



IATA Updates Resolution 830d to Facilitate Communication with Passengers During Irregular Operations



Friday, May 31st 2019
Notice # 19-062

We would like to communicate that IATA (International Air Transport Association) has made changes to the Resolution 830d, related to the procedures the accredited travel agencies must follow during the process of ticket reservation.

The updates become effective June 1st, 2019. The objective of the changes to the resolution is to facilitate communication with the passengers, mainly during irregular involuntary operations.

Travel agents should actively ask each passenger if they authorize providing their contact information so that passengers will be informed appropriately about schedule changes caused by an irregular operation.



What should the travel agent do?

If the passenger accepts to provide their contact data, enter the information in the PNR, in compliance with the IATA Resolutions and the respective GDS format.

Where the passenger does not wish to provide contact information, the agent must actively advise that they may not receive information relating to flight cancellation or schedule changes, including delay or early departures.



Further information

For further information regarding the Resolution 830d, click [here](#).



Important to be considered

This new procedure is useful for us to take specific actions in cases of irregular operations, and thus be able to offer an excellent experience to our passengers.

It is necessary to mention that this update does not modify the commercial relationship that the agency maintains with its clients.