passengers, mail or cargo between the territories of two countries is eligible to become an active member of the association. The active members have various rights, duties and authority. Presently, more than 250 airlines are active members from 200 countries.

2. **Associate Members:**

This membership is open to any other organization/enterprise that operates transport, hotels, resorts, and travel trade and is indirectly involved in tourism-related activities.

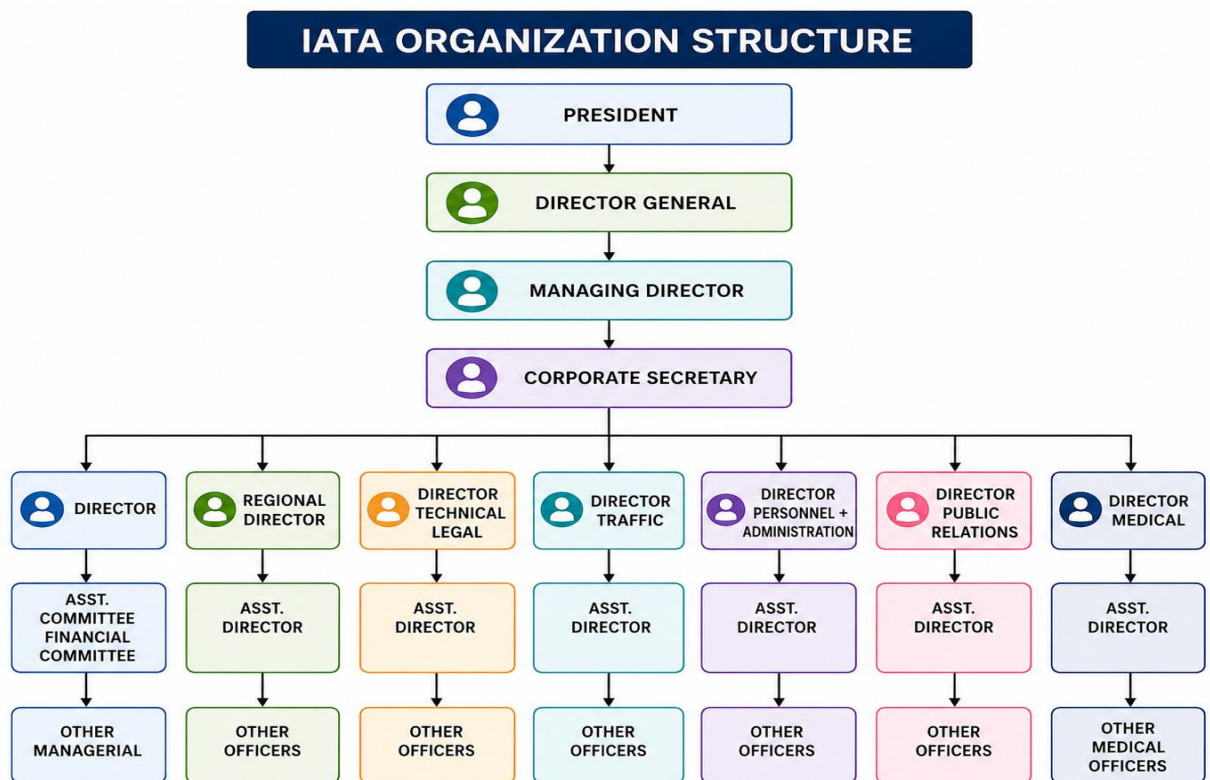
The application for membership in the association is to be submitted in writing for the consideration and action of the executive committee, and all such concerns can become active or associate members only after approval by the

executive committee. However, any enterprise whose application is rejected by the committee can appear in the next general meeting. IATA administration is carried out by a director general, corporate secretary, senior directors, regional directors, and regional technical directors (see Fig. 1 IATA organisation chart). The overall control and management of the association lies with the general meeting of all the members, which takes place annually. The meeting has two primary responsibilities: **(a)** Internal affairs of the association and **(b)** Functions – Finance, accounting, medical, traffic conference, legal, technical and other activities related to the industry. Internal affairs include the president's appointment, the budget's approval, etc.

Role and Contribution:

- IATA provides a common platform for solving many travel trade problems.
- IATA helps travel agencies and tour operators establish their professionalism and integrity in tourism.
- IATA helps to simplify the travelling process.
- IATA helps promote and develop tourism.
- IATA helps the government to formulate civil aviation tourism policy.
- It lays down rules and conditions for the approval of travel trade organisations.
- It is helpful to ensure safe, regular and economical air transport for the benefit of people worldwide.
- Provide means for collaboration.
- It is helpful to prevent economic waste caused by unreasonable competition.
- Encourage the art of aircraft design and operation for peaceful purposes.
- Promote and develop international tourism.

Fig. 13.1: IATA Organization Structure Chart



- Negotiation
- Co-operate with international bodies
- Promotion status/Development Progress
- Helps to Settle dispute
- Up-to-date informal
- Develop payment systems
- Research Studies
- Develop ethic

13.3.2 World Tourism Organisation (WTO):

The World Tourism Organisation needs its beginnings as the International Congress of Official Tourist Traffic Associations set up in 1925 in The Hague. In 1934, the International Union of Official Tourist Propaganda Organisation (IUOTPO) was created. However, it was renamed the International Union of Official Travel Organisations (IUOTO) after World War II in Geneva. IUOTO was a technical, no Organisation, whose membership at its peak included 109

National Tourists (NTOs) and 88 associate members, among them private and public sector organizations.

Membership of WTO:

In 2005, its membership reached 141 countries, seven territories, and 360 affiliate members representing the private sector educational institutions, tourism associations and local tourism bodies. The WTO has three categories of membership:

- Full members
- Associate members
- Affiliated members

Role and Contribution:

Since the inception of WTO, it has played a pivotal role in travel and tourism. WTO acts as an umbrella organisation and plays a catalytic role in promoting technological transfers and international cooperation, stimulating and developing public-private sector partnerships, encouraging the implementation of the Global Code of Ethics for tourism, maximises the possible economic-social, cultural impact of tourists and minimise its negative social, cultural, and environmental impact. To further strengthen its overall role in tourism, WTO was converted into a specialized agency of the United Nations.

Thus, WTO has been playing an increasingly important role in making tourism a number one Global, regional and national industry. WTO has taken various initiatives to promote and develop tourism systematically and scientifically, such as:

- Develop intercultural awareness and personal friendship
- Encourage investment in tourism
- Help in equalising Economic opportunities.
- Develop international understanding and peace
- Regional development
- Develop sustainable and Responsible Tourism
- Cooperate and coordinate with International agencies for tourism development

- Provide leadership and quality education
- Destination development and management
- Promote Technology
- Develop statistical measurement
- Develop ethics and social Responsibilities

13.3.3 Universal Federation of Travel Agents Association (UFTAA):

1919, the International Federation of Travel Agencies (IFTAA) was established in Brussels. However, in 1966, IFTAA merged with the Universal Organisation of Travel Agents (UOTA), intending to ensure better coordination and cooperation among travel agents and to spread professionalism around the globe. The Universal Federation of Travel Agents Association (UFTAA) was the new organisation.

The association's main objective is to promote, develop and expand the travel and tourism industry worldwide. It acts as the negotiating body between travel agents and international organisations. It has more than 30,000 travel agencies from 120 member countries. The membership is divided into various regions. The association is managed and operated by its members. Each national association sends delegates to the general assembly appointing the board of directors. Presently, the board has 18 members elected for two years. The association is managed by the board of director,s assisted by the secretary and management.

Contribution and Role:

- To ensure public recognition of members
- To protect interest from legislation and other forms of legal points of view
- Helpful to act as the negotiating body
- Improve professional status and business standing
- Provide updated information.
- Promotion travel sector
- Promote destination
- UFTAA negotiates on behalf of travel agencies with international organisations like IATA, IHA, IUR and IRU

- Helps to standardize relations
- Develops vocational training courses
- Organises seminars and conferences for the development of technology
- Helps the members in transferring foreign currency payments to their suppliers.

13.3.4 American Society of Travel Agents (ASTA):

The American Society of Travel Agents (ASTA) is the leading and most prominent professional travel trade association in the travel and tourism industry. It was established in 1931 as the American Steamship and Tourist Agents Association. However, in 1945, the association changed its name to 'The American Society of Travel Agents Inc. ASTA's present name was adopted to foster programmes for the advancement of the travel industry, promote ethical practices and provide a public forum for travel agents. It has more than 25000 members, which includes 18000 active members, and the remaining members are allied and associate members. Active members are travel agencies and tour operators, whereas allied and associate members are airlines, hotels, railways, government tourist offices and organisations. The main objective of ASTA is promoting and advancing

ASTA's Role in Travel Trade:

The ASTA has 58 chapters, including 28 in USA and Canada, and the remaining 30 chapters are in different countries. The elected officers and executive committees manage these. The active members elect the president and chairman of the board for two years. The day-to-day activities are administered by an executive vice president assisted by the professional staff.

As a professional travel trade organization, ASTA comprises different segments of the industry and is playing a pivotal role in promoting and developing the world's fastest-growing industry. The following points justify the above assertions:

- ASTA helps with professional and technical assistance.
- It offers a common forum for the exchange of ideas.
- It conducts worldwide market research.

- It helps the governments to formulate tourism policies and strategies.
- ASTA protects tourists from unethical travel trade practices.
- ASTA conducts research, studies, and publicity for the sound development of travel agencies.
- ASTA offers various training and management development programmes for senior executives of travel companies.
- ASTA co-operates with all organisations and individuals engaged in tourism activities designed to enhance the professional standing of the travel industry.
- Helped to educate and train members and provide a common forum.
- Organise travel seminars, conferences and conventions.
- Provide means for collaboration and publish material relating to the travel industry.

13.3.5 World Association of Travel Agencies (WATA):

After World War I, many tourist organizations were established to streamline the growth and development of tourist activities. One of them is the World Association of Travel Agencies (WATA). It was established to protect the interests of travel agencies worldwide and to provide means for collaboration with airlines, hotels, cruises, transport organizations, and other travel vendors. It was incorporated in 1937 in Geneva.

Contribution and role in travel trade:

The following points are evidence of the role and contribution of WATA:

- Promote a common platform for sharing problems
- To provide travel information
- HR Development and provide legal counselling/service.
- To organize tourism seminars on national, regional and international scales.
- To regulate and control travel trade organizations.
- To publish findings of tourism statistics, surveys, studies, market research
- To preserve, protect and utilize cultural tourism resources and those unique to the country's heritage.
- To formulate ethics and other professional guidelines.
- Promotion of values and ethics.

- Formulate guidelines to promote the travel sector.
- Conduct worldwide marketing research.
- Encourage the development of professional and management approaches in the travel sector.
- Negotiate with other international organizations.
- Financial help and Technical support.
- Organise seminars/conferences and provide updated information.
- Help Govt. to formulate policies.
- International cooperation with IATA, IHIA and IUR.
- Education and training for members.
- Projects for the benefit of members.

13.3.6 Travel Agents Association of India (TAAI):

The TAAI was incorporated on a modest scale and had only ten travel agencies as its members at its inception. The organization now has a membership of about 850 in more than 76 cities in India and 20 foreign countries. The TAAI Logo represents the integrity, ethics, professionalism, service and financial soundness of the travel outfit. TAAI is a limited company with headquarters in Mumbai. The Travel Agents Association of India is the representative body of the travel industry of India, representing not only the interest of travel agencies but also of other segments of the tourism industry such as tour operators, hotels, airlines (International and domestic), transport companies, cruise companies, excursion agents and tourist guides who are its members. The Ministry of Tourism, Government of India and State Tourism departments recognise the representative character of TAAI and the company is consulted on each issue that directly or indirectly impacts tourism. The Department of Tourism, ITDC and State Tourism Corporations are its members. The company has a consultative status with the ministries of External Affairs, Civil Aviation, Finance, Transport, Railways and Home Affairs.

TAAI has been in existence for over 48 years now. Its name and credibility, both with the travellers and the government of India, are well established. The primary aims of the association are:

1. To protect the interest of Indian Travel Companies.
2. To organise training and development programmes for the members.
3. To provide means for collaboration.
4. To develop 'and promote tourism.
5. To provide timely, up-to-date and reliable information to the members.
6. To promote ethical practices.

TAAI Membership:

The company has two types of members:

- Active
- Associate

TAAI'S Role and Contribution:

The travel agency business these days has gone much beyond mere ticketing and reservation. It covers a broad spectrum of activities, including tour planning, tour designing, tour marketing, costing and pricing, travel insurance, foreign currency, travel guidance etc. Therefore, TAAI is surveying and identifying genuine professionals to ensure the quality of services and meet. The role of TAAI, thus, cannot be underestimated in ensuring fair trade practices, standardized services, tourism promotion, etc. Today, TAAI is a vital marketing arm for airlines, travel companies, government and other organizations. The role of TAAI:

- Helps in the promotion of inbound, outbound and domestic tourism
- TAAI offers a common forum
- TAAI provides professional help to the members
- It conducts market research
- TAAI develops Human Resources
 - TAAI helps the government formulate a tourism policy
 - It provides up-to-date information about the industry
 - TAAI, from time to time, undertakes advertising campaign
 - It helps in maintaining continuous dialogue with other tourism organizations
- TAAI keeps tourists away from unethical trade practices.

13.3.7 Pacific Asia Travel Association (PATA):

PATA is the largest travel promotional organisation in the world. It promotes travel and tourism to and within the Pacific region. It was incorporated to develop, promote and facilitate travel to areas within the Pacific Rim 1951 as a non-profit, voluntary and non-political corporation. Generally, PATA membership is open to all professional organisations such as airlines, steamship lines, travel agencies, tour operators, hoteliers, governments, tourism professional organisations, advertising agencies, public relations agencies, etc. PATA has four types of membership.

- Active Members
- Associate Members
- Allied Members and
- Affiliated Members.

Every year, the members of PATA meet at an annual conference to discuss various issues and activities of the association. The members elect the Board of Directors for three and two-year terms. The PATA's control and management is vested in active members' hands.

PATA, in order to achieve its objectives, has set up a well-defined network of regional and promotional chapters. The regional chapters are situated within the Pacific area and provide information, organize training programmes for members, improve the quality of plants and services, and take steps to increase regional tourism traffic. The PATA India chapter was set up in 1969. The promotional chapters are situated outside the Pacific area and are responsible for promoting travel trade. Practically, the activities of these chapters are designed to increase the tourist traffic in the Pacific region by organising regular meetings of the members, trade fairs, educational programmes, untapped natural resources, and seminars/conferences on various Pacific destinations. Generally, PATA's main aim is the progressive development and promotion of tourism to its member countries. The contribution of PATA towards its members can be studied under the following points:

- PATA conducts research studies on tourism

- PATA organises marketing programmes
- Provides detailed and up-to-date information
- Organises events in the Pacific region
- Helps in Economic Development
- PATA helps in the improvement of tourist plants and service facilities
- PATA helps member countries introduce corrective measures to increase tourist traffic.

13.3.8 The Indian Association of Tour Operators (IATO):

Over the years, the functions of the travel companies have increased considerably. The travel agencies no longer act as middlemen between vendors and tourists. They specialize in one product line, i.e., tour packaging. Today, they manufacture tourism products and are commonly known as 'tour operators'. The tour operator has his price tag for earning profit and has deployed several tour promotional programmes. However, to encourage, assist and protect the interests of tour operators, the Indian Association of Tour Operators (IATO) was formed in 1982. The association is the representative body of tour operators. The IATO promotes, develops, and helps members maintain and set up high ethical standards in the industry. It has been playing a very significant role in promoting and developing inbound tourism. The IATO has taken many steps necessary to promote, assist, and encourage the development of the travel and tourism industry throughout the country. It has also taken the initiative to secure the welfare of the tourism business in all respects. The association has promoted an equal opportunity for all visitors to enjoy the travel facilities without the distinction of race, colour, creed or nationality.

Contribution and role in travel trade

The primary role of IATO is:

- To promote national integration, international welfare and goodwill
- To take necessary steps for the promotion, encouragement and development of tourism in the country

- To develop, promote and encourage friendly feelings among the tour operators and travel agents/agencies
- To protect the interest of the members
- To set up and maintain high ethical standards.
- To settle the disputes of the members.
- Communicate and negotiate with chambers of commerce, IATA, DoT (Ministry of Tourism), and other organizations on behalf of members.
- To get affiliation with tourism organisations in other countries.
- To organize promotional tours with DoT, Airlines and International Tourism bodies.
- To institute awards for excellence in travel trade.
- Protect the members from the mal-practices
- Provides information.

Tourism and travel associations exist in almost every country of the world. These associations lay down the guidelines and objectives and aim to protect the members' interests. The associations directly and indirectly promote tourism and build the image of the host country at the globe. These associations help the tourism department formulate effective and extensive tourism policies and strategies.

Check Your Progress:

Answer the following questions.

- 1. What does WTO stand for?**

2. When PATA was established?

3. What are the main objectives of IATA?

4. When IATO was set up?

5. How can we become members of TAAI?

Check your answer with the one given at the end of the unit

13.4 Summary:

The travel agency and tour operators primarily supply services for tourism products. We have seen that they cannot work in isolation; they must be interlinked with other travel trade organisations to achieve the objectives. Moreover, other organisations must support them in meeting the changing market demands. Thus, they must be supported by trade associations to protect their interest, solve problems and market their product and services at the global level. In this unit, we have understood that there are various travel trade associations to regulate and help the travel agency and tour operation businesses in health promotion and development.

13.5 Answer to Check Your Progress:

- 1) See Sub-sec. 15.3.2
- 2) See Sub-sec. 15.3.6
- 3) See Sub-sec. 15.3.1
- 4) See Sub-sec. 15.3.8
- 5) See Sub-sec. 15.3.7

13.6 Suggested Readings:

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- IATA – Annual Report, 1996, 2004.
- PATA, Story Editors, Chuck Gee and Matt Lurie, 1992.
- Hotels and Resorts, Mumbai, Sept. 1999.
- TAAI News Letters, 1997, 2004.
- Travel Observer – Various Issues
- IATO Manual, 1998, 2004.
- The Travel Trends- Various issues.
- WTO sites www.wto.org.com
- www.wto.html.com
- Seth P.N., Successful Tourism Management, Sterling Publications Private Ltd., New Delhi.1997.

13.7 Review Questions:

1. What are the leading travel trade associations that are directly related to the marketing of tourism products?
2. Explain the role and contribution of IATA in promoting travel agency and tour operation business in India.
3. “WTO is known as a nodal tourism promotion organisation in terms of developing various tourism concepts and promoting sustainable tourism.” Justify.
4. Compare the role and contribution of TAAI and IATO in the healthy growth and development of travel agency and tour operation business in India.
5. How does the Pacific Asia Travel Association (PATA) work through its chapters? Illustrate

13.8 Glossary:

- **Pacific Asia Travel Association (PATA)** - It is the largest travel promotional organisation in the world. It promotes travel and tourism to and within the Pacific region.
- **World Tourism Organisation** - An international organisation concerned with the economic, social and cultural impact of tourism worldwide.

Unit-14

International Air Transport Association (IATA): History, Aims, Services, Activities, Membership

Structure:

14.0 Objectives

14.1 Introduction

14.2 History of IATA

14.3 Mission and Vision of IATA

14.4 Features of IATA

14.5 Types of Membership Granted by IATA

14.6 Functions of IATA

14.7 Significance of IATA in the Growth of the Tourism Industry

14.8 Check Your Progress

14.9 Summary

14.10 Glossary

14.11 Self-Assessment Questions

14.12 References and Suggested Readings

14.0 Objectives:

The present unit aims to:

- Know the significance of IATA in the promotion of the tourism industry.
 - Understand the functions performed by IATA.
-

14.1 Introduction:

IATA was established in April 1945 in Havana, Cuba, and its headquarters is in Montreal, Canada. It is an inter-airlines organization established in different nations. It is also considered the trade association of the world's airlines. In 2016, its total members were 290 from 126 nations. The IATA's member airlines carry approximately 82% of total available seat miles air traffic. IATA supports airline activity and helps formulate industry policy and standards. This association intends to provide safe, reliable, and economical air services for the benefit of its customers. In this unit, you will learn about the meaning, objectives, functions, and different membership categories IATA provides.

14.2 History of IATA:

IATA was founded in Havana, Cuba, on 19 April 1945. It is the prime vehicle for inter-airline cooperation in promoting safe, reliable, secure and economical air services for the world's consumers. The international scheduled air transport industry is more than 100 times larger than in 1945. Few industries can match the dynamism of that growth, which would have been much less spectacular without the standards, practices and procedures developed within IATA.

At its founding, IATA had 57 members from 31 nations, mainly in Europe and North America. Today, it has 290 members from 120 nations in every part of the globe.

14.3 Mission and Vision of IATA

The following are the vision and mission of the International Air Transport Association (IATA):

- **Vision:**

Working together to shape the future growth of a safe, secure, sustainable air transport industry that connects and enriches our world.

- **Our mission:**

IATA's mission is to represent, lead, and serve the airline industry.

- **Representing the airline industry:**

We improve understanding of the air transport industry among decision-makers and increase awareness of the benefits that aviation brings to national and global economies. Advocating for the interests of airlines across the globe, we challenge unreasonable rules and charges, hold regulators and governments to account, and strive for sensible regulation.

- **Leading the airline industry:**

For over 70 years, we have developed global commercial standards upon which the air transport industry is built. We aim to assist airlines by simplifying processes and increasing passenger convenience while reducing costs and improving efficiency.

- **Serving the airline industry:**

We help airlines to operate safely, securely, efficiently, and economically under clearly defined rules. Professional support is provided to all industry stakeholders with a wide range of products and expert services.

14.4 Features of IATA:

The following are the features of the IATA organization:

- Its members are the airlines of the different countries
- It works for the betterment of its members and customers
- It encourages safe and reliable air travel
- It improves technology to make the airline's tickets easily
- It makes rules and regulations regarding airline tickets and baggage

14.5 Types of Membership Granted by IATA:

From 57 founding members in 1945, IATA represents 290 airlines from 120 countries. Carrying 82% of the world's air traffic, IATA members include the world's leading passenger and cargo airlines. IATA membership is open to airlines operating scheduled and non-scheduled air services that maintain an IATA Operational Safety Audit (IOSA) registration. IATA offers three categories of membership:

- **Active:** Any air transport company licensed to operate a scheduled air service under proper authority in transporting passengers, mail, or cargo between the territories of two nations is eligible to become an active association member.
- **Associate:** Associate membership is open to any organization/enterprise operating in air transport under the state's flag. If you are eligible to qualify as a member of ICAO, you are eligible to become an associate member of IATA.
- **Allied:** Allied members are those who, after membership, can deal with airline tickets and use the IATA logo for all purposes. These types of membership are open to travel agencies/ tour operators and those selling airline tickets to the general public on behalf of airlines.

Benefits of being an IATA Member:

Members benefit in several ways. Most importantly, IATA provides a powerful, unified and experienced voice that supports and promotes the interests of its members through:

- International recognition and lobbying
- Targeting key industry priorities
- Driving industry change
- Reducing costs
- Communication campaigns
- Training and other services

14.6 Functions of IATA:

The association's Board of Governors revised IATA's priorities for 2020 at its June 2020 meeting in light of the impact of COVID-19 on the industry.

• Generate Cash for Airlines:

2020 target: To support the industry in achieving relief measures that generate cash for airlines equivalent to up to USD120 billion

• Reduce Airline Costs:

2020 target: To support the industry in reducing supplier costs and taxes for airlines equivalent to up to USD50 billion.

- **Industry Restart:**

2020 target: To enable the industry to reach 60% of 2019 RTK levels by December 2020 through the successful implementation of the IATA Industry Restart Plan

- **Ensure IATA's Sustainability:**

2020 target: To protect cash and IATA customers' accounts in delivering the 2020 cost reduction targets (USD108 million cash expenditure reduction vs 2020 budget) and ensuring the safe and secure delivery of IATA's services for the industry.

- **Safety and security:**

We continuously improve safety and security performance through effective risk management, earning the industry the license to grow.

2020 target: reduction of the 5-year all-accident rate (pdf) per million flights from 2015-2019 (2019 rate available in February 2020) to 2016-2020

2035 goal: year-on-year reduction of the 5-year all-accident rate per million flights between 2019-2035.

- **Environmental sustainability:**

Implement a comprehensive strategy to reduce aviation's climate, noise, and local impacts while securing the industry's license to grow.

2020 target: 1.5% fuel efficiency improvements (pdf), litres per 100 RTK on 2019 figure (available in March 2020)

2035 goal: total net CO₂ at less than Carbon Neutral Growth (CNG) 2020 level (pdf)

- **Rebalancing the value chain:**

To enable a continued reduction in airline operating costs and charges to facilitate sustainable growth.

2020 target: USD900 million reduction and 33% cost avoidance on ANSP/Airport charges, fuel fees and taxation (pdf)

2035 goal: under development

- **Infrastructure for growth:**

To enable timely, appropriate and affordable infrastructure and capacity for the industry to ensure sustainable growth.

2020 target: 1% reduction on 2019 figure (tbc) in ATM/Airport caused delays per flight > 15 minutes in Europe

2035 goal: 15% reduction on 2018 figure in ATM/Airport caused delays per flight > 15 minutes

- **Government, taxes and regulations:**

To achieve standards and regulations that facilitate rather than constrain sustainable aviation growth while minimizing taxation on aviation.

2020 target: 5.75 average Smarter Regulation rating in IATA Regulatory Competitiveness Index

2035 goal: 6.3 average Smarter Regulation rating in IATA Regulatory Competitiveness Index.

14.7 Significance of IATA in the Growth of the Tourism Industry:

- It promotes safe, regular, and economical air transport for the benefit of the world's people, fosters air commerce, and studies the problems connected to that.
- It provides a means for collaboration among the air transport enterprises engaged directly or indirectly in international air transport services.
- To cooperate with the International Civil Aviation Organization and other international organizations to promote safe, reliable and economical air services.
- It provides a common platform for travel agencies/tour operators
- It promotes and develops international tourism.
- It recognises the travel agencies and tour operators who fulfil minimum requirements.
- It provides statistical data to its members.
- It publishes the Travel Information Manual (TIM), which contains updated information related to the aviation industry and travel agents and airline companies around the world use it.

14.8 Check Your Progress:

- **Write a detailed note on IATA.**

- Airlines that do not publish any prior timetable.

14.11 Self-Assessment Questions:

- Discuss the essential functions performed by IATA.
- What kind of membership is granted by IATA?
- Define IATA. Also, discuss its key features and significance.

14.12 References and Suggested Readings:

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- <https://www.iata.org/>
- https://en.wikipedia.org/wiki/International_Air_Transport_Association
- <https://www.iatatraveltourism.com/international-travel-document-news/1580226297.htm>
- <https://www.tfafacility.org/international-air-transport-association-iata>
- IATA (1978), The State of the Air Transport Industry, Annual Report, published by International Air Transport Association

Unit-15

International Civil Aviation Organization (ICAO): History, Objectives, Functions, Organizational Structure

Structure:

15.0 Objectives

15.1 Introduction

15.2 History of ICAO

15.3 Objectives of ICAO

15.4 Features of ICAO

15.5 Functions of ICAO

15.6 Differentiation between ICAO and IATA

15.7 Role of ICAO in the Aviation Industry

15.8 Check Your Progress

15.9 Summary

15.10 Glossary

15.11 Self-Assessment Questions

15.12 References and Suggested Readings

15.0 Objectives:

The essential objectives of the present unit are listed below:

- To learn the critical functions performed by ICAO
- To understand the differences between ICAO and IATA

15.1 Introduction:

ICAO is funded and directed by 193 national governments to support their diplomacy and cooperation in air transport as signatory states to the Chicago Convention (1944). Its core function is to maintain an administrative and expert bureaucracy (the ICAO Secretariat) supporting these diplomatic interactions and to research new air transport policy and standardization innovations as directed and endorsed by governments through the ICAO Assembly or the ICAO Council, which the assembly elects. Industry and civil society groups and other concerned regional and international organizations also participate in exploring and developing new standards at ICAO in their capacity as 'Invited Organizations'. As these stakeholders identify new priorities, the ICAO secretariat convenes panels, task forces, conferences and seminars to explore their technical, political, socio-economic and other aspects. It then provides governments with the best results and advice possible as they collectively and diplomatically establish new international standards and recommended practices for civil aviation internationally. Once governments achieve diplomatic consensus around a new standard's scope and details, it is then adopted by those same 193 countries to bring worldwide alignment to their national regulations, helping to realize safe, secure and sustainable air operations on a truly global basis. In addition to these core diplomatic and research capabilities, ICAO also serves as a critical coordination platform in civil aviation through its seven Regional Offices. It also conducts educational outreach, develops coalitions, and conducts auditing, training, and capacity-building activities worldwide per the needs and priorities governments identify and formalize.

15.2 History of ICAO:

The International Commission for Air Navigation (ICAN) was the forerunner to ICAO. It held its first convention in 1903 in Berlin, Germany, but no agreements were reached among the eight countries that attended. Twenty-seven countries attended the second convention in 1906, also held in Berlin. The third convention in London in 1912 allocated the first radio call signs for aircraft use. ICAN continued to operate until 1945.

Fifty-two countries signed the Chicago Convention on International Civil Aviation, also known as the Chicago Convention, in Chicago, Illinois, on 7 December 1944. Under its terms, a Provisional International Civil Aviation Organization was to be established and replaced by a permanent organization when twenty-six countries ratified the convention. Accordingly, PICAQ began operating on 6 June 1945, replacing ICAN. The twenty-sixth country ratified the convention on 5 March 1947, and consequently, PICAQ was disestablished on 4 April 1947 and replaced by ICAO, which began operations the same day. In October 1947, ICAO became an agency of the United Nations under its Economic and Social Council (ECOSOC).

In April 2013, Qatar offered to serve as the new permanent seat of the Organization. Qatar promised to construct a massive new headquarters for ICAO and to cover all moving expenses, stating that Montreal "was too far from Europe and Asia", "had cold winters", and was hard to attend due to the Canadian government's slow issuance of visas, and that the taxes imposed on ICAO by Canada were too high. According to *The Globe and Mail*, Qatar's invitation was at least partly motivated by the pro-Israel foreign policy of Canadian Prime Minister Stephen Harper. Approximately one month later, Qatar withdrew its bid after a separate proposal to the ICAO's governing council to move the ICAO triennial conference to Doha was defeated by a vote of 22–14.

In January 2020, ICAO blocked several Twitter users – among them think-tank analysts, employees of the United States Congress, and journalists – who mentioned Taiwan in tweets related to ICAO. Many tweets were concerned

about the COVID-19 pandemic and Taiwan's exclusion from ICAO safety and health bulletins due to Chinese pressure.

In response to questions from reporters, ICAO issued a tweet stating that publishers of "irrelevant, compromising and offensive material" would be "precluded". Since that action, the organization has followed a policy of blocking anyone asking about it. The United States House Committee on Foreign Affairs harshly criticized ICAO's perceived failure to uphold principles of fairness, inclusion, and transparency by silencing non-disruptive opposing voices. Senator Marco Rubio also criticized the move. The Ministry of Foreign Affairs (Taiwan) (MOFA) and Taiwanese legislators criticized the move, with MOFA head Jaushieh Joseph Wu tweeting to support those who were blocked. Anthony Philbin, chief of communications of the ICAO Secretary General, rejected criticism of ICAO's handling of the situation: "We felt we were completely warranted in taking the steps we did to defend the integrity of the information and discussions our followers should reasonably expect from our feeds." In exchanges with International Flight Network, Philbin refused to acknowledge the existence of Taiwan.

On 1 February 2020, the US State Department issued a press release which heavily criticized ICAO's actions, characterizing them as "outrageous, unacceptable, and not befitting of a UN organization."

15.3 Objectives of ICAO:

- Achieve the sustainable growth of the global civil aviation system.
- To serve as the global forum of States for international civil aviation. ICAO develops policies and Standards, undertakes compliance audits, performs studies and analyses, provides assistance and builds aviation capacity through many other activities and the cooperation of its Member States and stakeholders.

15.4 Features of ICAO:

Essential features of ICAO are mentioned below:

- ICAO is a specialized agency of the United Nations.
- It ensures the safe and orderly growth of the aviation industry.

- ICAO defines the air accident investigation protocols followed by transport safety authorities in countries signatory to the Chicago Convention on International Civil Aviation.
 - ICAO is funded and directed by 193 national governments.
 - ICAO is distinct from other international air transport organizations.
-

15.5 Functions of ICAO:

Each regional office is responsible for serving the Contracting States to which it is accredited and maintaining liaison with non-Contracting States and other territories in the areas of general responsibility for the performance of the following:

- 1) Air Navigation Functions:** including assisting, expediting and following up of:
 - Action by States to implement regional plans and regional supplementary procedures; and
 - Implementation of ICAO Standards, Recommended Practices and Procedures.
- 2) Air Transport Functions:** including States and international organizations of ICAO air transport policies and activities, and encouraging States to file statistics, to implement Annex 9 on facilitation, to submit replies to economic study questionnaires and to submit data for revision of the Manual of Airport and Air Navigation Facility Tariffs (Doc 7100).
- 3) Regional Bodies:** where established, close cooperation with the regional bodies: African Civil Aviation Commission (AFCAC), European Civil Aviation Conference (ECAC), Latin American Civil Aviation Commission (LACAC), and co-ordination of interrelated work programmes to avoid duplication of effort and to ensure harmony in the development of the international air transport system as a whole.
- 4) Technical Co-operation Functions,** including the Regional Scholarship Programme and assistance in investigating fellowship applications; provision of advice on programming, including coordination within the

region of requests for regional projects; briefing of newly-recruited Technical Co-operation experts.

- 5) **Legal**, obtaining current copies of air laws and regulations and information on contemplated air legislation and regulations from Contracting States; obtaining, on request, judicial information relating to aviation matters.
- 6) **Aviation Security**, encouraging, assisting, expediting, monitoring and following up all aspects of aviation security following ICAO policy, Standards, Recommended Practices and procedures.
- 7) **General**, reporting on implementation by States of Assembly and Council Resolutions regarding aviation security; reporting on aviation accidents and incidents to enable follow-up action by ICAO as may be required; the distribution of ICAO publications and documents following Headquarters policy; the holding of meetings at regional office locations, or other appropriate locations within the areas of general responsibility, the participation in press, television and radio interviews and the provision of lectures on ICAO activities; the follow-up with Contracting States, as required, on the collection of contributions and the attendance at meetings of other international organizations.

15.6 Differentiation between ICAO and IATA:

This was a long-winded way of explaining the apparent differences between ICAO/IATA, but it helps to clarify why the two are used together, why they are different, and why it is crucial to know both when trying to identify airports, flight paths, or ATC broadcasts:

- ICAO codes are four-letter codes used by an appending body of the United Nations to designate international flights and govern air travel standards. On the other hand side, IATA codes are three-letter codes used by a non-governmental trade organization to efficiently identify airports, airlines, and flight paths for consumers.
- The International Civil Aviation Organization (ICAO), part of the United Nations system, is an organization whose members are nations (usually represented by the nation's aviation department, sometimes by the foreign

ministry.) ICAO considers aviation political and technical issues and adopts Standards and Recommended Practices that member states implement in law or regulation.

The International Air Transport Association (IATA) is a non-governmental airline industry association. It coordinates the adoption of industry standards and facilitates cooperation between airlines subject to national laws.

- The ICAO is the International Civil Aviation Organization and is part of the United Nations.

The International Air Transportation Association is an Airline Trade Group.

15.7 Role of ICAO in the Aviation Industry:

Different nations formed the International Civil Aviation Organization (ICAO) to offer safe, reliable and economical air travel for passengers:

- It ensures the safe and orderly growth of civil aviation throughout the world.
- It meets the needs of the world's people for safe, regular, efficient and economical air transport.
- It promotes the safety of flights in international aviation.
- It aims at across-border traffic-international commercial development.
- The tremendous development of aviation during World War II demonstrated the need for an international organization to assist and regulate international flight for peace.
- It serves as an international platform to promote cooperation.
- It determines and disseminates best practices.
- It raises awareness among its members and passengers about the significance of air travel.
- It facilitates the use of existing arrangements wherever they exist.

15.8 Check Your Progress:

- **Discuss in detail the historical features of ICAO:**

- **Air Transportation:** Air transportation is the movement of passengers and freight by any conveyance and an appreciation for this new technology's future significance.

15.11 Self-Assessment Questions:

- Differentiate between ICAO and IATA.
- Discuss the essential functions performed by ICAO
- Highlight the key features and significance of ICAO

15.12 References and Suggested Readings:

- <https://www.icao.int/Pages/default.aspx>
- <https://ihsmarkit.com/products/icao-standards.html>
- <https://www.icao.int/secretariat/Pages/ro-responsibilities.aspx>
- <https://www.britannica.com/topic/International-Civil-Aviation-Organization>

Unit-16

**Travel Agents Association of India (TAAI): History,
Purpose, Objectives, Activities and Membership**

Structure:

16.0 Introduction

16.1 Objectives

16.2 History of TAAI

16.3 About TAAI

16.4 Aim and Mission of TAAI

16.5 Features of TAAI

16.6 Functions of TAAI

16.7 Significance of TAAI in the Growth of the Tourism Industry

16.8 Check Your Progress

16.9 Summary

16.10 Glossary

16.11 Self-Assessment Exercise

16.12 References and Suggested Readings

16.0 Introduction:

The Travel Agents Association of India (TAAI) was formed by 12 travel agents in India in 1951. It is one of the oldest tourism and travel-related organizations in India. Its headquarters is situated in Mumbai, Maharashtra. For better functioning, the association has been divided into four regions: North, South, East, and West. TAAI is headed by a president, whom a Vice-President assists, further general secretary and other office bearers and all of them are elected by the active members. TAAI grants four categories of membership: active membership, branch associate, allied associate, and overseas associate. Its main objectives are representing the industry before the Ministry of External Affairs, Civil Aviation, Finance, Transport, Railways and Home Affairs. To provide timely, complete and reliable information to the members, solve members' common problems, resolve disputes among its members, promote the country's tourism industry and protect the rights and interests of the travellers. In the present unit, the learners will find the historical features, significant objectives, functions and different kinds of membership granted by the association.

16.1 Objectives:

The following are the primary objectives of the present unit:

- To highlight the contribution of TAAI to the growth of the Indian tourism industry.
 - To understand the different functions performed by TAAI.
-

16.2 History of TAAI:

The Travel Agents Associations of India (TAAI) was formed towards the end of 1951 by twelve leading travel agents who felt the time had come to create an Association to regulate the travel industry in India along organized lines and follow sound business principles.

The primary purpose was to protect the interests of those engaged in the industry, promote its orderly growth and development, and safeguard the travelling public from exploitation by unscrupulous and unreliable operators. The association's membership swelled steadily from the original 12 to

approximately 2500 Active, Associate, Allied, Government and Non-Resident members in the following years.

16.3 About TAAI:

Travel Agents Association of India (TAAI) was incorporated in 1951, 4 years after Indian Independence. It continues most effectively with quality growth and the ability to support industry growth. TAAI is India's premier, nodal, most prominent and oldest Travel & Tourism Association.

TAAI's membership of about 2,500+ leading Indian companies involved actively with tourism brings to its members constant guidance from our 20 regional units, which are unique to TAAI and its leadership development. Each unit has an elected chairman, secretary, and treasurer to administer effectively. Member agencies get to meet regularly. We most effectively support road shows, presentations, and interaction on industry updates.

TAAI is actively associated with the Airlines and IATA. We debate Airline practices as IATA's APJC (Agency Program Joint Council) members. TAAI's active Airlines Council connects TAAI with Domestic and international Airlines.

TAAI works closely with the Ministry of Tourism and the government of India. We actively participate in the Tourism Meetings convened by the Government. We are actively associated with the State Tourism Boards of India.

TAAI has an extensive membership network and is actively involved in several industry verticals; thus, its focus is to promote these effectively and connect members with opportunities.

- Airline Ticketing
- Outbound Tourism
- Inbound Tourism
- Domestic Tourism
- Hospitality
- MICE
- Sports Tourism
- Destination Promotion & Specialization

Destination promotion has been TAAI's stronghold. TAAI's networks include tourism ministries, governments, national authorities, and boards. We have MOUs to promote bilateral tourism with over 25 countries, and TAAI encourages itself to promote outbound into these countries. TAAI is a ONE-POINT CONTACT for any country; destination or attraction must be effectively promoted across India.

TAAI Conventions (Indian Travel Congress) are the most eagerly awaited Travel and tourism industry events. This annual TAAI event's immense visibility to the global industry is fantastic. 800 to 1400 delegates, depending on the destination and TAAI's decision, are blessed with the excellent opportunity to network, get updated, promote or buy and, importantly, take home some great learning through our knowledge sessions. TAAI organizes these events all over the world, including in India.

16.4 Aim and Mission of TAAI:

- TAAI is conscious of the interest of the travelling public and maintains high ethical standards within the travel trade.
- TAAI aims to develop the travel and tourism industry in India by constantly improving the standard of service and professionalism to cater to the needs of travellers and tourists from within India and overseas.
- TAAI is engaged in promoting cooperation 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.

16.5 Features of TAAI:

The following are the critical features of TAAI:

- TAAI is an Indian organization of travel agencies.
- It regularly organizes conferences for its members
- It works as an intermediary between travel companies and the Government.
- It collects and shares statistical data with its members.
- It continues most effectively with quality growth and the ability to support industry growth.

- TAAI works closely with the Ministry of Tourism and the government of India.

16.6 Functions of TAAI:

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

16.7 Significance of TAAI for Travel Companies:

- TAAI Members are bound by the TAAI Code of Conduct and Constitution and enjoy networking opportunities with the TAAI Membership via various formal and informal forums.
- TAAI's primary objective is to look after the interests of its members. Each application is vetted by TAAI local Regions/Chapters/City committees and finally approved after stringent scrutiny by its Managing Committee. All members adhere to the Code of Conduct and abide by the Constitution of TAAI. Members enjoy the benefits of the wide range of member information and networking abilities with over 2500 other members and hundreds of partners.

- To protect and secure the interests of the membership.
- Act on behalf of our membership in negotiations and deliberations with Industry stakeholders.
- To promote the highest standards of professionalism and ethics among our members in their dealings with the public and among each other.
- To provide professional training to enhance skills, provide updates on the latest industrial work, and conduct roadshows with various national tourism organizations nationwide.
- To consider all legislation and proposed legislation brought to TAAI's attention by members or otherwise, affecting or likely to affect the travel industry and to take any or all such actions in the interest of its membership.

Every Region/Chapter/City Committee of TAAI has to conduct meetings of its members once every 60 days, where members can share ideas on the current matters affecting the trade in general and get acquainted with new developments in the travel and tourism industry. At these meetings, problems affecting the members are discussed and resolved. Many meetings are conducted by inviting industry leaders/consular officers and guest speakers to address members on pertinent issues.

TAAI Newsletter keeps members updated on important industry matters.

TAAI Annual Congress (also known as Annual Conventions) offers formal and informal networking opportunities with other members, associate partners, international delegates etc. This annual event is well known. Respected international speakers and industry leaders are invited to address members.

TAAI constantly liaises with government bodies, viz. Office of Director General of Civil Aviation (DGCA), Ministry of Civil Aviation (MOCA), Ministry of External Affairs (MEA), Ministry of Tourism, Government of India Tourist Office, various commerce organizations, Diplomatic Missions, Airport Authorities etc. TAAI fights any action which may be detrimental to the travel industry.

16.8 Check Your Progress:

- **Discuss the different functions performed by TAAI.**

- **Describe the significance of TAAI for travel companies.**

16.9 Summary:

Thus, based on the above-detailed discussion, it is clear that the Travel Agents Association of India (TAAI) is the largest association of travel agencies in India. It works for the benefit of the travel agents in India. It also provides financial assistance to its members. It regularly organizes conferences for its members. It works as an intermediary between Government and its members. It works for the

16.10 Glossary:

- **Travel:** Movement of people from one destination to another
- **Agent:** A person who works on a commission basis and brings business to a company.

16.11 Self-Assessment Exercise:

- Differentiate between TAAI and IATO.
 - Please explain in detail the efforts done by TAAI for the benefit of its members.
 - What is the role of the Travel Agents Association of India (TAAI) in commencing travel trade?
-

16.12 References and Suggested Readings:

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- <https://www.devex.com/organizations/travel-agents-association-of-india-taai-121026>
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- <https://www.thehindu.com/business/Industry/travel-agents-body-seeks-guidelines-for-travellers-who-have-taken-covid-19-jab/article33588603.ece>
- <https://www.slideshare.net/sudarshan2244/taai>
- <https://www.traveltrendstoday.in/news/tato/item/9652-taai-appeals-to-iata-to-waive-annual-fees-extend-financial-security-deadline>

Unit-17

**Indian Association of Tour Operators (IATO): Purpose,
Objectives, Membership and Functions**

Structure:

17.0 Introduction

17.1 Objectives

17.2 History of IATO

17.3 Objectives of IATA

17.4 IATO Membership

17.5 Benefits of IATO Membership

17.6 Functions of IATO

17.7 Check Your Progress

17.8 Summary

17.9 Glossary

17.10 Self-Assessment Exercise

17.11 Further and Suggested Readings

17.0 Introduction:

The Indian Association of Tour Operators (IATO) is the National body of the tourism industry. It has over 1600 members covering all segments of the Tourism Industry. Established in 1982, IATO today has international acceptance and linkages. It has close connections and constant interaction with other US, Nepal, and Indonesia tourism associations, and its member bodies are USTOA, NATO, and ASITA. It is increasing its international networking with professional bodies to facilitate better International travellers visiting India and the entire Region.

IATO interacts closely with the government on all critical issues affecting the tourism industry in India, with the highest priority being tourism facilitation. It interacts closely with all Government Ministries/Departments, Chambers of Commerce and Industry, and Diplomatic Missions. It acts as the common medium between the decision-makers and the industry and presents the complete perspective to both sides, synergizing their shared agenda of Tourism facilitation. All IATO members observe the highest standards of professional ethics and offer personalized service to their clients.

Being the National Apex Body of the Tourism Industry, IATO is always actively responsive to its social responsibility. All IATO members actively participate in meeting their Social Obligations not only during national emergencies and natural calamities. But also as an ongoing venture. IATO members have generously contributed to the National Defense Fund in recent years. Also, they organized Blood Donation camps during the Kargil conflict, carried out relief work in the Cyclone affected areas in Orissa, set up emergency relief supplies for the victims of the Gujarat Earthquake, and adopted a village and provided them with the necessary relief and rehabilitation infrastructure. IATO has contributed wholeheartedly to the Prime Minister's Relief Fund and helped the government in its efforts during the national crisis.

IATO has five categories of membership: Active, Allied, Associate, International and Honorary. All its active members are recognized and approved by the Indian government's Department of Tourism and have at least

three years of experience in handling International Tourists to India before being admitted to the IATO fraternity.

IATO's affairs are managed by an Executive Committee elected by the Active Members every two years. The President heads the Executive Committee with a team of six officebearers and 9 Executive Members. The Executive Committee meets monthly to discuss the current Tourism Industry and Membership Issues. IATO networks through its state-level chapters at the local level, where all local issues are handled at the appropriate level.

17.1 Objectives:

The following are the objectives of the present Unit:

- To understand the functioning of IATO
- To know the purposes of IATO in travel, tourism, and hospitality.

17.2 History of IATO:

Indian Association of Tour Operators (IATO) is the national apex body of the tourism industry. Founded on 13th January 1982 with just seven members, it now has over 1600 members from different tourism industry segments like travel agents, hotels, airlines, government tourism departments/ development corporations, educational institutions, transport operators and national and international tour operators.

IATO has been the forum for the tourism industry to address crucial industry issues at various levels. During the 1982 convention, IATO's demand for the Tourism Industry's recognition as EXPORTERS was finally accepted by the Government in 2002! IATO has constantly been discussing essential issues at different forums and, with persistent persuasion, has attained the unique position of being the Industry's prime contact with the Government.

While the Industry's issues are the prime focus of IATO as the National apex Body, IATO has wholeheartedly participated in its Social Obligations. IATO has supported all major national causes, which relief emergency operations in national crises and calamities have contributed. IATO has also been actively involved in developing Professional Human Resources in the Tourism Industry by providing Job Training to students from Different Tourism Institutes and organizing special need-based courses for training in the Industry.

17.3 Objectives of IATO:

The Indian Association of Tour Operators has been founded to promote international understanding and goodwill to the ultimate advantage. All income of the Association shall be utilized towards the promotion of the aims and objectives of IATO.

The aims and objects of the Society are as follows:

- To promote national integration, welfare and goodwill
- To take all steps necessary for promoting, encouraging and assisting in developing tourism throughout the country and to take initiatives to secure the welfare of the Tourism Trade in all respects.
- 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 on all subjects involving their common good and benefit.
- To try to amicably settle the disputes of the members of this Association by referring the disputes for settlement to a sub-committee to be constituted for such purpose by the Executive Committee.
- 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.
- To get affiliation with similar organizations in other countries.
- To promote equal opportunities for all visitors to enjoy the Tourism and travel facilities regardless of race, colour, creed or nationality.
- To organize 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, courses of studies, and cultural meetings.
- To institute awards for excellence in tourism-related activities.
- To assist students by scholarship in pursuing higher education, study, and research, particularly in developing tourism and international brotherhood fields in India and outside the country.
- To institute chairs and fellowships in India.
- To take the initiative and ensure that the problems affecting any of the services relating to the tourism trade are sorted out through the mediation of the Association, failing which joint legal action to be taken for and on behalf of the members of the Association for settling such problems.
- 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.
- To print and publish information material for the benefit of its members.

17.4 IATO Membership:

The membership of the association is open to all tourism and travel organizations in India and abroad if they have:

- Good professional reputation.
- Sound financial position.
- At least two years in the travel business.
- Recognized by DoT.

The association imposes other terms and conditions from time to time.

The association has the following members:

1. Active Members
2. Associated Members
3. Allied Members
4. Honorary Members
5. International Members

To become a member of the IATO, organizations must apply on the prescribed form, which must be proposed and seconded by the association members, of which one must be an active member. The application shall be considered by the executive committee and approved by a majority of 2/3 members. The decision of the executive committee will be final.

17.5 Benefits of IATO Membership:

While working relentlessly for tourism development in the country, IATO safeguards the interests of its members. When the association took shape, it set out with the following aims and objectives:

- To promote national integration, welfare and goodwill.
- To promote, encourage and assist in developing tourism and to secure the welfare of the travel trade in all respects.
- To encourage and promote friendly feelings in the industry.
- To try to settle the disputes of the members amicably.
- To protect the members' interest 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 cannot undertake individually.
- To get affiliation with similar organizations in other countries.
- To promote equal opportunities for all visitors to enjoy the tourism and travel facilities regardless of race, colour, creed or nationality.
- To organize overseas promotional tours jointly with various airlines, the Government of India tourism offices abroad, and other similar organizations.
- To conduct, aid, assist and discuss courses of studies and cultural meetings.
- To institute awards for excellence in tourism-related activities.
- To assist students by offering scholarships to pursue higher education, study, and research, particularly in tourism development.

17.6 Functions of IATO:

Since the formation of IATO, the tour operation business has gained recognition and importance globally. IATO has done remarkable work in the field of tourism promotion and development.

The prominent roles and functions of IATO are the following:

- Promote national integration and international understanding.
- Acts as an image builder.
- Organizes 'Farm Tour' (overseas).
- Encourage tourism education and research.
- Settle disputes between the members.
- Protect the members from malpractices.
- Provides information.

Tourism and travel associations exist in almost every country in the world. These associations lay down the guidelines and objectives to protect the interests of the members and tourists. The associations, directly and indirectly, promote tourism and build the host country's image globally. These associations help the Department of Tourism to formulate effective and extensive tourism policies and strategies.

17.7 Check Your Progress:

- **What is IATO? Also, discuss its key features**

17.11 Further and Suggested Readings:

- <https://iato.in/pages/view/9>
- <https://iato.in/>
- <https://iato.in/members/lists>
- <https://tourismnotes.com/indian-association-of-tour-operators-iato/>
- <https://www.adtoi.in/>
- <https://eturbonews.com/2989937/indian-association-of-tour-operators-elects-new-president-in-record-turnout/>

UNIT-18

Case Studies of Thomas Cook and Cox & Kings

Structure:

18.0 Objectives

18.1 Introduction

18.2 Thomas Cook: A Brief History

18.2.1 Earlier Tours

18.2.2 The Great Exhibitions

18.2.3 Across the Channel

18.2.4 Switzerland and Italy

18.2.5 Hotel Coupons and Circular Notes

18.2.6 Thomas Cook in Today's Scenario

18.3 Cox & Kings

18.4 Summary

18.5 Review Questions

18.6 Reference and Suggested Readings

18.7 Glossary

18.0 Objectives:

After completing the present unit, the learners will understand:

- The glorious history of Thomas Cook and Cox & Kings
 - The contribution of Thomas Cook and Cox & Kings in growth of tourism industry in World
-

18.1 Introduction:

Thomas Cook is the world's best-known name in travel, thanks to the inspiration and dedication of a single man. Thomas Cook began his international travel company in 1841, with a successful one-day rail excursion at a shilling a head from Leicester to Loughborough on 5 July. From these humble beginnings, Thomas Cook launched a whole new kind of company—devoted to helping Britons see the world.

Cox & Kings Ltd., set up in 1758, is one of the longest established travel companies. Headquartered in India and the UK, the holiday and education travel group has subsidiaries in the United States, Canada, the United Kingdom, Netherlands, the United Arab Emirates, Japan, Singapore, Australia and New Zealand. It was declared bankrupt in 2020 and is undergoing bankruptcy proceedings under Indian Insolvency and Bankruptcy Code (IBC). During March 2021 the lenders to the Company moved National Company Law Tribunal after committee of creditors (CoC) voted in favour of liquidation with the requisite majority of more than 66%.

Cox & Kings Ltd. has operations spread across 22 countries and 4 continents. Historically, Cox and Kings Ltd. has been an army agent, a travel agent, a printer and publisher. It has also worked as a news agent, cargo agent, ship-owner, banker, insurance agent, and dealer of several travel-related activities. Its core activities now include the sale of packaged holidays.

18.2 Thomas Cook: A Brief History:

On 9 June 1841, a 32-year old cabinet-maker named Thomas Cook walked from his home in Market Harborough to the nearby town of Leicester to attend a temperance meeting. A former Baptist preacher, Thomas Cook was a religious

man who believed that most Victorian social problems were related to alcohol and that the lives of working people would be greatly improved if they drank less and became better educated. As he walked along the road to Leicester, he later recalled, 'the thought suddenly flashed across my mind as to the practicability of employing the great powers of railways and locomotion for the furtherance of this social reform'.

At the meeting, Thomas suggested that a special train be engaged to carry the temperance supporters of Leicester to a meeting in Loughborough about four weeks later. The proposal was received with such enthusiasm that, on the following day, Thomas submitted his idea to the secretary of the Midland Railway Company. A train was subsequently arranged, and on 5 July 1841, about 500 passengers have conveyed in open carriages the enormous distance of 12 miles and back for a shilling. The day was a great success and, as Thomas later recorded, 'thus was struck the keynote of my excursions, and the social idea grew upon me.

18.2.1 Earlier Tours:

During the next three summers, Thomas arranged a succession of trips between Leicester, Nottingham, Derby and Birmingham on behalf of local temperance societies and Sunday schools. Within these limits, many thousands of people experienced rail travel for the first time, and Thomas was able to lay the foundations of his future business. He later described this period as one of 'enthusiastic philanthropy' since, beyond the printing of posters and handbills, he had no financial interest in any of these early excursions.

Thomas Cook's first commercial venture took place in the summer of 1845 when he organised a trip to Liverpool. This was a far more ambitious project than anything he had previously attempted, and he made his preparations with great thoroughness. Not content with simply providing tickets at low prices - 15 shillings for first-class passengers and 10 shillings for the second. Thomas also investigated the route and published a handbook of the journey. This 60-page booklet was a forerunner of the modern holiday brochure.

18.2.2 The Great Exhibition:

By the end of 1850, having already visited Wales, Scotland and Ireland, Thomas Cook began to contemplate foreign trips to Europe, the United States and the Holy Land. Such thoughts had to be postponed, however, when Sir Joseph Paxton, architect of the Crystal Palace, persuaded Thomas to devote himself to bringing workers from Yorkshire and the Midlands to London for the Great Exhibition of 1851. This he did with great enthusiasm, rarely spending a night at home between June and October, and he even produced a newspaper, *Cook's Exhibition Herald and Excursion Advertiser*, to promote his tours. By the end of the season, Thomas had taken 150,000 people to London, his final trains to the Exhibition carrying 3,000 children from Leicester, Nottingham and Derby.

18.2.3 Across the Channel:

Thomas continued to expand his business in Britain, but he was determined to develop it in Europe too. In 1855 an International Exhibition was held in Paris for the first time and Thomas seized this opportunity by trying to persuade the companies commanding the Channel traffic to allow him concessions. They refused to work with him, however, and the only route he was able to use was the one between Harwich and Antwerp. This opened up the way for a grand circular tour to include Brussels, Cologne, the Rhine, Heidelberg, Baden-Baden, Strasbourg and Paris, returning to London via Le Havre or Dieppe. By this route, during the summer of 1855, Thomas escorted his first tourists to Europe.

18.2.4 Switzerland and Italy:

Thomas visited Switzerland for the first time in June 1863. Although this initial tour was little more than an information-gathering trip, a party of more than 60 ladies and gentlemen accompanied Thomas as far as Geneva. Among these pioneering tourists was a young woman called Jemima Morrell, who maintained a written account of each day's events. Her original diaries may be studied today in the Thomas Cook Archives. Thomas organised further trips to the Continent in 1863, and by the end of the season he had taken nearly 2000 tourists to Paris, some 500 of whom had continued to Switzerland. With the

cooperation of the Paris, Lyons and Mediterranean Railway, Thomas began to issue circular tickets (in both English and French) between Paris and the Alps. He then established the first circular tours of Switzerland, which were such an immediate success that he decided to extend his arrangements across the Alps. The first Italian tours took place in the summer of 1864 when Thomas escorted two large groups, one to Florence and parts of central Italy, the other to Rome and Naples. Coupons

18.2.5 Hotel Coupons and Circular Notes:

Thomas's travellers to Switzerland and Italy were from the growing middle classes and they expected better accommodation than his earlier working-class customers had. He, therefore, set out to negotiate with innkeepers and hotel proprietors to provide rooms and meals at good prices. His friendship with hoteliers, who were pleased to get his business, enabled Thomas to develop two important travel systems: one was the *hotel coupon*, launched in 1868, which travellers could use to pay for hotel accommodation and meals instead of using money; the other was his *circular note*, first issued in 1874 and a forerunner of the traveller's cheque, which enabled tourists to obtain local currency in exchange for a paper note issued by Thomas Cook.

Beyond Europe:

Building on his successes in Europe, Thomas made an exploratory trip to North America in 1865 and set up a system of tours covering 4,000 miles of railways. Four years later, in 1869, he hired two steamers and conducted his first party up the Nile. The climax of his career, however, came in September 1872 when, at the age of 63, he departed from Leicester on a tour of the world that would keep him away from home for almost eight months. It had long been his ambition to travel 'to Egypt via China', but such a trip only became practicable at the end of 1869 following the opening of the Suez Canal and the completion of a rail network linking the east and west coasts of America.

Thomas and his small party crossed the Atlantic by steamship and made their way through the United States from New York to San Francisco by rail. They travelled by Pacific steamer to Japan, then across the Inland Sea to China, and

afterwards visited Singapore, Ceylon and India. Leaving Bombay, they crossed the Indian Ocean and the Red Sea to Cairo, from where most of the party travelled back to London. Thomas himself, however, set off on an extended tour of Egypt and Palestine, finally returning home via Turkey, Greece, Italy and France after an absence of 222 days. The conducted world tour quickly became an annual event, but many additional tickets were issued to independent travellers, some of whom went via Australia and New Zealand rather than China and Japan.

John Mason Cook:

While Thomas was travelling around the world, his son, John Mason Cook, completed the firm's move to a new head office at Ludgate Circus. However, father and son argued over certain aspects of the project and in 1878 their partnership ended. John was a better businessman than Thomas, and he set about expanding the company internationally. In an age when telegraphy was in its infancy and there were no telephones or fax machines, this was far from easy.

John created overseas editions of *The Excursionist*, the newspaper started by his father in 1851, to inform customers in places such as France, Germany, India, Australasia, America and the Far East about the services he offered. (This newspaper, which became known as *The Traveller's Gazette* in May 1902, continued to be published until 1939.) He also kept up a continuous stream of correspondence with his offices abroad, checking on their work and complaining if anything went wrong. Like many successful businessmen, John Mason Cook combined a flair for grasping business opportunities with a remarkable memory for small details.

The Gordon Relief Expedition:

In 1884 John Mason Cook was asked by the British Government to organise a relief expedition up the Nile to rescue General Gordon from Khartoum. Arrangements were made for the movement of 18,000 troops, nearly 40,000 tons of supplies, 40,000 tons of coal and 800 whaleboats. To transport the coal from Tyneside to Boulac and Assiout via Alexandria, 28 large steamers and 6000 railway trucks were required. An additional 7000 railway trucks were needed

for the military stores, while on the Nile 27 steamers and 650 sailing boats were used to carry the troops and supplies. John and his Egyptian managers acted as overseers of the entire operation, which relied on the labour of 5000 local men and boys, and completed their side of the contract in November 1884. Despite all the efforts, however, Khartoum fell in January 1885 and Gordon was killed.

Frank, Ernest and Bert:

Thomas and John Mason Cook both died during the 1890s and the business was inherited by John's three sons: Frank Henry, Ernest Edward and Thomas Albert ('Bert'). During the first quarter of the twentieth century - a period which saw the introduction of winter sports holidays, tours by motor car and commercial air travel - the firm of Thos Cook and Son dominated the world travel scene.

The company was incorporated as Thos Cook & Son Ltd in 1924, and in 1926 the headquarters moved from Ludgate Circus to Berkeley Street, Mayfair, a once aristocratic area that was now the centre of London society. Then, in 1928, the surviving grandsons, Frank and Ernest (Bert having died in 1914), unexpectedly sold the business to the Belgian *Compagnie Internationale des Wagons-Lits et des Grands Express Européens*, operators of most of Europe's luxury sleeping cars, including the *Orient Express*.

From Wagons-Lits to British Railways:

Shortly after the outbreak of World War II, the Wagons-Lits headquarters in Paris was seized by occupying forces, and Cook's British assets were requisitioned by the British Government. To save the company from complete financial collapse in its centenary year, a deal was brokered and, fittingly, the organisation was sold to Britain's four mainline railway companies. Thos Cook & Son Ltd settled its affairs with Wagons-Lits (which retained a 25% share in Cook's overseas) immediately after the war, and in 1948 the firm became state-owned as part of the nationalised British Railways.

The Fifties and Sixties:

Thomas Cook & Son Ltd benefited from the post-war holiday boom, which saw one million Britons travelling abroad by 1950. The company set up a Business Travel Service and refurbished its holiday camp at Prestatyn (which had

opened shortly before the outbreak of war). Although Cook's remained the largest and most successful company in the industry, its pre-eminence was now being challenged by new travel firms that were able to undercut Cook's prices and offer cheap package deals. In 1965 the company's net profits exceeded £1 million for the first time, but in an increasingly cut-throat marketplace, Thomas Cook began to fall behind its younger rivals.

Beyond Europe:

Building on his successes in Europe, Thomas made an exploratory trip to North America in 1865 and set up a system of tours covering 4,000 miles of railways. Four years later, in 1869, he hired two steamers and conducted his first party up the Nile. The climax of his career, however, came in September 1872 when, at the age of 63, he departed from Leicester on a tour of the world that would keep him away from home for almost eight months. It had long been his ambition to travel 'to Egypt via China', but such a trip only became practicable at the end of 1869 following the opening of the Suez Canal and the completion of a rail network linking the east and west coasts of America.

Thomas and his small party crossed the Atlantic by steamship and made their way through the United States from New York to San Francisco by rail. They travelled by Pacific steamer to Japan, then across the Inland Sea to China, and afterwards visited Singapore, Ceylon and India. Leaving Bombay, they crossed the Indian Ocean and the Red Sea to Cairo, from where most of the party travelled back to London. Thomas himself, however, set off on an extended tour of Egypt and Palestine, finally returning home via Turkey, Greece, Italy and France after an absence of 222 days. The conducted world tour quickly became an annual event, but many additional tickets were issued to independent travellers, some of whom went via Australia and New Zealand rather than China and Japan.

18.2.6 Thomas Cook in Today's Scenario:

Thomas Cook UK & Ireland is the second-largest leisure travel group in the UK with around 19,000 employees and is part of Thomas Cook Group plc (www.thomascookgroup.com)

Thomas Cook UK & Ireland has a network of more than 800 high street stores (Thomas Cook and Going Places), a leading website (www.thomascook.com) and some of the world's favourite travel brands.

These brands include Airtours, Club 18-30, Cresta, CruiseThomasCook, Direct Holidays, Elegant Resorts, Essential Travel, Flexibletrips, flythomascook.com, Gold Medal, hotels4u.com, Manos, Medhotels, Neilson, Netflights.com, Pure Luxury, Sentido, Style Holidays, Sunset, Sunworld Holidays Ireland, Swiss Travel Service, The Big Reunion, The Big Snow Festival, Thomas Cook, Thomas Cook Essentials, Thomas Cook Signature, Thomas Cook Tours and Thomas Cook Sport.

The Company's airline, Thomas Cook Airlines, operates a fleet of 44 aircraft and flies from various regional airports to destinations worldwide.

Thomas Cook offers a range of financial services, including foreign exchange, the Thomas Cook Cash Passport (a prepaid currency card), the Thomas Cook Credit Card, the 'what's the rate' foreign currency app for Android phones and iPhones and a wide range of travel insurance policies. It is regulated for its travel insurance, which is underwritten by its insurance division, White Horse Insurance Ireland Ltd. Thomas Cook in the UK is the world's leading retailer of the Cash Passport prepaid currency card.

An Official Supporter of the London 2012 Olympic Games and Paralympic Games, Thomas Cook is the exclusive partner for UK short breaks and trips to the Games. Thomas Cook's London 2012 packages will go on sale in Spring 2011 and will include accommodation, transport and event tickets.

Its leading publishing division offers a comprehensive portfolio of more than 300 independently authored travel guidebooks to 150 worldwide destinations.

18.3 Cox & Kings:

Cox & Kings is the longest established travel company in the world. Its distinguished history began in 1758 when it was appointed as general agents to the regiment of Foot Guards in India under the command of Lord Ligonier.

By 1878, C&K were agents for most British regiments posted overseas, including the Royal Cavalry, Artillery and Infantry, as well as the Royal Wagon

Train and the Household Brigade. The Royal Navy was next and in 1912, The Royal Air Force came under its wings.

Between 1750's and 1950's, Cox & Kings was witness to an exciting era in Indian history, and, in its own way, helped to shape it. In 1947, the British administration departed, but bound by strong ties to India, Cox & Kings stayed on and flourished. Today, Cox & Kings is a premium brand in all travel related services like Destination Management, Outbound Tourism, Business Travel, Incentive & Conference Solutions, Domestic Holidays and Trade Fairs in the Indian subcontinent.

Richard Cox, the founder:

Cox was born in Yorkshire in 1718. His father had made a good living as a lawyer and had moved from his birthplace in Clent in Worcestershire to Yorkshire. He then bought an estate near Quarley in Hampshire. Richard Cox came into the service of a General, Lord Ligonier, as a clerk in the early 1740s. In 1747 he married Caroline Codrington, daughter of Sir William Codrington who was an established military figure.

Cox's career took off when Lord Ligonier led the Flanders campaigns of the War of the Austrian Succession. In one letter sent back to London, Richard Cox made a demand that "suitable winter provisions and housing should be made available for the three English companies" and he became entwined with logistics and the general welfare of the troops. Ligonier made Cox his private secretary in the late 1740s, went on to become the colonel of the First Foot Guards (Grenadier Guards) in 1757, and rewarded Cox with the post of "military agent" after the incumbent died in May 1758. Thus was born Cox & Co.^[3]

There were about a dozen main agents working for the army at that time and each regimental colonel chose one to serve their troops. These agents arranged the payment of officers and men, organized the provision of clothing, acted as intermediaries for the buying and selling of officers' commissions and acted on any special requests from the regimental adjutant. Duties ranged from the shipment of personal effects to the requisition of weapons or supplies. Cox had

taken on the most prestigious infantry regiment, and the 63rd Regiment and the Royal Artillery soon followed.

In 1765 Cox went into partnership with Henry Drummond, whose family ran the London bank. Cox & Drummond moved from Cox's house in Albemarle Street to Craig's Court, just off what is now Whitehall. By the mid-1760s Cox & Drummond had blossomed to become agents for the Dragoons and eight more Infantry regiments. Success was built on the company's reputation for keen attention to the welfare of its regiments. In 1763, for instance, when Robert Clive stormed the fortress of Gheria in India, Cox successfully negotiated with the East India Company who had "borrowed" stores from Cox's clients, the Royal Artillery. He arranged to receive repayment from the East India Company by way of plunder from Gheria. He had this converted into silver in India and shipped back to London where the funds were returned to the Royal Artillery.

Back home, Cox's house on Albemarle Street (opposite the present-day Ritz Hotel) was known for its parties. In addition, he was a patron of the arts, being acquainted with David Garrick and other notable actors of the time, and was a founding financial investor in the rebuilding of the Theatre Royal in Drury Lane. He was also a generous benefactor to St George's Hospital on Hyde Park Corner (now the Lanesborough Hotel). The records of the family estate at Quarley show that Cox spent over £3,000 per annum running it, much of it lavished on his wife.

By 1768, Cox & Drummond were flourishing, with a turnover of £345,000 per annum. During the 1770s the company continued to grow, aided by war in the American Colonies and the threat of invasion from France. Cox repeated his good fortune with business partners, taking in Mr Mair upon Drummond's death in 1772, followed by his own son Richard Bethell Cox in 1779 and then Mr Greenwood in 1783. It was during this time that the company expanded its banking interests, offering loans and accounts to exclusive members of London's elite. Frederick, Duke of York, introduced Cox's business partner Greenwood to his father George III, as "Mr Greenwood, the gentlemen who keep my money". Greenwood replied rather cheekily that, "I think it is rather

his Royal Highness who keeps my money", to which George III burst out in laughter and said, "Do you hear that Frederick? Do you hear that? You are the gentleman who keeps Mr Greenwood's money!"

The company was thriving by the time of the outbreak of war with France in 1793, employing some 35 clerks. In 1795 they served 14 regiments of cavalry, 64 infantry regiments, and 17 militia regiments, becoming the largest military agent for the army. Richard Cox died in August 1803, leaving his grandson Richard Henry Cox firmly established, with Greenwood as a controlling partner.

Products and services:

The various services offered by Cox & Kings are leisure travel – domestic (Bharat Deko), Duniya Deko (escorted overseas tours), FlexiHols (customised overseas tours), inbound and international, NRI (catering to Indians across the world), corporate travel, meetings, incentives, conferencing, exhibitions (MICE), trade fairs, visa processing, foreign exchange and luxury escapades (unique and luxurious travel).

Leisure India

- **Bharat Deko:** Cox & Kings Ltd, through its brand "Bharat Deko", offers its domestic packages. It also offers a range of products such as religious tours, education tours, spa holidays, budget holidays, summer and beach retreats, rail holidays etc.
- **Inbound:** Apart from domestic tourism, Cox & Kings Ltd. also offers various travel services to inbound tourists, such as, hotel bookings, air/rail ticketing, roundtrip, airport transfer, land arrangements, excursion planning, event planning, meetings and appointment and private air charter among others.
- **Outbound Tours:** The company has a wide range of package tours for overseas travellers.

Cox & Kings operates Leisure International through its subsidiaries in the UK, Dubai, Japan, Australia, New Zealand, United Arab Emirates, United States, the Netherlands, Singapore and Canada.

Since 2016, Cox & Kings has been consistently adding products that cater to niche audiences. Some of these include Trip 360° (adventure trips), Getaway Goddess (women-only tours), Tour to Feast (culinary holidays) and Enable Travel (holidays for the disabled).

18.4 Summary:

After completion of Unit-15, we have now understood about the two oldest travel agencies in the world. In the case of Thomas Cook which is the world's best-known name in travel, thanks to the inspiration and dedication of a single man. Thomas Cook began his international travel company in 1841, with a successful one-day rail excursion at a shilling a head from Leicester to Loughborough on 5 July. From these humble beginnings, Thomas Cook launched a whole new kind of company—devoted to helping Britons see the world.

View key dates of Thomas Cook history. Whereas, in case of Cox & Kings which is the longest established travel company in the world. Its distinguished history began in 1758 when it was appointed as general agents to the regiment of Foot Guards in India under the command of Lord Ligonier. By 1878, C&K were agents for most British regiments posted overseas, including the Royal Cavalry, Artillery and Infantry, as well as the Royal Wagon Train and the Household Brigade. The Royal Navy was next and in 1912, The Royal Air Force came under its wings and the key operations of the C & K are Destination Management Outbound Tourism, Business Travel, Incentive & Conference Solutions Domestic Holidays, Trade Fairs, Foreign exchange and insurance etc.

18.5 Review Questions:

- **Discuss the contribution of Thomas Cook in tourism industry of India:**

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- Differentiate between Thomas Cook and Cox & Kings:
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18.6 References and Suggested Readings:

- W. Fraser Rae, *The Business of Travel - A Fifty Years' Record of Progress* (Thos Cook & Son, 1891)
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- Piers Brendon, *Thomas Cook - 150 Years of Popular Tourism* (Secker & Warburg, 1991)
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18.7 Glossary:

- **Tour:** A travel for leisure and pleasure
- **Travel Agency:** A company that offers single component or combined tour package to its customers