

मीनाक्षी शर्मा
MEENAKSHI SHARMA



महानिदेशक
पर्यटन मंत्रालय
भारत सरकार
नई दिल्ली
Director General
Ministry of Tourism
Government of India
New Delhi

EON: TT/13/2020-TT

Date: 16.03.2020

Dear Madam/Sir,

As you are aware Coronavirus is spreading all over the world and has been declared a pandemic by the World Health Organization (WHO). As a precautionary measure, the Government of India has suspended all visas issued to nationals of any country till 15.04.2020. All Indian nationals have also been strongly advised to avoid all non-essential travel. Similarly, many countries around the world are also curbing tourist movements.

2. In view of the above, there has been a surge in the number of cancellations of tour packages, hotel/accommodation bookings/ air tickets etc. Apart from the deep concern that this pandemic has for all of us as humanity, its impact on business and economy is also going to be significant. We appreciate that the losses that the travel and hospitality industry will incur would be substantial, but looking at the extra ordinary situation which is beyond human control, we must rise beyond economic concerns. It gives us a great opportunity as a country to address the concerns of tourists in an empathetic manner to build future bonds of positive business relationship.

3. Meantime, in this spirit some hotels, airlines and tour operators have already decided to waive off cancellation charges and agreed to refund the advance paid. While total waiver/refund may not be feasible for all business models, it is requested that a solution be worked out keeping in view the loyalty of customers as a long term investment. Members of your Associations may also be advised accordingly.

4. A meeting with stakeholders was chaired by the Hon'ble Minister of State for Tourism (Independent Charge) today, wherein the stakeholders made several suggestions on measures that could be taken to keep the confidence of the industry, consumers and stakeholders, which will be considered for taking up with the concerned authorities. It was also discussed that we as an industry should start formalizing plans for revival, once the situation stabilizes and is under control.

5. We look forward to your support and assure you of ours in overcoming the situation.

Wishing you the best

Yours sincerely,

Meenakshi

(Meenakshi Sharma)

To,
The President,
FAITH, IATO, TAAI, ATOAI, ADTOI, ITTA, Outbound Tour Operators Association,
FHRAI, HAI, IHHA, ICPB, PATA India Chapter.

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