

Mission...

"To equip our members to be world class in travel and tourism services, always surpassing the expectations of our customers."

ATP/2004/0095

9 November 2004

Dear Valued Customer,

AIRLINE FUEL SURCHARGE LEVY ON AIR TICKETS

As you are already aware, from May 2004 this year, airlines have implemented a fuel surcharge on air tickets issued for travel on their flights to combat the impact and cover the costs of the steep rise in the price of aviation fuel.

As an agent of the airlines, the travel agent is tasked to collect these fuel surcharges on the airlines' behalf when passengers book and issue the air tickets through the travel agent.

The Association would therefore like to urge you, our valued customer, to accept and pay the taxes and surcharges including the fuel surcharge advised by your NATAS travel agent at the point of sale as these monies are collected on behalf of the government authorities and the airlines.

Thank you,

With Best Regards,



Robert Khoo
CEO