

## Najar blasts QF/EK pact

**VETERAN** Adelaide travel agency owner Max Najar has urged the Australian Competition and Consumer Commission to “sincerely address the current spate of justifiable consumer and travel industry complaints” as the regulator continues to ponder the extension of the partnership between Qantas and Emirates.

Najar has lodged a further submission with the ACCC following the recent draft decision to reauthorise the QF/EK pact while imposing conditions, particularly on the Sydney-Christchurch route (**TD** 22 Jun).

The outspoken trade advocate notes that “it is no good having two major carriers providing promises and strategies if they are not held accountable, with zero levels of policing & deterrent fines or rulings in place”.

Najar commended the ACCC for monitoring the NZ route, but noted this is just a small part of

what the Commission should be considering, with the ACCC draft ruling lacking any enforceable requirement against the carriers if they do not keep the promises made in their application.

He highlighted previous broken undertakings, including a lack of mutual recognition of lounge access, extra baggage allowances and other benefits promised to both commercial and frequent flyer redemption passengers - issues that travel agents are usually tasked with resolving.

“It is patently unfair that both QF and EK still expect travel agents to waste time to rebook, re-ticket, adjust and assist with legitimate complaints against QF/EK...for no agency revenue or even awareness of what agents are ‘forced’ to do,” Najar fumed.

The full submission is online at [accc.gov.au](https://www.accc.gov.au), with the ACCC still in public consultation phase ahead of a proposed Aug final ruling.