

Commission for Aviation Regulation
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Dublin 2



From
ITOA
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Dear Sir/Madame,

The Incoming Tour Operators Association (ITOA) welcomes the opportunity to make a submission to the Commission of Aviation Regulation as part of the Dublin Airport economic regulatory process.

The Incoming Tour Operators Association (ITOA) is the representative association of Ireland's premier inbound tour operators. The primary focus and objective of every ITOA member company is to promote and sell the Island of Ireland as a leisure and business tourism destination through the international travel trade distribution channel. They package and bundle every element of the tourism sector in a creative and dynamic way and deliver the best standards of service to their customers and their clients.

In reviewing the draft determination, the ITOA is very concerned by the Commission's decision to disallow several key capital investment projects that are fundamental to facilitating passenger growth at Dublin Airport. In particular, increasing the runway trigger to 25m passengers will we understand result in a delay in the provision of this vital infrastructure and consequently limits the airport's ability to introduce certain long-haul flights. Having direct access to long-haul markets and increasing direct connectivity to Ireland is of fundamental importance to ITOA members and to the Irish economy as a whole.

Of further concern, several of the other proposals made by the Commission for Aviation Regulation could lead to industrial action. Interrupted operations at Dublin Airport, would undermine and damage the work of the ITOA in selling and promoting Ireland as a reliable and attractive destination.

Irish Members
Abbey Tours
Advantage ICO
A Touch of Ireland
Aspects of Ireland
Brendan Vacations (The Travel Corporation Group)
CIE Tours
Custom Ireland
Eirebus Travel
Exploring Ireland
Excursions Ireland
Hello Ireland Tours
Green Light Events
Into Ireland Travel Ltd.
Irishtourism.com
Irish Education Partners
Irish Rugby Tours
Irish Welcome Tours
Joe O'Reilly Tours Ltd.
Limerick Travel Ltd.
Moloney & Kelly Travel
Odyssey International
Ovation JIM Limited (Trading as Delaney Marketing Consultants)
Premier Travel
Rail Tours Ireland
Specialized Travel Services Ltd.
Terry Flynn Tours
Travel Choice Ltd.
Wallace Travel Group
Vagabond Tours

Furthermore, the decision to disallow expenditure intended to improve the customer/passenger experience, particularly in the area of security, will directly impact on visitors' impression and perception of the airport and their overall experience in Ireland.

The ITOA would appeal to the Commission of Aviation Regulation to reflect the points outlined above in the Final Determination to facilitate passenger growth, service improvement and uninterrupted operations at Dublin Airport.

Yours sincerely,



Ruth Andrews
Chief Executive