

**△ RESOLUTION 820  
FORM OF CERTIFICATE OF  
APPOINTMENT**

△ PAC1(40)820 (except USA) Expiry: Indefinite  
 PAC2(40)820  
 PAC3(40)820 Type: B

RESOLVED that, the following form of Certificate of Appointment be adopted:

**△ CERTIFICATE OF APPOINTMENT  
(NAME OF AGENT)**

Whose principal place of business is located at  
 Full Address and Postal Codes

.....  
 .....  
 .....

is hereby authorised to represent .....(name of IATA Member and any designated affiliated carrier) in promoting and selling air passenger transportation in accordance with and subject to all of the terms and conditions of the IATA Sales Agency Agreement and any amendments thereto currently in effect. This appointment will automatically be terminated or suspended on the date such Agreement is terminated or suspended.

The authority granted to the Agent by this Certificate and the said Agreement may be exercised only in that Agent's IATA Approved Locations, unless otherwise restricted by the appointing carrier.

.....  
 Name of Airline

By .....  
 (Title)

.....  
 (Address)

.....  
 (Date)

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**RESOLUTION 820d  
TRAVEL AGENCY COMMISSIONER**

PAC1(30)820d (except USA) Expiry: Indefinite  
 PAC2(30)820d  
 PAC3(30)820d Type: B

RESOLVED that,

1. the office of the Travel Agency Commissioner, ('the Commissioner') is hereby established.
2. one Commissioner shall be appointed for each IATA Conference Area.
3. any person may submit names of candidates for vacant Commissioner positions to the Director General of IATA. Industry representatives, including the Secretary General of UFTAA, will evaluate each such candidate and make appropriate recommendations to the Director General. The Commissioner will thereafter be appointed on the joint authority of the Director General and the President of UFTAA.
4. the Director General may appoint one or more Deputy Travel Agency Commissioners as necessary, to meet the demands of the office, in which event the appointment process shall be as for the Commissioner. In such case, the term 'Commissioner' shall be deemed to include both the Travel Agency Commissioner and the Deputy Commissioner.
5. in the discharge of their duties the Commissioners shall be impartial and shall not be subject to the direction or supervision of IATA, any Member, Accredited Agent or association of travel agents, or any of their employees or officers.
6. a Commissioner may at his/her discretion, and for cause, appoint a substitute to act in respect of individual cases.
7. the term of office of a Commissioner may be curtailed by the Director General upon the recommendation of the appropriate body of industry representatives.
8. the costs of the Commissioner's office shall be borne in equal proportions by Members and by Accredited Agents. The Conference shall review the annual statement of accounts. No IATA Accredited Agent shall be called upon to contribute more than USD 5.00 or acceptable equivalent per Location per year as a regular contribution; such regular contribution shall not be deemed to include any payment of fee or monetary penalty decided by the Commissioner in the execution of his mandate.
9. each Commissioner shall act in accordance with the appropriate Resolution which provides for the Conduct of Review by Travel Agency Commissioner.
10. a Commissioner may be assigned in writing by the joint appointing authorities such further duties and functions as may be agreed between them, with a view to ensuring continuing openness, information flow and clarity in the on-going relationship between IATA and the global community of IATA Accredited Agents.