

انجمن صنفی دفاتر سفر و گردشگری

استان تهران

Tehran Tour & Travel
Agencies Association



انجمن صنفی دفاتر
سفر و گردشگری استان تهران

Tourism Authority of Thailand , Dubai & Middle East office

Date: 19 Oct , 2015

To whom it may concern:

The association of Tehran Province Travel agents was informed by member of this association that Royal Thai embassy in Tehran in a very shocking move, has set up a new visa regulation for Iranian citizens without any prior notice which has cause serious problems for Travel agents in Tehran and put them in a position that they cannot answer their clients.

Regarding to this incident, as this association is assigned by its members to follow up their rights , we would like to raise this issue with Tourism Authority of Thailand for further assistance.

The process of getting visa was taking 3 working days and requested documents were passport and ticket with copy of ID card but suddenly this Sunday the Embassy requested for Bank account notification and request for original Hotel Voucher and no guarantee of when the visa would be ready. This Sunday they almost rejected all the visa applications and today even they opened the visa section from 10:30 AM and accepting few visa applications. This issue has cause lots of our members and tour operators to lose money as they couldn't prepare requested documents in such a short notice and Airlines and hotels do not refund their payments. Meanwhile according to what Visa staff in the Thai embassy has announced to the Tour operators, from 15th November they are going to cut authorization of Tour operators to apply visa on behalf of their clients and request all applicants to refer to the embassy in person which will cause real problems for lots of Tour operators.

The question is: who is going to pay for Tour operators' loss? Why this regulation has not been announced prior to activation date? With all the investment of Tour operators and airlines why Thai government wants to shut down this market? So what is the reason of TAT to promote Thailand in Iran? Why Thai embassy doesn't even answer phones or emails?

For your information, we have sent complain letter to Tourism Organization of Iran and ministry of foreign affair of Iran to follow up the rights and rightful request on behalf of Tehran Tour operators.

With all advertisements, Road show, Travel exhibitions and FAM trips which has been invested by Thai Tourism board to push the market , now with this obstacle we do expect TAT to convey our complain to higher authorities about this new visa regulation and support the investments done by Iranian private sector to promote Thailand.

Thanking in advance and looking forward to receive your prompt reply to our official letter as the association of Tehran Travel agents and hope to have fruitful cooperation in near future.

Best regards,

Gh.Reza Abazari

Chairman of the board



www.tttaa.org

Email: info@tttaa.org



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خیابان ولیعصر، پالتو از سه راه فاطمی، خیابان بوعلی شرقی، پلاک ۵، واحد ۱۴ تلفن: ۸۸۹۵۹۰۱۳۳ دورنما: ۸۸۹۷۵۷۶۸

No.5, Buali sharghi St, fatemi Ave, Valiasr Ave, TEHRAN-IRAN TEL: +9821 88975768