

**From:** pat.dawson@dawson-travel.com [mailto:pat.dawson@dawson-travel.com]

**Sent:** 08 September 2008 15:04

**To:** liam o'connor

**Subject:** Re: Travel Trade Review 2008

Hi Liam,

I am glad there is a review and that ongoing shortcomings can be addressed rather than let things run on.

WHAT I FEEL THE COMMISSION SHOULD BE LOOKING AT ALONG SIDE THE ITAA.

1 Regular dialogue with travel trade partners throughout the country and therefore would be in a position to foresee problems coming down the line such as closures trading difficulties that could be averted, in other words ear to the ground etc

2 Cut out all this unnecessary paper work when companies are renewing their licenses i.e. staff names, bankers, accountants all the repeat stuff, etc, only if there is a material change

3 Regular review of illegal trading that is rampant in this country, it's the commission's responsibility to monitor this, not ours.

4 Why are airlines not bonded and we are, even though they are our competitors, not a level playing field.

5 Credit cards should not be part of the licensable turnover, why should it be after the CC companies cover the customer if the service is not provided as has happened many times in the past.

6 The ITAA EXECUTIVE should keep the Commission advised if they feel there is a trend in the market place that will have adverse effects on the viability of particular sectors of the trade

7 Travel web sites of all kinds must be bonded, it's only a matter of time when one of these goes bang, the public are not aware that their money is not bonded.

8 Like the taxi regulator the commission should be pro active in advising the public to do business with bonded and licensed TAs AND TOs.

All travel agents are under pressure to exist as their suppliers are now their competitors and do not have the cost of bonds and fees. If Ryanair or the likes go to the wall what is there for the public to protect them....nothing.

It is good to have regulations and a commission but it must treat everyone in the game equal and you don't at the moment .

Many thanks for the opportunity to give my views, if 2 are taken on board I'll feel it's worth while and please don't do as some people do who ask for views, and then do NOTHING

PAT DAWSON

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