

Strategic Partnerships Program

Online Terms Q&As

1. What prompted the move to the order form format with online Terms?

IATA and the Strategic Partnerships Team consistently strive to deliver great service to our Strategic Partners. This simplified approach allows for transparency and increased efficiency in the administration of the program regarding changes in the Areas of Involvement under the Terms.

2. Can Strategic Partners receive a notification to any modification to the online Terms?

IATA values our Strategic Partners and their membership in the Strategic Partnerships Program. We may change our services and policies, and we may need to make changes to these Terms so that they accurately reflect our services and policies. IATA will endeavor to provide advance notice to Strategic Partners of any material changes to the Terms. Unless otherwise required by law, we will endeavor to notify you at least 30 days before we make material changes to the Terms allowing you an opportunity to review them or object before they go into effect. By continuing with your Membership after the effective date of any modifications to the Terms, you will be bound by the updated Terms.

3. What are the consequences of Strategic Partners objecting to proposed material changes?

IATA will objectively review any objections raised by the Strategic Partner and will as far as possible take these into account, however, IATA must balance the objectives of the Strategic Partnerships Program with individual participant needs.

4. Why must Strategic Partners notify IATA of any changes to the selected offering 60 days prior to renewal?

IATA strives to provide our Strategic Partners the opportunity to exploit the maximum benefits of the Strategic Partnerships Program. Advance notice of changes in Areas of Interest allows for the efficient administration of the Areas. These Areas consist of working groups which are only beneficial if there is a minimum level of participation. If we note a marked increase or decrease in an area, it may be necessary to balance resources or discontinue an Area. We would, however, only do so, with advance notice to the SP.

5. Why should Strategic Partners monitor the website for updated Ts&Cs?

For administrative and management reasons, IATA cannot provide notifications for all minor changes but we are committed to notifying Strategic Partners of all material changes as previously explained.