

**Embassy of India**

**Tallinn**

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**Notice**

Embassy of India, Tallinn is inviting offers from reputed travel agencies for empanelment as its authorized travel agents for booking of domestic/international air tickets.

Travel agencies are requested to submit all documents ensuring their eligibility for empanelment e.g. IATA certificate, company registration certificate, tax certificate, documents in support of having experience of having done similar work etc.

For further clarification, Embassy may be contacted at [accounts.tallinn@mea.gov.in](mailto:accounts.tallinn@mea.gov.in).

**Other General terms and conditions of empanelment and expectations from agency will be:-**

1. The company should provide a dedicated English speaking contact person who will deal the requests of the Embassy. The language of correspondence between the Agency and the Embassy would be English.
2. The requests from the Embassy for booking of domestic and international flight would be entertained uninterrupted whenever need arises.
3. Upon receipt of the request from Embassy, the agency would ensure booking of ticket, forwarding of tickets through e-mail to the concerned office in the Embassy at the earliest.
4. Non-receipt of the quote/response from the agency would be seen as unwillingness of the agency to remain in panel of the Mission and the agency may be excluded from the panel by the Mission at its discretion if 03 or more such instances are noticed by Mission.
5. The agency should make efforts for upgradation/revalidation of tickets, preferably on free of charge basis, if possible.
6. Cancellation charges shall be paid by Embassy, as per actual as charged by airlines.

7. Agency fee, Service charges, transaction charges etc should not be charged separately from the quote i.e. quote offered by the agency should be final price for booking the ticket.
8. Maximum possible discount will be offered by the agency to the Embassy in making booking in the entitled class.
9. The booking will be done by the agency on credit basis.
10. Bills for bookings shall have to be submitted on a regular basis and subject to the correctness of the bill(s) the payment will be generally made before one month time of the receipt of the bills in the Embassy.
11. Agency should purchase additional luggage/ baggage on tickets, if requested by the Embassy, payment for which shall be made by the Embassy.
12. All available option of Air ticket purchase should be provided.

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