



Press Information

Who We Are

IAPA has been at the forefront of travel issues for over 40 years. IAPA was set up to represent the interests of frequent air travelers by protecting and promoting their rights as airline passengers, as well as providing them with special group discounts on items such as hotel accommodation, car rental and insurance.

Since its inception IAPA has been campaigning on behalf of frequent travelers - on safety and security, improving passenger comfort and getting better value for money. We pride ourselves in informing our members about the wider travel community issues that affect them, and represent airline passenger interests to industry and government bodies.

We strive to meet the needs of the frequent flyer and continue to stand up for the rights of the individual passenger at all opportunities.

What We Do

IAPA aims to address the key challenges that frequent flyers face today in a number of ways. We continue to champion passenger rights in safety and security, by regularly attending conferences and important industry events to ensure the fair representation of the frequent flyer.

We hold global surveys which have received up to 5000 responses, in order to better understand the views of our members and the key industry issues that affect the travel experience and enjoyment of all frequent flyers.

By listening to our members we are able to diligently campaign for a better travel experience for all airline passengers. We carry out research and present our case in position papers, as well as issue regular press releases on key topics and industry challenges.

Our online community forum, which we also utilise to keep our members abreast of any new legislative changes, focuses on addressing these current issues and raising awareness of them.

Resolution of member needs is our highest priority and members can consistently rely on us to solve their issues – we have been doing so for 46 years.

A Brief History

The need for a voice to speak up for the interests of the individual air traveler inspired the organization of the Airline Passengers Association in 1960. In those days, the Association was known as the "Airways Club" and had offices in the Pan American Building in New York City.

In 1964, the Association moved its headquarters, first to San Antonio, Texas, then four years later to Dallas.

The concept of the organization was to provide certain benefits for an annual membership fee, as well as the opportunity to belong to an association whose interests coincided with the interests of frequent airline travelers. Until the Association came into existence, the passenger had no one to speak up for him or to protect his interests.

The Association was renamed IAPA, International Airline Passenger Association, in 1982, which now has offices in London, Dallas and Hong Kong. From the outset, the IAPA's outlook was global and our goals have consistently been to provide air travelers with safety, convenience, comfort and economy. IAPA has always endeavored to provide the solution to a problem, whatever it may be.

Media Contacts

THE AMERICAS

Daniel Rutenberg
T: + 1 972 535 0401 (Direct Line)
F: + 1 972 233 5348
E: daniel.rutenberg@iapa.com

REST OF WORLD

Jonathan French
T: +44 (0) 20 8253 5052 (Direct Line)
F: +44 (0) 20 8686 2129
E: jonathan.french@iapa.co.uk

www.iapa.com

Our Offices

LONDON

PO Box 380, Croydon, Surrey,
 CR9 2ZQ, UK
T: +44 (0)20 8681 6555
F: +44 (0)20 8681 0234
E: info.london@iapa.com

DALLAS

PO Box 700188, Dallas, TX 75370-0188, USA
T: +1 972 404 9980
F: 800 821 4272 Toll-free USA/Canada/Mexico
T: +1 972 233 5348
F: 800 647 4272 Toll-free USA/Canada/Mexico
E: info.dallas@iapa.com

HONG KONG

GPO Box 9200, Hong Kong
T: +852 2528 4263
F: +852 2865 6891
E: info.hongkong@iapa.com