

SURVEY FOR TRAVEL AGENTS

NAM OF AGENCY: -----
 MANEGER: -----
 TELEPHONE: -----
 E-MAIL: -----

ADDRESS: -----
 WORKING HOURS: FROM: -----TO: -----DAYS OFF: -----
 NUMBER OF PERSONAL/STAFF -----

Technical Qualifications and Services

• IATA AGENT	(Y/N) -----
• Travel agency licensed under cluse A of Iran Aviation organization (flight tickets issuance)	(Y/N) -----
• Travel agency licensed under cluse B of Iran Aviation organization (tour services including accommodation, visa, tourist packages)	(Y/N) -----
• Technical manager (A, B)	(Y/N) -----
• Marginal services (CIP, Fast Track, transportation in different cities)	(Y/N) -----
• Capability of negation with airlines to obtain corporate rate for ICRC	(Y/N) -----
• Special deals/offers on required travel services	(Y/N) -----
• Ability to obtain entry /transit visas	(Y/N) -----
• Visa check during hubs and to end destination	
• Access on booking hotels at the international airports when the layover is more than 8 hours (regardless to the Airline policies on providing accommodation during the flight)	(Y/N) -----
• Supplement of informative leaflets on tickets/destination	(Y/N) -----
Any other comment:	

Quality of Services and Support

<ul style="list-style-type: none"> Allocation an account manager to ICRC for all the required travel services and/or supervision of all services provided to ICRC by different people 	(Y/N) -----
<ul style="list-style-type: none"> Accessibility after working hours or during holidays or weekends for emergency cases (24/7) 	(Y/N) -----
<ul style="list-style-type: none"> If overtime services are subject of additional fee? How much? 	(Y/N) -----
<ul style="list-style-type: none"> Providing the invoices in a tailormade way as ICRC required, attached to the supporting documents 	(Y/N) -----
<ul style="list-style-type: none"> Good knowledge of English (all correspondence is in English) 	(Y/N) -----
<ul style="list-style-type: none"> Good in understanding the needs, accuracy, and agility 	(Y/N) -----
<ul style="list-style-type: none"> Good link with domestic hotels to manage booking during high seasons, short notice inquires, reduction of the costs in case of no-show, or cancellation 	(Y/N) -----
<ul style="list-style-type: none"> To provide full detailed flight information including cancellation/change/no-show fee, baggage allowance, safety and security issues at the destination, any related requirement, departure/arrival terminal, etc. 	(Y/N) -----
<ul style="list-style-type: none"> To issue vouchers and flight tickets in English for non-Iranian members 	(Y/N) -----
<ul style="list-style-type: none"> Any other comment 	

FLIGHT TICKETS in particular

Representing which airlines:	operating international airlines
	Domestic airlines
Ability to provide at least 3 quotes for each reservation and their fair details.	(Y/N) -----
Issuance of ticket	(Y/N) -----
Guaranteed lowest airfares at the time of purchase	(Y/N) -----
Reconfirmation of tickets if purchases from abroad (free of charge)	(Y/N) -----
Any agency fees to be paid for any extended service such as cancellation (void), refund, rerouting, revalidation, reissuance, refund, of tickets.	(Y/N) ----- Provide details:
Last minute reservation or cancellation of flight booking/ticket	(Y/N) -----
Provision of monthly ticket sales/activity report (statistics)	(Y/N) -----
Provision of monthly detailed billing of invoices and refund report	(Y/N) -----
Individual invoiced per ticket but monthly payment term	(Y/N) -----
Any other comment	

Date and signature of agency