

AXIS TRAVEL CENTRE
 Suite 8 / 311 Glen Osmond Road,
 Glenunga, 5064, South Australia.
 T: 08 84331111 F: 08 84331100
 E: axis@axistravel.com.au
 W: www.axistravel.com.au

AXIS TRAVEL CENTRE is the accredited travel agency operated under Priority Portfolio Travel Pty Ltd

Original issued June 2022
ANNEXURES ADDED on 26th May 2023

Re Pax complaint - QANTAS ERRORS – QF Ref ##: 06541683

To South Australian Consumer and Business Services

From: Max @ Axis Travel Centre ADL- ETG agency ADL

TITLED: Complaint against QF-via EK .

MR and Mrs K. K. COMPLAINTS: June 9th to June 11th 2022

Pax names redacted in part for Privacy reasons.

"I" denotes Max MGR @ AXIS - Director and Manager of AXIS travel Centre-ADL

- Daniel =(ETG Sth Aust State Mgr), Martin Vencel = ETG Team Leader, Tracey .. = EK MEL Sales Executive | Commercial

SUMMARISED PROBLEMS: Major ETG/ QF/EK issues that eventuated against our AXIS VIP/CIP pax ,resulting in financial losses/AXIS company and MGT humiliation/flight class downgrades / irrecoverable time loss that created financial loss via Flights/Accommodation/Class of travel/Axis Travel A/HRS fees and 42 hour+ continuous assistances . **SEE ANNEX 1**

AXIS TRAVEL CENTRE SUMMATION : AXIS CIP/VIP pax had to have new QF (codeshare) EK Tks had to be re-Issued by ETG for both pax on same PNR. ADL-MEL-DXB-JED-BEY-DXB-MEL-ADL (F class)

EXAMPLE ANALOGY COMPLAINT rectified in FEB 2023 .American Airlines caused similar problems that were resolved with Axis Travel supporting QF and resolving in Pax favour after forensics completed. **SEE ANNEX 2.**

- SABRE rec Loc QMIQHC, QF (codeshare ADL-MEL) and EK F class tickets ex MEL to DXB/JED/BEY .**SEE ANNEX 3**
- **Due to QF ADL Airport errors**, lack of service, nmon-adherence to IATA regulations, IATA procedures, AMADEUS checking and zero contact with EK direct , our PAX had flights cancelled, lost 1 day and had to pay costs and were unable to depart Aust. Not the fault of AXIS. **SEE ANNEX 4,5,6,7.**
- **QF ADL Airport did not mitigate this issue** . He did not follow IATA, AMADEUS ,QF Conditions of carriage ,Travel agents learned advice and critically did not contact EK MEL Airport to rectify the issue . **SEE ANNEX 8,9,10,11.**
- **AXIS MGT lost time and inability to attend to other critical AXIS issues, appointments and meetings must be considered.**

MON: 06th JUNE to THU 09th JUNE:

✓ **E tks numbers noted / Confirmed Status noted/ ETG IATA # noted/ Same PNR both pax noted**

Travel Details

Ticket Number	176 - 5228840441	Issued Date	04 Jun 2022
Booking Ref.	DUZJOG	Issuing Airline	EK
Frequent Flyer	QF 5922638		

Note: All times shown below are local times

09 Thu, 09 Jun 2022 - Confirmed -

EK5694 Adelaide, Australia (ADL) 09 Jun 2022 5:45PM (1745 hrs) Adelaide Airport Terminal 1

Melbourne, Australia (MEL) 09 Jun 2022 7:35PM (1935 hrs) Tullamarine Airport Terminal 1

Aircraft: BOEING 737 800 JET Operated by: Qantas Airways

Airline Ref: BPRW12 Fare Basis: AEEESAU1 Valid 09 Jun - 09 Jun

Seat TBA Business Class (C)

Baggage: 50 KG

Special Requests: None

09 Thu, 09 Jun 2022 - Confirmed -

EK0407 Melbourne, Australia (MEL) 09 Jun 2022 9:15PM (2115 hrs) Tullamarine Airport Terminal 2

Dubai, United Arab Emirates (DXB) 10 Jun 2022 05:15AM (0515 hrs) Dubai Airport Terminal 3

Aircraft: AIRBUS A320XLR-300 JET

Airline Ref: BPRW12 Seat 2A

Special Requests

And Mr K. As below :

Travel Details			
Ticket Number	176 - 5228840439	Issued Date	04 Jun 2022
Booking Ref.	DUZJOG	Issuing Airline	EK
Frequent Flyer	QF 0819033		

Note: All times shown below are local times

Issued by EXPRESS TICKETING (023-5911 4)

Axis Travel Centre
ABN: 45007869123
Phone: 08 8433 1111
SUITE 9 - 311 GLEN OSMOND ROAD
GLENUGA, SA 5084

09 Thu, 09 Jun 2022 - Confirmed -

EK5694 **Adelaide, Australia (ADL)** Duration: 1 hrs 20mins **Melbourne, Australia (MEL)**

09 Jun 2022 5:45PM (1745 hrs) 09 Jun 2022 7:35PM (1935 hrs)

Adelaide Airport Tullamarine Airport

Terminal 1 Terminal 1

Aircraft: BOEING 737 800 JET
Operated by: Qantas Airways

Airline Ref: BPRW12
Fare Basis: AEEESAU1
Valid 09 Jun - 09 Jun

Seat TBA
Business Class (C)

Special Requests
None

Baggage: 50 KG

09 Thu, 09 Jun 2022 - Confirmed -

EK5694 **Melbourne, Australia (MEL)** Duration: 1 hrs 20mins **Dubai, United Arab Emirates (DXB)**

BOTH kts notably issued with KK status on all sectors as required.

[SEE ANNEX 12](#)

THU 09th JUNE 2022 : As part of AXIS policy for CIP/VIP pax -all flights, seats, meals, trfs, accomm Reconfirmed with COVID/Country entry protocols rechecked. SABRE rec loc : DUZJOG, EK rec Loc BPRW12. [SEE ANNEX 13.](#)

10.15am Max Reconfirms above with attention paid to seating and EK gratefully organised for AXIS special Cake onboard F cl ex MEL thus : EK TradeDesk reply : June 3rd : 4.13pm : *"Hi Max, Have requested for a Cake on the MEL DXB 09Jun flight with greeting - Congratulations / Requested by Max MGR @ AXIS Axis Travel Centre. Please advise which DXB MEL flight date you require the SFML or you can book via Manage my booking. Regards, JUDE: EK Sales Support Agt Mel"*. Zero issues noted on SABRE PNR for both pax and all seems in order.

THU : 09th JUNE : Max from AXIS reconfirms both pax flights, e tkts issued, seats, FF data, EK organised Cake onboard and Meal req by 10.15am All in order as per SABRE pnr, ETG r-Issued tkts. [SEE \(revisit\) ANNEX 13](#)

Approx: 16:48: Mr K. phones Max and advises he is at ADL Airport @ QF check-in desk and his wife Mrs K. **Has been denied boarding as her E tkt has not been issued and she needs to purchase new Tkt.** I ask pax (Mr K. to hand over phone to QF Supervisor called "ED". He ("ED") states that E tkts not issued for Mrs K. **I advise him that she is holding an E tkt (issued by ETG) and all should be OK and please place her on same flight as Mr K. HE says "no" and that pax needs to purchase new tkt.** I state that I checked ETG tkt and also SABRE this morning and all OK. He again states **"NO"** and that she must buy new tkt. Pax is heard in background that **"OK" -"I will buy new ticket now-just do it..."** I again chat with ED who states that the pax must buy a new ticket . I said to please issue a new E tkt for her but do not cancel the QF/EK flight on PNR or thru his system as a domino effect may occur and all forward flights may cancel out. I ask him to please issue a new ADL-MEL tkt to which he responds **"No"** they will have to do that themselves. I said that he is on a mobile, please issue a new ticket for them now as you have facilities there, even in QF club computers. HE again says **"they must do that themselves"** which I could not believe was a responsible response by any Supervisor. ED" then advises me that they may have issues in MEL Airport to board EK flight ! I again state not to make this ADL-MEL as a no-show but uncertain if he understood what I was saying. The ACCC approved QF/EK partnership communication -not working! . [SEE ANNEX 14.](#)

Approx: 17:01 : I was driving car as all this was happening, having to attend personal daytime issues on a long drive but I was able to communicate with 2 AXIS advisors, (Hilda from 17:01pm, Gudrun @ 17:07pm) and also link Daniel James , SA State Sales Mgr) in from ETG @ 17:22pm to copy him in and ask for assistance) to enter SABRE, check PNR and read to me all notes on PNR-which they did but also having both staff contact EK (which they attempted to do so via PH) **to have me or them ensure that MR and Mrs K. K. flights remain KK status and to request that any "suspended" coupon is returned as "open". For over 2 hrs neither myself or AXIS advisors could get EK to answer the phone calls.**

- The EK Trade support line was either unattended or lack of any support in critical moments.
- Pax arrives @ MEL Airport and is again having Mrs K. denied boarding as her onward flights cancelled as the ADL-MEL coupon+ are "suspended" and the coupon must revert to **"open"** to enable flights.
- Max speaks to **Jodie @ EK @ MEL Airport** who is also attempting to chat with EK Phone to do what is best . PAX is at EK counter in MEL-unimpressed. She says to Max that she receives no PH response but is willing to keep flight boarding to close 25 minutes prior . Max was aware she was doing all she could as she had no PH response from EK and she had no Airport staff or ability to re-Ticket pax or release coupon to an "open" sector coupon. This lack of EK abilities outside of Jodie control was not at all impressive.
- **Both pax miss their flight.**

- IN meantime Max has organised “last room” booking @ MEL Airport Parkroyal for pax as a backup to accommodate them with full day use room In 9 June Out 10 June wit full chargeback of all costs.
- **Pax is absolutely upset, annoyed, embarrassed, and total unimpressed with “repercussions” promised.**
- Inability that EK has @ MEL Airport of any person who can re-Ticket, Re-Issue tickets is a major setback for a high profile Airlines-which would have averted any issues. Unfortunately **Travel Agents cannot “open” a “Suspended” tkt coupon and EK staff cannot nor do they have authority to do so.** *This is embarrassing to the industry and to preferred Travel Agents and especially to Consolidators like ETG. Critically important that a more seamless, 24 x 7, Priority communication mode is in place-even at extra costs- to have this happen. Consumers expect this. WE should deliver this as they (consumers), especially F and J class should expect this level of service.*
- **The nightmare continues.**
- From this time onwards Max is on SABRE and other links to see what flights are available, what permutations are feasible to exit pax within next v24 hrs. PAX is communicating with Max and upset, even to the degree that he will sacrifice his quality of travel and travel Economy class as long as wife is in Business or First class if that is only way to exit Australia.
- **Max now using 3 mobile phones to be in contact, wait EK on hold and is to communicate with TRACEY (EK-MEL Trade Sales support) and MARTIN (ETG -Team Leader tktg).**
- **As the professional conduit between the client and the travel flights, Max assumes responsibility to do all possible to resolve issues , even if not the fault of AXIS, as clients are not interested in the mechanics. They just want and should expect what they pay for is professionally delivered.**
- For next 5 hours, Max is communicating both ways with AXIS advisors who again cannot get thru to EK Res and are reading methodically all SABRE (new) notations from EK etc with zero changes appearing on SABRE as per flight status. Still holding HK status and not HX etc on all flights with both pax still on PNR.
- Daniel from ETG, SA State Sales MGR, is copied in verbally on what is transpiring, but he can do nothing as we must resolve this issue and attempt to resolve problems emanating from ETG, QF and/or EK that were not of our doing. Daniel advises Max that “Martin” from ETG would contact me to do what he can’t assist in looking at flights, **looking at re-Ticketing and discussing what may have happened.**
- **Max aim is to not look at what transpired but more so how to get pax on EK flights.**
- **Permutations such as on every Airline, via SIN, BKK, MNL, HKG, DOH, AUH, DXB, KWI, LON, AMS, PAR ,LAX, NYC, PPT, AKL, in any class ex all Aus. Cities are investigated by Max with absolutely zero seats. This continuous searching process continues until 13:23pm on FRI 10th June 2022.**

19:00 : Martin (ETG) advises that MEL-DXB tkts are definitely “suspended” but unsure why EK would suspend an ETG issued ticket ? Martin also says that the new re-issued tkt numbers as I can see on SABRE for Mrs K. were “*not uploaded into Sabre*”. Why not is the question as Monica and staff reissued tkts on Sat 04th June .

- ✓ **EK eventually states that they can see Tkt No. for both pax and appears on EK website as all HK sectors.**
-

THU 09th JUNE 2022: 19:15: Martin from ETG chats with Max to see what can be done. He is on his MEL C R S and Max is operating from ADL on his ADL C R S >. Both mutual skillsets now working on best solutions with Tracey from EK MEL Sales Executive | Commercial soon to join the cause.

THU 09th JUNE 2022: 20:56: Max emails Tracey .. (EK-MEL Sales Executive | Commercial) to see is any chance f clearing waitlists for 10th June (one day later) ex MEL.

THU 09th JUNE 2022: 22:18: Max PH chat with Tracey to see what can be done as all EK flights via every Aust. City totally zero-ed out with zero seats in all classes. Tracey is aware of this predicament and is doing what she can from back-end to waitlist and attempt seats.

THU 09th JUNE 2022- 22:19: until FRI 19th JUNE 2022:1:23pm: Max continues overnight and finally receives seats from Tracey @ EK MEL that allows Mrs to travel ex SYD to DXB but within minutes Tracey then advised that one seat becomes available e MEL on same flight in J class on EK from MEL to DXB.

- Martin is contacted and he spends time manually rebuilding new E tkt for Mrs K to issue and allow us to send this new tkt to Pax but has issues with no EK rec loc on Mrs K. SABRE PNR and “suspended “coupon must be made “open” by EK direct.
 - **PAX is in MEL AIRPORT Parkroyal ,and advises Max advises him of the erosion of AXIS and my personal reputation in his eyes with veiled comments that “repercussions will occur “.**
 - **The integrity and reputation of AXIS now tarnished but not of our doing. Max A/HRS Emergency assistance as detailed online etc of \$440 per hour with absorbed but chargeable extra travel rectification costs was now in motion.**
 - **Paperwork to compensate AXIS afterhours advisors and possible claims also being tabled, also with consideration to any possible AXIS reputation, integrity, and Pax claims forthcoming.**
-

22:20HRS: AXIS HAS SECURED ONE J CL SEAT , for Mrs K. ON 05.15AM FLIGHT FOR on EK tomorrow early AM, with no other seats available with one seat only for MR.K. on the same day 2115pm flight on EK. Pax aware of this, still awake but very, very unhappy.

- **Max notices that there is still no Rec Loc on Sabre for flights** booked for Mrs K. This is critical as Martin cannot quote or reissue tkts without an EK rec loc transferred into Sabre.
- Tracey(EK) suggests to Max to suggest to pax that maybe wise to have pax appear @ Airport by 3.00am and standby there in case of a no-show, so that both pax can possibly board. I suggest this by PH to pax.
- Pax (Mr) wants to be on same flights as wife. Max suggests to please get some sleep, with PH on next to him (pax) as I will contact him around 03:00am of a second seat if at all possible.
- **22:46: Tracey was in agreement with Max suggesting that the QF Supervisor in ADL Airport, called "ED" "should have seen the ticket that she held on paper and easily seen that the pax was checked thru to board EK flight. This would have negated any no-show, any domino effects.**

23:07 pm: Max finally gets thru via phone EK DXB 001118007773999 to ensure that "suspended" EK Coupon for Mrs K. is released to "open" , and Max gives EK rep his mobile number in case of call drop-out to return call, but as call continues with "FIYE" from EK it is lost. Max Waiting 2hrs **but no return call made** from EK to Max. Awful servicing!

11:31pm: Tracey advises Max and is done to split the original PNR to secure whatever seats may become available on separate PNR. Reluctantly this divides seats ,etc but Max complies against his email from Tracey : *Hi Max, If you arent having any luck with the call centre our ops team have advised the following: Advise TA to split the pnr as below* New PNR are Mrs K. GNP2T6 and Mr K. BPRWI2

FRI 10th June 2022:

Personal important appointments, PAX meetings and Webinars scheduled by/for Max cancelled on FRI and SAT (11th June) with all AXIS appointments, AFTA-ATAS accreditation submissions on hold and STAFF mtg cancelled- as focus non ensuring pax departs is priority with no sleep for over 40 hours.+

12:01am: Approx 12.30am : Tracey signs off to go to bed after doing all she could to assist and WL flights. Her assistance, perseverance and advice noted as she went way above her normal hours and used empathy to **do what she could. A credit to EK team. I thank her.**

12.14am : Martin advises max that AXIS must get EK to do 2 things, (1) No Rec Loc on Mrs K. SABRE PNR yet, and this must be added by EK Res plus (2) they must release the "suspended" coupon back to "open" status.

Approx : 1.00am: Max suggests to Martin to go to bed and I will contact him ONLY if needed as I attempt to secure any flights and I contact EK to release "suspended" coupon . He was using his skills to assist and his persistence and ability to keep **working with Max was excellent.** He was following what needed to be done and was working from his end to find solutions and even looking at seat availability with common answers that nothing was available.

Max had no intention of "dropping the ball" and would work into the night and more to allow pax exit ASAP.

01:45am : Max again phones EK , this time able to speak to "Ajar !" at 1:50am who listens to what is required . He then transfers Max call to "Shritan !" at 01:55am who agrees with Max to cancel the 05.15am flight ex MEL on EK as I questioned him to make sure ongoing flights do not cancel out. HE said that is OK to do so.

He ensures new EK rec Loc are sent into SABRE C R S PNR **and also releases "suspended coupon" to be "open" so we / ETG can requote and reissue new tkts for Mrs K.**

This EK call may have resolved the issues although seats still not secured on any flight on any airline at this stage.

02:33am ; Max contacts MEL Parkroyal, speaks to night manager "David " extends room stay to be day use until 9pm today due to Flight issues, with Hotel accepting this as OK and debit AXIS acc immediately. Max advises MGR to not advise pax until morning with envelope of extended stay only delivered to pax room after 10am as waking up pax would not be wise.

02:45am : Max speaks to "Kristin" @ MEL Airport Park royal who guarantees full chargebacks on Pax room with extended stay.

02:56am: Max phones Martin (ETG) and leaves message 04:00am: Martin is to alter flights so he can re-calculate.

03:10am: Max phones pax in MEL Parkroyal, He is very tired and angry . He is advised that only one seat is available on Max advises pax to go to bed and I will have more news after they awaken.. He flatly refuses to wake wife and be dragged to Airport check-in counter and says he will not carry luggage, await a possibility and maybe have to return to Hotel with a very upset wife. He remains calm but unhappy This is completely understood.

04:00am: approx. 4.30am , I PH Martin (RETG) and ask him to look at emails so we can go forward

04:14am martin Reissues E tkts.

04:35am : Max Emails Tracey , only as an FYI , as she is sleeping, to advise her that the 05.15am flight in a few hours ex MEL has been cancelled by me after chatting with PAX, whose wife was sleeping, and I would take a risk and see if I can get 2 pax on the 2115pm flight tonight with EK to DXB.

04:30am : Max Emails Martin , although he is sleeping only as an FYI, with email about new costs that I was able to determine to be considered to be paid by pax, rather than 2 new E tkts, :

Thanks Martin. Chat later about this one. I assume pax will not need to pay the \$15T as credit from other tkts to be done or whatever !??

06:00AM: Max contacts EK 1800 res and speaks to "Issam!" who checks PNR's again to ensure E tkts are correctly loaded into EK System, asking him to re-quote exact numbers he can see on his screen to verify what ETG had said and issued with seats also re-checked

09:19am : PAX phones Max from MEL and states that he has the most senior Government contact that has a QR Exec.(to remain nameless) Of high profile from QATAR Airways (QR) who he wishes me to communicate with , to work on a Plan B as he remains uncomfortable that EK will upload him and the ability for AXIS or myself to have any EK seating materialize.

-
- As Max was talking on phone , the Pax in Hotel states that he has just had an envelope slipped under door with title " Express Checkout" He leaves PH , collects envelope and is angry with envelope title what he is reading. Max asks him to please open envelope and read it, which he does as it states *prepaid late checkout* has been organised- and he is happy (a bit)
-

Max then chats with special senior QR Government Exec and we formulate a Plan B to board MR and Mrs K . K> onto a QR flight that is on the ground in SYD but not listed on any C R S or QR website with new AM flight departure ex SYD on 11th June .

-
- I work alongside this QR contact to book and continuously rebook and issue QR tkts with QF connector MEL-SYD to depart on 11th June to arrive DOH on 11th June with an AXIS connecting flight DOH to AUH at a cost of some \$13,500 pp to materialize. The rebooking was required as on SABRE the flights went from HK to HX continuously.
 - Max noted to QR and PAX that this Plan B was the last resort as the ability to arrive AUH 2 days later was an issue and the \$26,000 cost for 2 new tickets quite substantial, especially as at this late stage no Corp or Private fares were able to be linked to reduce any costs.
-

09:21am : A senior Airline MGR on PH. who is trying to assist Max states via other routes raised a few logical points. **"Any First Class pax must be treated thus and that there is no excuse not to allow new E tickets to be issued in ADL " with ".....absolutely no recording of a no -show made by any C R S with "a simple phone call to EK to ensure all flights are HK status with no "suspended" coupons evident"** . This same MGR suggested to Max that "Barry Brown" and top executives of QF must be made aware of this ridiculous drama that reflects badly on the repete of AXIS TRAVEL who are in no way to blame. These comments remain true and are a logical and truthful stance by an Airline MGR who was attempting to assist with no vested interest in this ongoing drama.

I suggest to both QR and Pax that we need not do this as Tracey (EK) and Martin (ETG) and myself are confident that EK alternative flight on 10th June ex MEL will eventuate. PAX states" *I will not believe you until my bum is on the seat on the Emirates flight..."*

This comment is again a very embarrassing and disheartening response, but understandably so.

Max rechecks with EK direct on Phone to ensure all OK from EK end and that tickets are "live" from EK perspective and also secure seats numbers on all sectors with EK.

Additionally, Max sends email to Emirates Palace Hotel in AUH and apologize for late arrival for Pax and to please hold room. Pax loses one night, levied @ AED2650 (\$1030 AUD+) financial loss plus transfer cost plus re-Ticketing costs of E Tkts, Parkroyal MEL costs , AXIS services costs etc .

FRI 10th June 2022: AM to PM : Max continues to book and rebook (as SABRE replaces HK with HX) new flights booked in conduit with **senior QR Government Exec**. But not issued as I advise QR Exec Rep that we may/will get ADM if we issued and cancel MEL-SYD-DOH-AUH tickets within 3-4 hours of exit. HE states that this will not ever happen as he accepts full responsibility and liability of any ADM of tickets issued and any "churning" issues sent against us , if this ever took place as he is pledging to make Plan B happen as he is fully aware of Mr and Mrs K.K. importance and status and that he is in dire straits to have resolution and is now also aware that pax wants Plan B as he distrusts what AXIS and EK have supposedly done. He also respects that we/pax should accept EK flights as they remain the best alternative and should proceed thus with no disrespect if Plan B via QR and AXIS does not take place. He is very respectful and is able to use understandable Industry jargon and ideas with Max .

Over 15 changes and re-bookings appear on SABRE , performed by Max to keep this Plan B booking “live” but not issued.

09:31am: Max emails Tracey to awaken her and let her know I am still on the case.

11:38am: Max emails Martin to show that E tickets , now reissued, seem to be OK and allocated on our SABRE bkg and theoretically look good. **SEE ANNEX 15 A**

2:29pm: Max sends email to pax with attachment of an example that EDK consumer website is inaccurate, has CONFIRMED Flights on their Itinerary that should not exist with wrong connections. This is done to pacify in some way pax that the EK website is wrong and not updated and can totally confuse pax.

The contradiction here for AXIS is that what ETG sent us as bonafide E tkts (reissued) are not “worth the paper they are written on “ quoted by Pax and that what appears on SABRE as HK are not what materialized!!

EMAIL TEXT sent to PAX : From: Max MGR @ AXIS Sent: Friday, 10 June 2022 2:29 PM To: K.K. with a 6 page copy of EK website flights Itinerary which all had KK Status for both pax with a series of not required, old flights, causing mass confusion on Itinerary. The EK website confused AXIS staff as they could not reconcile what flights were legit or not PLUS all flights were showing confirmed status from ADL to MEL onwards @!

Subject: Paper trail of Emirates website data on flights. Outdated and incorrect on many flights

Overall ex ADL the silly decision that QF did not upload K impacted like a domino effect on all linked bookings.

HE (“ED”) should have rechecked with Emirates and verified ticket numbers given to see that her ticket was paid/issued and EXACTLY as per booking codes given.

See example also of attached website from EK that backs what we have been saying all along. They have flights listed ON CONFIRMED STATUS that were NOT what you were on !

What we sent you since March remains correct via SABRE.

FORENSIC FACTS :

If ADL Airport had followed thru correctly , then there would have been ZERO problems with Emirates as his inability to do as he should have eventually created a “suspended” coupon to appear with Emirates Computer software assuming it was a “no show” booking and wiping out all ongoing flights. This domino-affect caused the chaos so when you arrived in MEL, Emirates saw on computer a “suspended” flight that they (EK) were unable to re-allocate as an “OPEN” flight to allow you to travel Apparently EK now have Ticketing expert at the Airport hence they tried phoning EK -as you know when you were standing there , who could not answer the phone. This has also been elevated by me to EK-AUST.

- The power to adjust a ticket to “open” status is only in the domain of an Airline. NO Agent or Consumer can do this. An Official detailed report is being collated today ++ by me to EMIRATES as the ADL-MEL flight was a QF/EK codeshare. They requested this to ascertain. The QF-EK Interline Partnership Agreement did not work as signed and endorsed and required. **RE-VISIT -SEE ANNEX 14***

18:00 : The QR/QF Plan B flights on SABRE are cancelled by Max at 6pm as PAX contacts Max to state he is now at MEL Airport with Boarding passes and is entering EK lounge.

1900: Max contacts pax who advises he is in Lounge and awaits EK. Max advises him that Plan B on QR flights are being released by me .

PAX still uncomfortable and PH me to ask if he should feel confident.

Max replies by email Text :

I have had EK in DXB and MEL recheck that all is OK , synchronised with what we have and to backup, secured seats next to each other as below and send Booking details in advance to MEL Airport EK Supervisor. They all agree , all OK and no corruptions in their systems.

See seats allocated:

“ I would travel. I can do no more nor can EK to recheck and Recheck so if that is 100% then that is what it is.”

PAX asks why travelling Business class ex DXB to JED as he paid F class x 2.

Max replies via Text email :

Without being technical. The same class ex AUS must be for ongoing sectors to destination. THAT IS WHY. It is an Airline ticketing ruling-not ours They are well aware of this on short sector flight

Until 20:06: Max rechecks all flights again with EK, SABRE rec Loc (to make sure no HX flights appear) and to do as pax re-requests to check all other family PNR we hold and tickets issued to ensure there are no more issues to contend with.

PAX is understandably not confident what has been paid for will be delivered.

AXIS not confident that ETG uploading of data into SABRE or actual pax paper copies of E tkts are valid which is what all ETG agents rely upon as gospel.

20:06 : Max emails Martin (ETG) and also Tracey (EK-MEL) to thank them for their delivering excellent services afterhours.

- Max monitors flights via CRS software and all seems in order and contacts Pax in MEL as he is boarding.

SAT 11th June 2022: 14:18: Max contacts pax who is in DXB to see if all OK, with pax *comments "Hopefully when we go to board to Jeddah all will be OK with K. ticket!"* .

E N D

EXECUTIVE SUMMATION: Unedited. Unapologetic.

- 1. QF ADL Airport were not helpful as they should have been and AXIS considers the main domino effect started here.** Initially in not assisting pax as requested by AXIS To issue new ADL-MEL tkt for Mrs and also in not comprehending what Max predicted to NOT cancelling/suspending/No-showing her Tkt to MEL which caused a ripple effect/domino effect that caused absolute chaos and cancelled all seats for Mrs K. , during the most critical time that the Travel Industry has ever seen with ZERO seats available on any carrier on any route in any class. This is either incompetence, inexperience, untrained or just lack of common-sense by a QF authorised person (directly employed or contracted is not relevant to AXIS or any pax) . The QF Supervisor was unprofessional , even though pax Mrs K. eventually paid for a new ticket and travelled to MEL to eventually be stuck there . This is not what these pax or AXIS deserved from QF Customer service, nor did they deserve..
- 2. EK must, must have a more direct, seamless manner to have 24 x 7 ticketing support and services** and not rely upon useless PH waiting times or an inability for an accredited Travel Agency or even check-in staff to access 24 x 7. To place pressure on EK supporting staff or a travel agency when EK collects high airfares and markets themselves as "excellence..." is misleading.

REQUIRED RESULTS: In order of need; 3 requests :

ONE : An apology letter or letters stating that AXIS was never at fault, with all monitoring and checking and correct bookings made and that AXIS is not responsible or liable in what occurred placing emphasis that we invested extraordinary time and expertise in all they could to assist pax. The damage to this CIP/VIP travel account and the repute of AXIS must be considered. **See ANNEX 15B**

TWO : A drafted letter from ETG, EK, QF about how an investigation will take place and when answers will be given to AXISD to forward to P:ax.

THREE : Financial compensation to AXIS who will dissect and forward to Pax for lost monies thus :

- 1. Repay ADL-MEL Business class QF Airticket that pax paid for directly to QF . Cost -TBA.**
- 2. Repay/Compensate the downgraded classes eventually travelled against what was initially paid for. ETG and/or EK to calculate.**
- 3. Lost night in AUH-receipts will be provided. Currently \$1,030 AUD lost +**
- 4. Cost of Mel Airport Parkroyal stay to Overnight. Currently \$600 +AUD**
- 5. Al costs charged against AXIS for 04 June A/HRS fees, new Reissued tickets (Martin). ETG to verify.**
- 6. AXIS costs for A/HRS servicing of MGR and ADVISORS. Currently estimated \$ \$5,280+**
- 7. Possible costs if litigation occurs by Pax against AXIS. Hopefully never required, but TBA.**

FYI-EK WEBSITE FLIGHTS with HK Status on day of Departure and prior-not updated and patently wrong .
Extracted 10th June 2022 @ 2.00am from EK website. Names redacted for Privacy reasons.

- **Above data is intact as reported JUNE 2022 when issues were raw and fresh.**

BELOW Notes and ANNEXURES relate to ongoing issues and new Invoices to be paid by QF.

- QF APR and MAY 2023 last letters with PAX and Axis responses **SEE ANNEX 16,17,18**
- **MEDIA excerpts of QF complaints continuing 2023 . SEE ANNEX 19,20**
- Original INVOICE claim against QF> Unpaid. **SEE ANNEX 21.**
- Subsequent INVOICES payable by QF for externally contracting Handzon Company forensic researching ,**SEE ANNEX 22.**
- Monetary Clam against QF totals \$16,453.02 as of 26th May 2023 , pending further costs that will be required to be paid by QF, as emailed to Karin @ QF on May 17th 2023.
"Please note that as of May 17th 2023 I will be adding my PCF (Professional Consultation Fees) as noted on our agency Axis Travel Centre FEES Schedule to compensate for ongoing invested time and formalities that may be required to further this complaint against QF. These fees will be verified and added against this claim, which will be available "under discovery" in Court filings and forwarded to the relevant parties. As indicated via our/my PCF schedule I estimate current costs to be in excess of \$3,700 to be added to original claim sent to QF on this file."

PRIVATE & CONFIDENTIAL
WITHOUT PREJUDICE.

Date: 4 October 2022

To: Mr. Khalil and Mrs. Mrs.K. MRs K.

RE: JUNE-JULY 2022, Complaint Qantas - Emirates - Axis Travel Centre.

Firstly our apologies for the delay in not writing to you sooner, the investigation across all parties has taken time and is ongoing.

Together with Axis Travel Centre we wish to apologize for the inconvenience, costs and loss of enjoyment that you recently encountered during your June-July 2022 Middle East trip with Qantas and Emirates.

The purpose of this letter is to verify that Axis Travel Centre followed, monitored, managed, and had issued all Qantas and Emirates air tickets in accordance with IATA and all Airline compliant requirements. Axis Travel Centre were not in any way at fault or in error of following all that was required for your flights. We have noticed that on the morning of your departure, Axis Travel Centre reconfirmed your seats on Qantas and Emirates to ensure they were in order, thus contradicts Qantas's suggestion that there were issues with your bookings or ticketing stability.

We can confirm that the ongoing afterhours assistance required by Max MGR @ AXIS – Director/Manager Axis Travel Centre, the Express Travel Group and Emirates in researching, booking and reissuing of tickets was essential. Especially as there were zero availability of seat in any class nor on other airline carriers from any Australian port at that specific time, which developed into a huge time loss for all parties concerned, particularly yourselves. As a result Emirates had to resolve the issues emanating from what Qantas in Adelaide had done [or did not correctly adhere to]. Emirates seem to have had no alternative but to tirelessly work with Axis Travel Centre to secure the first available seats departing from Australia. Business class was the only class available from Melbourne to Dubai acknowledging that First Class seats were previously confirmed, paid for and had confirmed tickets issued. Resulting in a downgrade to Business Class.

Our research has concluded that Axis Travel Centre were not in any way responsible for the time and financial losses that you incurred, as they used their expertise and experience to correctly follow the exact and mandatory ticketing requirements.

We await replies from Qantas and Emirates pertaining to financial compensation, including an apology for what we believe was an avoidable situation.

Yours Sincerely,

Vlado Ristevski
General Manager – Air Sales & Operations

AA VERSUS QF VERSUS AXIS TRAVEL CENTRE -Cancelled sectors/Offloaded

A simple ANALOGY example of Axis Travel Centre assisting pax and QF on similar scenario when connecting carrier American Airlines (AA) took liberty to cancel ongoing flights from LAX to MEL for J cl pax during COVID period.

- Initially AA suggested and also advised pax that Axis Travel Centre was at fault then deflecting the fault into the ##### of QF but these allegations were notably false.
- AA suggested that AMADEUS CRS was used to cancel the connecting ongoing QF flights LAX-MEL-ADL after AA flight connects from NYC to LAX. They suggested QF cancelled the QF flights as Axis uses SABRE.(Overbooking !)
- Full SABRE data from PNR was revealed by AA to Axis Travel Centre and also Axis Travel Centre to AA with notations and staff entries noted as evidentiary proof to support Axis Travel Centre claim.
- Axis Travel Centre backed QF against AA, supported the pax, and was able to secure space on QF 1 day later ex LAX with AA agreeing their faults, accepting responsibility and paying relevant compensation costs.
- Summation: Axis Travel Centre supported both QF and pax to reach a fair conclusion with AA accepting accountability and responsibility. Data below :

RESERVATION CODE BJSHS

AIRLINE RESERVATION CODE 6132KZ (QF)(AC), JFYFNU (AA) =====

PAX Notes from LOR and TTT ##### to AXIS TRAVEL CENTRE

Re events for return flights from USA to Australia 24/09/2022

24/09/22

1. Checked in at American Airlines JFK was asked to pay \$30USD for each bag to be checked in.
2. Was then advised that bags could not be tagged onto Melbourne Australia despite being One World members with connecting airline Qantas was further instructed by AA to collect bags and re-check them in at LAX.
3. I was told by the counter assistant checking us in that we had ample time to make the connecting flight. When I queried why they could not be checked all the way through was told by AA that tickets were purchased separately and therefore could not be done.
4. Arrived into LAX with ample time to check in
5. Collected bags and approached Qantas Business Check in counter was told that booking had been cancelled. When queried by whom was told it was **by my travel agent**. They said they could see the tickets but no booking for tonight's flight which was now full.
6. Asked to speak to a higher authority at Qantas. **Spoke to manager who then informed me that AA cancelled the ongoing flight due to connecting time restraints. Contradicting what was told to me just 10 mins prior.**
7. I said to him well we are here now what do we do now. He said ring your agent. He said that he read the historical information **and that it was AA who cancelled but that your travel agent tried to pick up the booking again but couldn't.**
8. **Told him that I had called my agent who categorically stated that they had not cancelled our flights he then said there was nothing he could do.**
9. I asked if there were other flights perhaps via another state and was told that all flights for Sat and Sunday were full.
10. He then said if there was flight availability, he would have reinstated the tickets.
11. **Qantas was not forthcoming at any stage with suggestions other than to call my agent in Australia**

AXIS internal Notes DATE-TIME**SPECIFICS****EVENTS**

24 SEP 2022

At 1219pm (See SABRE historical)

AA IATA coded 001-cancels ##### x 2 QF flights
Being ADL local time @ 2.49pm on SUN.25th SEP,
which concurs with phone calls from USA to ADL
by pax listed

25 SEP 2022 ADL TIME Axis Travel, within 35 minutes, secures QF

Last 2 seats on MON 26th SEP LAX-SYD-ADL

pp=\$44,800AUD

Max @ Axis Travel invests 2 hrs negotiating with QF to allow swap of original flt tkts o new Tkts. Negotiations successful as QF , twice, deny having ever cancelled pax flights nor being advised to do so. They specifically advise that AA dis so "on own accord..." QF and AXIS Travel unsure what reasoning. ZERO flights with any carrier available until 26th SEP. Axis Travel requests that QF reissue new batch tickets and email pax and AXIS.

1. **AXIS receives wrong advice from QF (JOHN-PHILLIPINES)** to cancel held SABRE flights secured by AXIS. Max @ AXIS requests to repeat request. JOHN again advises to do so and also revisit QF website to see flights and allocate seats, but Max not confident to do so as inventory will then secure seats as only 2 left. Following QF advice, this takes place and SABRE seats on both sectors LAX-SYD-ADL released. Max visits QF website and notes ZERO Flight details appear , yet QF has already emailed AXIS with new E Tkts and "confirmed" status with Tkt No. Immediately Max retrieves SABRE PNR and secures seats again-lucky to be still available. Max contacts QF again and speaks to "Lolli" at QF who contradicts John -QF advice and agrees with me to keep the last seats on our SABRE and not to cancel out. She also promises no ADM to be payable. ON second CRS screen, Max retrieves via QF.com pax data again and notes all new flts now "live" with Tkt no.-but no seats can be allocated.
2. Up to 2100hrs on SUN 25th SEPT : (8 hours later) Max contacts PAX ##### via PH and Text and Email to keep communications clear and continues to support pax in locating an Airport Htl in LAX area. 4-5 Hotels contacted-4-5 star-fully booked, but eventually one of last rooms @ LAX Marriott secured- 3 nights IN 24 Out 27th(due to late 26th flight ETD). Payable approx \$730USD++ with return taxi etc.
3. HOTEL staff not clear nor correct in chargeback costs to AXIS travel so pax advised to pay direct.
4. The Call Centre for Westin? Marriott RES notably unhelpful, full of phone transfer numbers and 26th SEP:Pax board LAX flight to SYD on "standby basis" but eventually boards but baggage does not follow them. Pax attempted to fly SYD-ADL on earlier flight than the 1700 flt booked to reduced their 10hr layover in SYD.

- **OCT 2022 to Feb 2023 -Complaints raised by pax and Axis Travel against AA, eventually clearing QF after forensic analysis made.**

After repeated requests and final analysis of SABRE and Amadeus NOTED on 6th Feb 2023, AA agrees of faults and pays compensation as requested.

GOOD QF RESPONSE NOTING AMADEUS INPUTS, SUPPORTING OUR CLAIM AGAINST AA

From: Tina

Sent: Thursday, 27 October 2022 9:45 AM

Subject: RE: The Axis Travel response -SA - QF Compensation Claim - Elevated Issue

The latest update:-

Please see below from Amadeus. They have confirmed that AA cancelled the flights from the PNR:

Please see findings below from our end regarding with your concern.

1. In PNR History, AA canceled QF94 / 24SEP LAXMEL and QF679 / 26SEP MELADL on the 24th September.

071/177 XS/QF 094 I 24SEP 6 LAXMEL HK2 2130 0600+2/HK *1A/E*
 089/177 XS/QF 679 I 26SEP 1 MELADL HK2 1045 1135/HK *1A/E*
 086/177 XS/AA 341 G 24SEP 6 JFKLAX HK2 1530 1832/HK *I*
 177 RF-HDQRMAA 241718 CR-HDQ RM AA 24SEP1719Z

2. Then 1S Added flight.

196 AS/QF 012 J 26SEP 1 LAXSYD LK2 2255 0655+2/LK *1A/E*
 196 AS/QF 743 I 28SEP 3 SYDADL LK2 1740 1915/LK *1A/E*
 196 RF-HDQRM1S 250523 DKC81E41C1E5E7 3024B5E5AA3F77 CR-HDQ R
 M 1S 25SEP0523Z

3. Then QF Issued.

** 00 ** 25Sep22 0348Z : ISSUE
 ORG : QF AGENT LOC-SYD IATA-02394372/079507 AUTH-A25519YSU
 1 O LAXSYD QF 12 J 26Sep22 2255 OK IZW6A O 2PC
 2 X SYDADL QF 743 I 28Sep22 1740 OK IZW6A O 2PC

4. As per remarks PNR.

160 RX ASKING WHY THE FLYT FOR SEP 24 IS CANCELLED
161 RX AS PER TC IT WAS CANCELLED BY AA DUE TO FLYT DISRUPTION F
RM NY TO LA
162 RX AND CALLER WANT TICKET TO BE ISSUED FOR THE QF12 FLYT AND
QF 743

ANNEX 2C

Tina- Tina Evans

National Account Manager

Qantas Airways Limited

18th Oct 202

To TINA-QF SYD

Qf ##### REC LOC sent to AXIS via ETG on 18oct2022

NOTE:

These comments by Tina @ QF *We can see flights were cancelled and rebooked by the agent on the 25SEP and I have highlighted where QF flights have been cancelled and rebooked by the agent* are not only wrong and false but also taken as offensive. They patently do not reflect the notes extracted by Tina/QF based on the entirety of what took place and the Tulsa/SYD/ADL time stamps.. Read the EXACT notations and note details below :

- The AGT had no access to SABRE-nor any Axis travel staff-on SUN 25 SEP 2022. There is no logical reason to cancel these pax flights. The keyboards were never touched by a human representing Axis Travel on SUN 25th SEP except to rebook new seats onto 26 SEP flights LAX-SYD-ADL because QF cancelled flights into HX status that both Axis Travel and AA in JFK and AAA in LAX noted. The Cancellation according to SABRE HQ Supervisor and also AA staff emanated from 1A-Amadeus CRS. Read what is in **BLUE**.
- Extract given by Tina shows QF entries and Tulsa time noted that QF placed flights into **LK** status (Passive-waitlisted- then secured seats)- finally giving Boarding passes to pax in LAX lounge as they were placed on "standby". *There is no way that QF would give away (as ridiculously quoted on Sabre) \$44,800 of oneway J cl tickets to ADL FOC.*
- "Lolli" of QF RES on 25th SEP 2022 @ 1508 ADL time requested that we "keep the secured 26th SEP seats on our SABRE system as the QF website cannot hold these last seats " and she also suggested that I return to the QF.COM website to be sure seats are still held there by pax. She also stated to remove any "HX flights of QF from SABRE system" which was done.
- The **27YB** entry is the Axis Travel pseudo but it never shows that entry linked to any cancellation of any secured flights in the lines sent by QF. It cannot show such-because of the facts that Ais travel never cancelled any flights ONLY to rebook new flights on 26th SEP.
- **FROM SABRE: 28 SEP 2022:**The screenshot included in my email below is from the history of your PNR and it shows where the airline has changed the segment status from confirmed to cancelled at 1219 Tulsa time on the 24th September. You can see it by doing the *H or *HIA entry. You can also see in the screenshot where the seats have been cancelled as well. This is what you need to provide to QF.
- can display the full history of the PNR by retrieving the PNR and then doing a *H entry, or to show air history only then do *HIA and enter. I've included a screenshot below of the affected flights.

X4G QF 94I 24SEP LAXMEL KK/KK 7E N -HANDS/TREVOR MR
 X4G QF 94I 24SEP LAXMEL KK/KK 7F N -HANDS/LORRAINE MS
 X4G QF 679I 26SEP MELADL KK/KK 3A N -HANDS/TREVOR MR
 X4G QF 679I 26SEP MELADL KK/KK 3C N -HANDS/LORRAINE MS
 SC QF 94I 24SEP LAXMEL HK/HX2 2130 0600 26SEP 1
 /DCQF*6I32KZ HRS/E
 SC QF 679I 26SEP MELADL HK/HX2 1045 1135 /DCQF*6I32KZ
 HRS/E
 R- MUCRM1A24171900 991DDA74-001
 PLT PLTRM1A 1219/24SEP22

AXIS TRAVEL NOTED FACTS TO DATE:

- 1A is the Amadeus code. AXIS TRAVEL has no access to 1A
- SABRE has no access to 1A
- AA advised that they have no access to 1A
- ETG has no access to 1A
- None of the above can enter 1A Amadeus and cancel flights
- IATA ## 02394372 belongs to QF referred to below as inputting data,.
- QF uses 1A-AMADEUS
- JOHN from QF Res (Philippines on SUN 25Sep @1305 ADL time)-listen to his QF taped Voice tape advised that indeed Amadeus has cancelled the LAX-MEL-ADL flights.
- Thereafter, after discussing with Axis Travel QF hastily replaced pax onto LAX-SYD-ADL flights. I believe this was done, without collecting fees whatsoever as they discovered the QF or AA (OneWorld) error. This error was either done by a simple human error, overbooking of flights by QF or another anomaly as the MCT was well within limitations, E tkts were correctly entered and issued, Flights were reconfirmed with pax seats 12 hrs prior to flights by Axis Travel.
- LK status of new flights were inputted by 1A AMADEUS not SABRE or Axis Travel. See below.
- SABRE HQ support supervisor from Bangalore phoned AXIS Travel(Max) and went through all SABRE entries and advised that 1A (Amadeus) entries emanate ONLY by Amadeus-which we have no access into . He also advised that Axis Travel did the correct thing and secured 2 seats from LAX-SYD-ADL on 26 SEP to alleviate the pax issues.
- AA have advised that they do not use 1A Amadeus and they did not cancel flights. This was also noted to pax in JFK Airport by AA staff and Airport Supervisor to pax.

SIMPLY PUT: Some human or Computer glitch that uses 1A Amadeus caused the problem. The Travel Agent did not, ETG ticketing did not as tickets appear on SABRE, were reconfirmed thus and flight and pax were holding legitimate paper tickets.

- ✓ QF should accept that their AA One World partner opinion and the facts as presented and rep[ay the minimal compensation attached to PAX.
- ✓ Closure is suggested so no elevation of this takes place by Pax.

READ BELOW ERNTRY THAT WAS SENT BY QF :

IATA ISSUED BY: QANTAS AIRWAYS-02394372-SYDNEY
 DATE: 25SEP22

998WS NCEAC00SC 03SEP0825Z

071/177 XS/QF 094 I 24SEP 6 LAXMEL HK2 2130 0600+2/HK *1A/E*
 089/177 XS/QF 679 I 26SEP 1 MELADL HK2 1045 1135/HK *1A/E*
 086/177 XS/AA 341 G 24SEP 6 JFKLAX HK2 1530 1832/HK *I*
 177 RF-HDQRMMA 241718 CR-HDQ RM AA 24SEP1719Z
 179 AS/QF 012 J 26SEP 1 LAXSYD LK2 2255 0655+2/LK *1A/E*

179 AS/QF 743 I 28SEP 3 SYDADL LK2 1740 1915/LK *1A/E*

179 RF-HDQRM1S 250314 DKC81E41C1E5E5 300DC9C752B9DA//HDQ1SBJ

ISHS/27YB/96861310/MEL/1S/T/AU/AUD CR-HDQ RM 1S 25SEP031

4Z

179/186 CS/QF 012 J 26SEP 1 LAXSYD HK2 2255 0655+2/LK *1A/E*

179/186 CS/QF 743 I 28SEP 3 SYDADL HK2 1740 1915/LK *1A/E*

186 RF-9Y-QF/U736889 CR-SYDQF0305 02394372 SU 25519Y/DS-ADFA

59A9 25SEP0348Z

)

186/193 XS/QF 012 J 26SEP 1 LAXSYD HK2 2255 0655+2/LK *1A/E*

186/193 XS/QF 743 I 28SEP 3 SYDADL HK2 1740 1915/LK *1A/E*

193 RF-HDQRM1S 250403 CR-HDQ RM 1S 25SEP0403Z

196 AS/QF 012 J 26SEP 1 LAXSYD LK2 2255 0655+2/LK *1A/E*

196 AS/QF 743 I 28SEP 3 SYDADL LK2 1740 1915/LK *1A/E*

196 RF-HDQRM1S 250523 DKC81E41C1E5E7 3024B5E5AA3F77 CR-HDQ R

M 1S 25SEP0523Z

179 RF-HDQRM1S 250314 DKC81E41C1E5E5 300DC9C752B9DA//HDQ1SBJ

ISHS/27YB/96861310/MEL/1S/T/AU/AUD CR-HDQ RM 1S 25SEP031

4Z

179/186 CS/QF 012 J 26SEP 1 LAXSYD HK2 2255 0655+2/LK *1A/E*

179/186 CS/QF 743 I 28SEP 3 SYDADL HK2 1740 1915/LK *1A/E*

186 RF-9Y-QF/U736889 CR-SYDQF0305 02394372 SU 25519Y/DS-ADFA

59A9 25SEP0348Z

)

186/193 XS/QF 012 J 26SEP 1 LAXSYD HK2 2255 0655+2/LK *1A/E*

186/193 XS/QF 743 I 28SEP 3 SYDADL HK2 1740 1915/LK *1A/E*

193 RF-HDQRM1S 250403 CR-HDQ RM 1S 25SEP0403Z

196 AS/QF 012 J 26SEP 1 LAXSYD LK2 2255 0655+2/LK *1A/E*

196 AS/QF 743 I 28SEP 3 SYDADL LK2 1740 1915/LK *1A/E*

196 RF-HDQRM1S 250523 DKC81E41C1E5E7 3024B5E5AA3F77 CR-HDQ R

M 1S 25SEP0523Z

• PAX EMAIL SENT TO AA on 27sep to AA via their website.

My Travel agent and also QANTAS said that your Airline , AA< cancelled my ongoing QF flights that were secured and booked on teh same PNR as AA flight and I lost the booking. QF said what you dis was patently wrong as I had time to connect and you had no right to cancel my booking with husband. I had to pay for 3 nights in LAX Marriott Hotel and also Travel agent fees to get us both on next flight. I demand compensation for what you did without any reason. Here is what

the Travel Agent sent me to send to you. **AA Ref#1-31978463329**

25 Sep 2022

Why did AA cancel my QF flights. This has been confirmed by QF direct in Australia and also Travel Agency ? AA rec loc and QF rec Loc below

1. Sabre rec loc : BJISHS
2. AA rec loc that allowed pax to travel NYC to LAX JFYFNU
3. QF Rec Loc for the correctly booked, reconfirmed and ticketed LAX-MEL-ADL flights 6I32KZ , that AA cancelled without any reasoning, without out contacting QF or TRAVEL AGT and also without applying IATA RESOLUTION Rule to place pax on next available flight or apply compensation when asked to do so by pax.

INITIAL AA RESPONSE DENYING LIABILITY:

September 26, 2022

Hello Mr. MGR @ AXIS :

Thank you for taking the time to write to us on behalf of another passenger.

I'll be happy to follow up with you; however, I will need written consent from the ticketed passenger permitting me to address their ticket with you. They can contact us in writing by sending a message via our contact form on [aa.com](https://www.aa.com) and including the reference number located at the bottom of this email.

Mr. MGR @ AXIS , we apologize for any further inconvenience this may cause; but, the privacy of all our customers is important to us. Once we receive their consent, we will follow up with you as soon as possible.

Sincerely,
Mani Everett
Customer Relations
American Airlines

re AA Ref#1-31978463329

AA ACCEPTING RESPONSIBILITY AFTER FACTS SHOWN FROM AXIS TRAVEL

Sent: Monday, February 6, 2023 10:24 am

To: #####

Subject: AXIS TRAVEL Persistence . My Response From American Airlines



February 5, 2023

Re: ####

Dear Mr. MGR @ AXIS :

Thank you for contacting Customer Relations. We received the required information in order to provide the applicable Montreal Convention reimbursement.

As such, we have authorized reimbursement in the amount of 3238.14AUD based on the receipts provided, for the eligible out-of-pocket expenses. The bank details have been forwarded to our International Accounting specialists for processing. Transactions may take as long as 45 days to be completed and reflected on a statement.

Again, Mr. MGR @ AXIS , we are sorry for the interruption of their travel and look forward to welcoming Mr. Mrs. #### on American Airlines again soon.



Hello @User16020287459912672687 (Sabre Travel Network)

It was good talking to you to get more details on this reservation. Thank you for all the information provided.

.....the ticket number can be seen in the Sabre database in the WTDB entry.

Please feel free to contact us for any further clarifications.

Thank you and regards,
Reneta
Customer Support and Services
Sabre Travel Solutions

[View/Com](#)

or **reply to this email**



Interline Considerations on
Irregular Operations (IROPs)

Guidance Document for Airlines

Copyright IATA 2020

- Relevant verbatim sections in **RED Underlined**.

IATA Resolution 766 (Interline Passenger Reservation Procedures)

Resolution 766

Interline Passenger Reservation Procedures

Establishing new interline relationships will be a vital enabler of industry recovery, providing traffic for airlines and connectivity for passengers. .

This document has been prepared by IATA with the oversight of Standards development groups under the Passenger Standards Conference. This document is based on the various existing Standards covering the Reservations, Ticketing, Sales Reporting and Billing aspects related to the handling of involuntary flight changes due to irregular operations **in case of interline.**

Disruption situations are stressful and difficult for passengers and provide an opportunity for airlines to demonstrate their **ability to provide an overall excellent customer experience even in times of disruption.**

Disruptions also impact customer facing, operational and back office teams within airlines.

It is key to have clear and effective processes in place to ensure these situations are handled smoothly and to prioritize minimizing customer distress and inconvenience.

Irregular Operations (IROPs) are identified by an airline or ground handler acting on behalf of an airline when a disruption **on the day of travel** or the day prior to travel causes the customer to not be able to use the flight(s) ticketed. An Irregular Operation (IROP) **may be, but is not limited to**, a flight delay, cancellation, diversion due to weather, mechanical problem, landing restriction, air traffic congestion, accident/aircraft damage, security concern, immigration issue, oversold flight, **boarding delay**, crew shortage or other staff issues.

The guidance on distinguishing Irregular Operations from planned schedule changes is provided by IATA Resolution 735d.

The following definition, part of the Resolution 735d is used to determine whether this Resolution applies, which impacts what actions to take immediately. **“Provided that the circumstance has not occurred earlier than one day prior to the scheduled departure time of the first impacted flight, an Involuntary Reroute occurs, and the provisions of this Resolution shall apply.”**

Carrier	Definition
Original marketing carrier	Original marketing carrier means: <ul style="list-style-type: none"> The carrier whose airline designator is originally recorded as the transporting carrier of the affected flight coupon In a code share situation, the Original Marketing may be different from the Original Operating Carrier
Original operating carrier	Original operating carrier means the carrier on whose flight a passenger is originally scheduled to be carried and who is responsible for the conditions which creates the need for an involuntary change in the passenger journey.
Original receiving carrier	Original receiving carrier means the carrier on whose flight a passenger is originally ticketed to be carried from a connection point.

In case of involuntary reroute providing a smooth passenger handling is a key aspect with a direct contribution to the overall customer experience. In this situation, the Original Marketing/ Operating Carrier, or the Ticket Handler acting on their behalf, with due consideration to the passenger's reasonable interests, shall:



1. Arrange for involuntary refund in accordance with Resolution 737 (Refunds); or
2. Provide onward carriage to the destination or point of stopover named on the ticket, without additional charge to the passenger, as follows:
 - a. for a flight interruption en route on the same or another of its own aircraft;
 - b. for other than flight interruption en route on the service of the original receiving carrier; or
 - c. on any other transportation service(s).

Absorption of passenger's expenses

As stated in the Resolution 735d, Article 6 (Absorption of Passenger's Expenses), in an interline journey it is the responsibility of the carrier responsible for a delay (causing involuntary change of a passenger's journey) to arrange for a reasonable alternative route within a reasonable time. If that cannot be done, the airline causing the delay may need to compensate the customer for some expenses during that delay period (possibly also at downline points). These direct expenses may include hotel room, suitable meals and beverages, ground transportation, transit taxes, and reasonable communications costs necessarily incurred by the passenger because of the involuntary change.

When a passenger's arrival at an interline connecting point is delayed, the delivering carrier shall be responsible for arranging hotel accommodations and providing other amenities as provided in the resolution.

The carrier that has caused the disruption (the Original Operating Carrier) is responsible for obtaining inventory on a New Operating Carrier.

Where a bilateral agreement is in place between these carriers as to the method that should be used to obtain inventory, this agreed method must be followed. Where no bilateral agreement is in place, the Original operating Carrier must contact the New Operating Carrier before obtaining inventory.

5. Ticketing considerations

IATA Resolution 735d states that the Original Marketing/Operating Carrier shall provide a replacement ticket that reflects the replacement flight bookings and must ensure that the ticket is immediately acceptable at check-in (including self-service and online) with the New Operating Carrier(s).

It is also under the responsibility of the Original Operating Carrier to ensure that in case another airline had been contracted for ticketing services at the location where the need for rerouting is identified, this contracted airlines (or "Ticket Handler") is responsible for the rerouting.



Request control of ONLY the impacted coupons:

- The airline that needs control of coupons from the original ticket requests control using an "involuntary" need indicator (as described in Resolution 735d, Article 7.5).
- **Only the Validating Carrier can relinquish control of a flight coupon to another carrier. A carrier may return control only to the Validating Carrier.**

Reissue impacted coupons:

- **The replacement ticket should only include the coupons impacted by the rerouting – to the next point of stopover named on the original ticket.**
 - **Coupons which are still valid (e.g., for later continuing travel or return travel) should remain in an open status on the original ticket awaiting use.**
-



Guidance document for airlines on baseline checklist when forming a new interline partnership

1. Introduction

The IATA multilateral interline framework comprises IATA standards, multilateral agreements and platforms.

Establishing and implementing a new interline partnership relationship implies a variety of considerations and aspects for carriers that would need to be set up with the other interline carriers such as the interline agreements, processes and procedures.

This Guidance document is intended to provide a starting point for establishing interline processes between IATA Members.

The objective of this document is to capture, in the form of a checklist, the issues and procedures that a carrier needs to discuss and arrange with a new interline partner when working to establish an interline agreement.

This baseline checklist is referenced via the Recommended Practice 1780a.

This checklist lays out the issues that need to be discussed and/or addressed when working to establish new interline partnerships. It includes references to the agreements and procedures that airlines would use with their partners and that are described in IATA Resolutions and Recommended Practices, such as publishing schedules, processing reservations, determining pricing based on published fares and rules, issuing and honouring tickets, through-checking baggage, prorating through-fares and performing interline billing using the IATA Clearing House.

3.3 Exchanging schedule data

Carriers should determine with their partner(s) how and when schedule information will be exchanged.

Each carrier should review its own published fare details and rules to support the commercial implementation of the interline relationship.

Carriers should ensure that each airline's offices have accurate schedule details for the interline partner.

Carriers may consider checking with their new interline partners whether the third-party distribution systems relied upon present connections and/or stopover bookings in the shopping results and that interline itineraries are priced accordingly in these third-party distribution systems.

Carriers should ensure that their distribution systems selling the interline itineraries have access to accurate schedule details.

Carriers should check and make sure that the ground handling companies that will use their own system to check baggage on interline routings have accurate schedule information on the other interline partner.

3.5 Reservation

Carriers should negotiate bilateral selling agreements (Example: interactive availability and interactive selling), as described in Resolution 766.

Each carrier must decide how it intends to provide availability status for the interline connections to any office that will offer and sell these connections. For sales made by third parties (e.g. GDS users) carriers should

ensure that customer-facing staff are aware of limitations that may be applied to “informational segments” and provide clear work-around instructions as may be required.

- Whether the booked carrier should return its record locator to the booking party.
- Whether availability information is required and what the procedures are to be followed if one of the carriers does not have the availability status by flight/date/segment/RBD from the other partner
- If additional information is required, the carriers may consider the option of implementing interactive availability processes.
- If routine interline booking capabilities between the two carriers are not considered sufficient, the carriers may evaluate the options provided through interactive selling.

==

For bookings made as part of “involuntary rerouting” (see Section 3.10), carriers should jointly establish the reservation and rebooking procedures that are to be used to reroute the passenger, as required by Resolutions 766 and 735d.

3.6 Ticketing

In addition to the general agreement around issuance and honouring of tickets, which is formed as part of the Interline Agreement, carriers should discuss and agree on the following

- Service eligibility. This may include:.....
- Ticket and Electronic Miscellaneous Document (EMD) issuance. This may include:
 - o Issuance timeframe and used method to inform the interline partner about the new document
 - o Types of EMD (including the respective Reason for Issuance Code and Reason for Issuance Sub-codes)
 - o Form of Payment
- Void and cancellation
- Refund processing
- Exchange/re-issue processing
 - o Types of supported exchanges
- o Communication between the interline partners
 - Ticket and Electronic Miscellaneous Document (EMD) handling in irregular operations
 - o Request the control of impacted coupons
 - o Identifying Involuntary Reroute Reissue
 - o Setting the “I” indicator
 - o Redirect the control of the coupon
 - Ticket and Electronic Miscellaneous Document (EMD) Receipts
 - Set of messages to be set-up and exchanges to support all above scenario and procedures (see Section 3.14)

3.10 Irregular operations and involuntary rerouting procedures

Carriers should clarify the procedures and expected processes for all involuntary changes.

Carriers should establish the reservation, ticketing and baggage procedures for passenger re-accommodation. These should be included in each carrier's staff training and processes. It is recommended that carriers consult the Guidance document Interline considerations on irregular operations (See Appendix Section1).

Carriers should bilaterally agree as to whether exceptions to Resolution 735d will apply.

Carriers should discuss and agree with their interline partners on the communication channels that can be used in case of irregular operations. It is encouraged to handle this via a centralized contact point.

Carriers should address and ensure clear procedures around the absorption of passenger's expenses.

==



3.11 Airport Delivery

Carriers should discuss and agree on the operational procedures related to management of the reservation and ticketing as part of the GBR (General Business Requirements) or Data Collector provided by a system provider (see section 3.6).

Additionally, carriers should establish:

- The conditions when the passenger can be checked-in and boarded by the Operating Carrier
- Applicable through checking procedures and Inter-Airline Through Check-In (IATCI) agreement.
 - It is recommended that the first Operating Carrier of the interline itinerary should through check the customer to the final destination. This should include the provision of boarding passes and bag tags for the entire relevant journey.
- Communication with the passenger

Ticketing

To support ticket functions and procedures (such as the issuance or exchange of an electronic ticket or EMD, see Section 3.6 above) carriers should exchange EDIFACT messages.

Carriers should bilaterally agree on the set of data and messages to be exchanged. The EMD and Ticket GBRs templates can be used by the interline partners to check and agree on the technical settings of each party.

The Electronic Ticketing Database provider must support a set of data elements and messages that are defined and maintained in the PADIS messages for example: Change of Status messages, Request Airport Control messages, final / interim status of coupons.

3.15 Others

If the airlines bilaterally agree to any exceptions on the above listed standards recommendations, they should ensure that any administrative procedures are understood by each airline.

Contacting Interline partners

Carriers need to ensure regular and transparent communication with their partners.

In order to achieve this, carriers should establish and share among themselves the relevant contact points.

Carriers should ensure that relevant teams can be easily provided with contacts between the two airlines (e.g. Commercial Manager, Ticketing Manager, Technical Implementation Manager) as well as relevant contacts on the system provider's side.

Ensure compliance with Resolution 766 requires Interline partners to bilaterally agree the method that should be used when obtaining inventory for use in passenger accommodations following an irregular operation. A template was developed by IATA and may be used as a model to build such an agreement.

[Template agreement for booking method for irregular operations](#)



Inventory Agreement
Template v1.0.odt

Establish IROPS Procedures

[Guidance document](#)

[Interline considerations on irregular operations](#)



COUPON SEQUENCE AND USE

Requiring the complete and sequential use of flight segments is to the benefit of the traveling public.

As shown in this paper, this requirement enhances competition (and lower fares), allows for better connectivity (including for smaller communities), and reduces wasted capacity (and therefore overbooking).

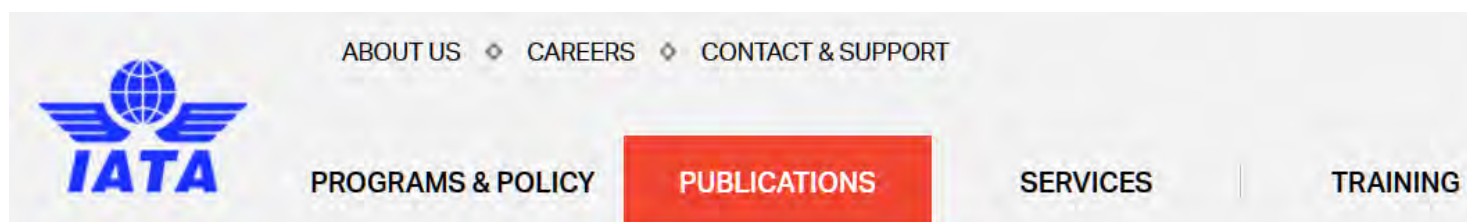
The issue

Airlines require passengers to travel as per the itinerary shown on their ticket, from the place of departure via any agreed connecting points to their final destination, and vice versa. Each leg of the journey is linked to a specific segment on an electronic ticket. If all the segments are not used in sequence, the ticket as a whole will lose its validity in most circumstances.

The issue Airlines require passengers to travel as per the itinerary shown on their ticket, from the place of departure via any agreed connecting points to their final destination, and vice versa. Each leg of the journey is linked to a specific segment on an electronic ticket. If all the segments are not used in sequence, the ticket as a whole will lose its validity in most circumstances.

- It is also important for airlines to know whether passengers who have secured a confirmed booking will in fact be using it. It is not unreasonable for them to assume that if passengers do not use their first booking, **without contacting the airline**, it is unlikely that they will use any subsequent bookings on the same ticket. Airlines need to be able to determine the optimal capacity to schedule for that flight sector and, therefore, maximize the efficient use of its assets. In turn, this minimizes the number of “no shows” experienced by airlines allowing them to reduce the need to “overbook” by allowing them to forecast passenger loads with greater accuracy. .

IATA position Airlines are not selling individual flight segments – they are selling a journey from the passenger’s departure point to his/her destination. Each of these journeys is a product on a market, with a specific price attached to it based on market conditions.



IATA Knowledge Hub

Learn, apply, improve

IATA RESOLUTION 735D Excerpts:

- Relevant EXTRACTS note in RED Underlined.

The Most Important Travel Documents for your Trip

If you thought that passengers traveling with the incorrect documentation was a minor issue for the world's carriers, think again. The 60,000 travelers turned back at destination or transfer points by immigration authorities each year cause stressful and frustrating situations for travelers. They also cost the world's airlines a substantial amount of money in fines and associated costs

Whether it is rules implemented at a short notice or papers presented in the wrong format or language, passengers and airlines can struggle to keep up with ever changing requirements. This is why it's more important than ever to be well prepared for your trip and to make sure that you have the correct travel documents, especially when traveling internationally.

Travel Itinerary Details

Flight ticket details, accommodation reservations, car rental confirmation, all are important for your trip. Keeping up with all your reservations can be difficult and having copies of your itinerary and reservations with you can make your trip go much smoother. It can help sort out any issues during check-in at the airport or hotel and it's a simple way of helping you keep track of your travel plans. You can have these as printed copies or use one of the several Travel Planner apps or tools that you can find online. You can even set yourself a reminder to do your check-in or to book a taxi to the airport in advance.



Core Principles on Consumer Protection

National and regional legislation should be consistent and in accordance with the international treaty regimes on air carrier liability, established by the Warsaw Convention 1929 (and its amending instruments) and the Montreal Convention 1999; • National and regional legislation should not interfere with another States' ability to make legitimate policy choices. Passenger rights legislation, in accordance with the Chicago Convention 1944, should only apply to events occurring within the territory of the legislating State, or outside that territory with respect to aircraft registered there. • The industry recognizes the right to re-routing, refunds or compensation in cases of denied

boarding and cancellations, where circumstances are within the carrier's control; - The industry recognizes the right to re-routing, refunds or care and assistance to passengers affected by delays where circumstances are within the carrier's control;

RP1008, Business Glossary of Terms		
(exported from the AIDM / Airline Industry Data Model as of 23-April-2020)		
Term Name	Description	Source
Boarding Member	The Member on whose flight a passenger is to be carried from a boarding point.	IATA,R
Boarding Point	The point at which a passenger is scheduled to embark on a flight of the boarding Member.	IATA,R
Boarding Status	The situation at a particular time during the boarding process of an individual party, such as not checked in, checked in, stand by, or boarded.	Oxford
Booking	(see "Reservation")	IATA,P
Booking	An arrangement whereby something, especially a seat, room, or space is booked or reserved.	Oxford
Booking	A booking or reservation.	
Booking Creator		
Booking Entity	Entity that is managing a booking.	
Booking Instructions	Optional service booking instructions to include SSR, OSI and upgrade Method.	
Booking Member	The Member with which the passenger made his original reservations or with which additional reservations were made after commencement of the journey. Where a booking is made with, or through, or is handed over to a CRS, the CRS will be considered as the "Booking Member".	IATA,R
Booking or Reservation	A record, either in paper form or in electronic form, of the accommodation held by a passenger on a given flight.	IATA,R

• Paper or electronic Tickets are acceptable forms of air travel.

133	Booking or Reservation	A record, either in paper form or in electronic form, of the accommodation held by a passenger on a given flight.	IATA,Reso766
-----	------------------------	---	--------------

Ticketing System	The system which imprints on paper or stores electronically (electronic ticket) the automated accountable document, which is represented by a four character code in accordance with Resolution 728, Paragraph 6.
------------------	---

ANNEX 7A

IATA RESOLUTION 735D Excerpts:

This guide is intended for front-line passenger services staff and ticket agents who are handling these situations, procedures officers and instructors who may use this document as a procedural guide and training tool.

2.1.1 Flight Disruption Prior to Departure (Coupons available at the place where the Involuntary Rerouting occurs)

The following situations shall justify an involuntary change of carrier, routing or class of service:

- a flight is cancelled;
- a flight which does not operate reasonably in accordance with the schedule;
- an airline is unable to provide space on the flight on which the passenger is holding previously confirmed space;
- an airline causes a passenger to miss a connecting flight on which he holds a confirmed reservation;

3.4 RESPONSIBILITIES

3.4.1 “Forwarding Member”

It is the responsibility of the carrier that caused the involuntary reroute (*“Forwarding Member”*) to arrange onward carriage with the least possible delay or inconvenience.



Airline Guide to Involuntary Rerouting

The carrier should always take care of, and have due consideration for the passengers' reasonable interests. Depending on the circumstances necessitating the involuntary change a carrier shall consider the following:

- a) arrange for an involuntary refund;
- b) provide onward carriage with the least possible delay or inconvenience to the destination or stopover point named on the ticket. This should be undertaken without additional cost to the passenger;
- c) the involuntary rerouted passenger can be provided with carriage on one of the forwarding carrier's own aircraft, on the services of the “Original Receiving Member” carrier or on another carrier's aircraft (*“New Receiving Carrier”*).

It is important to note that in the event of involuntary rerouting the availability maintained in a carrier's own reservation system or CRS is not to be used for transferring passengers involved in an irregular operation even though the bookings are for parties below the normal quota sale as agreed bi-laterally between the carriers. Space for irregular operations protection must be requested by telephone or message.

- d) subject to the Conditions of Carriage, the “Forwarding Member” shall be responsible for passenger expenses as may be incurred during the period of the passenger's delay at the place where the involuntary change occurred, and may absorb such expenses at subsequent points en route where they are a direct consequence of such a change, provided that they are limited to essential expenses such as hotel accommodation, suitable meals and beverages without regard to class of service.



SECTION 4 — KEY INVOLUNTARY REROUTE CONCEPT

Essential to a smooth handling of involuntary reroute situations is to understand the key concept:

To get the passengers to their destinations as quickly as possible with due regard for the passengers needs in what are very difficult and stressful circumstances.

3.3 OTHER INTERESTED PARTIES

Other parties may have an interest in this process:

- the travel agent from whom the passenger purchased the ticket;
 - the CRS which was used to make the reservation/changes;
-

It is important to note that in the event of involuntary rerouting the availability maintained in a carrier's own reservation system or CRS is not to be used for transferring passengers involved in an irregular operation even though the bookings are for parties below the normal quota sale as agreed bi-laterally between the carriers. Space for irregular operations protection must be requested by telephone or message.

10.1 BE PREPARED

When you are first informed of a problem try to take a moment to prepare for what you are going to do. Liase with the senior staff and management on duty to ascertain how long the problem will go on for and try, as best you can, to plan accordingly. Look at your inbound and outbound connecting passenger lists. Try to determine how many passengers will miss their connections and reaccommodate if possible in advance of the passengers' arrival. Look at your anticipated load and determine how many staff will in all likelihood be needed to assist. Check if there are alternatives for reaccommodation. Check about the possibility of enlisting the help of reservations staff to help with reaccommodation. Familiarise yourself with your local procedures so that you know what to do.

10.4 LIASING WITH OTHER CARRIERS

Other carriers will usually be happy to assist if they can. Liasing locally with staff on the airport can help greatly in getting passengers on their way with least possible delay but to avoid any confusion and subsequent misunderstanding and mishandling of your passengers ensure that both parties know what is expected and what to expect. Bear in mind that you may need to discuss the use of the tickets and endorsements and another carrier may need to uplift additional catering at last minute. It is also possible to accept charter passengers on scheduled services subject to local agreement (See Appendix C). If you block space on another carrier and subsequently determine that you no longer need it, cancel it promptly.

EXTRACT FROM EK WEBSITE: IATA

Tickets

You need a valid airline ticket to travel on any domestic or international flight. If you're travelling on an electronic ticket (e-ticket), you'll be **issued with an itinerary receipt that you should carry with you at all times.**

IATA mandated transition

.....The industry was unable to comply with the IATA mandate and paper tickets remain in circulation as of February 2009.^[cita]

Is the digital ticket equivalent of a paper ticket?

Often, their format is similar to the old style paper tickets. However, it is only a receipt. We do not need to present it at the check-in counter. However, if there is a dispute, the receipt serves as proof that the airline issued the e-ticket.

Airline ticket

https://en.wikipedia.org/wiki/Electronic_ticket

An **airline ticket** is a document or electronic record, issued by an [airline](#) or a [travel agency](#), that confirms that an individual is entitled to a seat on a flight on an aircraft. **The airline ticket may be one of two types: a paper ticket, which comprises coupons or vouchers; and an electronic ticket (commonly referred to as an e-ticket).** When a reservation is confirmed, the airline keeps a record of the booking in its **computer reservations system.** Customers can print out or may be provided with a copy of a e-ticket itinerary receipt which contains the **record locator** or reservation number and the e-ticket number. It is possible to print multiple copies of an e-ticket itinerary receipt.

The ticket, in either form, is required to obtain a [boarding pass](#) during [check-in](#) at the [airport](#). Then with the boarding pass and the attached [ticket](#), the passenger is allowed to board the aircraft.

Details

Regardless of the type, tickets contain the following information:^[1]

- **The passenger's name**
- **The issuing airline**
- **A ticket number, including the airline's three-digit code^[2] at the start of the number- as was in the possession of Mrs K. MRs K. and shown to QF ADL staff member and on SABRE rec Loc and also EK rec loc. @ MEL Airport**
- The cities between which the ticket is valid for travel
- Flight for which the ticket is valid (unless the ticket is "open")
- Baggage allowance. (Not always visible on a printout but recorded electronically for the airline)
- Fare. (Not always visible on a printout but recorded electronically for the airline)
- Taxes. (Not always visible on a printout but recorded electronically for the airline)
- The "[Fare Basis](#)", an alphabetic or [alphanumeric](#) code that identifies the fare
- Restrictions on changes and refunds. (Not always shown in detail, but referred to)
- Dates for which the ticket is valid
- "Form of payment", i.e. details of how the ticket was paid for, which will in turn affect how it would be refunded.
- The [exchange rate](#) used to calculate any international parts of the fare and tax
- A "Fare Construction" or "Linear" showing the breakdown of the total fare

Only one passenger can use a ticket. If multiple passengers are traveling together, the tickets are linked together by the same record locator or reservation number, which are assigned, if the tickets were purchased at the same time. If not, **most airlines can cross-reference the tickets together in their reservation systems.**

This allows all members in a party to be processed in a group, allowing seat assignments to be together (if available at the time of the assignment).

Issuing an air ticket

An itinerary where multiple passengers are in same reservation with a ticket number for each passenger

A revenue passenger on an airline must hold a valid issued ticket. In order for a ticket to be issued, there are two distinct processes; both of these are required:

1-Reservation

A reservation for an itinerary is made in the airline system, either directly by the passenger or by an agent. The itinerary includes all the above details needed for the issuance of an air ticket, except the ticket number.

When the reservation is made, a passenger name record (PNR) will be created which is used to manage the reservation and check in. There can be multiple passengers in a single passenger name record provided that all passengers have the same itinerary and fare type.

2-Issuance

Having a reservation does not itself entitle the passenger to travel. Only when the airline receives the payment or a passenger redeems miles/points, a ticket is issued which is linked to the reservation and allows the passenger to travel.

Each passenger must have his/her own air ticket, as shown by an individual ticket number, even when the reservations are linked by a single PNR.

Checking in with an e-ticket

Passengers with e-tickets are required to check-in at the airport for a flight in the usual manner, except that they may be required to present an e-ticket itinerary receipt or personal identification, such as a passport, or credit card. They can also use the Record locator, often called booking reference, a code of six letters and digits. Producing a print-out of an e-ticket itinerary receipt may be required to enter the terminal of some airports or to satisfy immigration regulations in some countries. ^[citation needed]

IATA mandated transition

.....The industry was unable to comply with the IATA mandate and paper tickets remain in circulation as of February 2009. ^{[cita}

Global: Montreal Convention

The Montreal Convention (or MC99) is a multilateral treaty which has been adopted by **over 130 countries** around the world. Its aim is to establish airline liability in the case of flight delay or luggage problems. While this law isn't the most comprehensive, so many nations honor the regulation that it does offer **millions of passengers basic rights on international flights**.

For delays, flight cancellations, or boarding denials, MC99 protects against **unexpected costs**. For example, if you miss a prepaid reservation, have to pay for an extra night at a hotel, or rack up any other unforeseen expenses, you could get reimbursed, **up to approx €6,000**. The Montreal Convention, or MC99, protects millions of air passengers who **fly internationally** every year. It covers damages to travelers' health or luggage, including when flights have been **delayed or canceled**. However, unlike regulations such as the EU's EC 261, which provides clear guidelines about compensation amounts, the Montreal Convention operates on a **case-by-case basis** and is much more difficult to navigate.

[Travel guides](#) ▾ [Flight deals](#) ▾ [Plan](#) ▾ [Book](#) ▾ [Fly](#) ▾[Home](#) [Book](#) [Flights](#) [Conditions of Carriage](#)

Conditions of Carriage

Last updated: 25 May 2022

8. Check In

8.1 Before Departure

You must ensure you have with you when you travel **your Ticket (or a print out of your Electronic Ticket, or a booking reference for domestic travel)**, identification, all necessary travel documents and anything else you need to travel. For International Carriage, your passport will be required. Photo identification may also be required if your flight is a domestic sector of an international flight and departs from an international terminal. For Domestic Carriage you must be able to produce identification on request, such as your driver's licence, Qantas Frequent Flyer or Qantas Club card or the credit card used to purchase your Ticket.

8.2 Check-In and Boarding Deadlines

Check in deadlines apply and may be strictly enforced. To help us get your flight away on time, ensure you are at the boarding gate by the time specified.

8.3 Boarding Pass and Baggage Receipt

Once you have checked in for your flight and registered any Checked Baggage, keep your Boarding Pass and Baggage receipt with you until you complete your travel.

If, due to Events Within Our Control, after you buy your Ticket we make a Significant Change to your flight we will:

- **rebook you on the next available flight (or combination of flights) on our services to your booked destination at no additional cost to you**
- alternatively, at your option, refund the applicable fare
- if you choose to continue travel and the Significant Change occurs on the day of scheduled travel, resulting in your delay at the departure airport, provide you with meal or refreshment vouchers (or reimburse you for the reasonable costs of meals or refreshments if we do not provide vouchers)
- if your travel with us is delayed overnight and you have already commenced travel on your booking (ie you are at an 'away' port), use reasonable endeavours to assist you to find overnight

accommodation or reimburse your reasonable accommodation costs if we have not provided accommodation.

You may also have rights to remedies under the Australian Consumer Law.

Unless provided for in these Conditions of Carriage, a Convention or any applicable law, such as the Australian Consumer Law, we will not be responsible for paying any costs or expenses you may incur as a result of the Significant Change.

- **In the case of passenger delay:**
 - **Your travel occurs on or after 28 December 2019, we will be liable for damage except when we can prove that we took all measures that could reasonably be required to avoid the damage** or that it was impossible for us to take such measures. Our liability under the Montreal Convention is limited to 5,346 SDRs (about A\$10,312)
 - where the Warsaw Convention applies, we will be liable for damage except when we can prove that we took all necessary measures to avoid the damage or that it was impossible for us to take such measures.

Passenger delays

In the case of passenger delay:

- where the Warsaw Convention applies, **we will be liable for damage except when we can prove that we took all necessary measures to avoid the damage** or that it was impossible for us to take such measures;
- where the Montreal Convention applies, **we will be liable for damage except when we can prove that we took all measures that could reasonably be required to avoid the damage** or that it was impossible for us to take such measures. Our liability under the Montreal Convention is limited to 4,694 SDRs (approximately EUR5,678).

Sabre® APIs

*Guide to Accessing and Consuming
Orchestrated Sabre APIs*

June 2018
Version 3.9.0

Sabre® APIs

*Guide to Accessing and Consuming
Orchestrated Sabre APIs*

June 2018
Version 3.9.0

DENOTED AS ANNEX ITEM F - No Remarks sent into SABRE CRS of any cancelled or HX QF sectors , No CRS responses alerting of any issues. Software must be overridden by a human hand

***Tjr* IS THE TRAVEL AGENCY SETTING CODE., SPECIFIC TO THAT AGENCY. The PCC used to create the Order requires the agency's address to be present in the reservation (TJR setting)**

- *Guide to Accessing and Consuming Orchestrated Sabre APIs Sabre Confidential Page 33 of 46*

Automated handling of hosted vs. non hosted indicators for SSRs/OSIs

Post booking validation of Airline Record locator and/or HK status for flight segments.

Starting from version 2.1.0, the API is now able to validate airline record locators returned after end transaction and/or checking if the HK status for flight segments for codeshare flights was modified by carriers after end transaction step.

EK RE LOC WAS IN PLACE AND SENT TO SABRE FROM EK AND NEVER ALTERED FROM A HK STATUS FOR BOTH PAX INTO THE SABRE PNR NOTED BY AXIS TRAVEL CENTRE TRAVEL CRS.

. During each redisplay the API will check if the existing "HK" status for all codeshare flight segments (flights where marketing carrier is different than operating carrier) has changed. Once all redisplay attempts have been completed and at least one flight segment modified its "HK" status, the API will return a warning stating e.g.:

"Flight segment status changed.

. During each redisplay the API will check if the airline record locator was added by a carrier. Once all redisplay attempts have been completed and at least one flight segment does not contain full airline record locator, the API will return a warning stating e.g.:

"Missing airline record locators for

THE ABOVE MESSAGE WAS NEVER RECEIVED BY SABRE INTO AXIS TRAVEL CENTRE PNR NOR SENT TO EMIRATES PNR.

Guide to Accessing and Consuming Orchestrated Sabre APIs Sabre Confidential

FOLLOWING EXACT SABRE PROTOCOLS, AS NOTED IN SABRE PNR HISTORY, NO ERROR MESSAGE WAS RECEIVED .

- **NO WARNINGS RECEIVED. PNR WAS INTACT WITH BOTH TKT NUMBERS ON PNR WITH ALL SEGMENTS NOTED AS HOLDING "HK" WITH SEATS ASSIGNED,**
- **3DOCS OF PAX PASSPORT DATA FOR COVID ALSO NOTED ON SAME PNR. NO REJECTIONS. NO FAULTS.**
- **ALL INFO EMULATED IN BOTH QF AND EK CRS VIA CORRECT API'S.**

POSSIBLE QF -AMADEUS SOFTWARE ERROR:- Responsibility of QF to negotiate/solve

</ApplicationResults>
</AirTicketRS>

- There may be another, rare, scenario where all AirTicketLLSRQ calls were successful (all tickets were issued) but the application was unable to receive a successful response from TicketingDocumentServicesRQ (newly created ticket details could not be retrieved). In such case, API will throw below message:

```
<Error type="Application" timeStamp="2018-11-07T03:51:24.808-06:00">
  <SystemSpecificResults>
    <Message code="WARN.SP.PROVIDER_ERROR">Ticketing was successful but application was
unable to retrieve new ticket details</Message>
  </SystemSpecificResults>
</Error>
```

The solution for that scenario would be to retrieve reservation using UpdateReservationRQ to check if the new tickets are within the PNR.

Finally, if there were errors coming from low level services that did not prevent the API to collect new ticket details, these errors will be passed within the <Warning> tags.

No “warnings” RECEIVED INTO AXISTRavel SABRE PNR, AS HISTORICAL DATA EVIDENCED NOR ADVISED TO EK AS ,IF THAT WAS THE CASE ,THEN NO BOARDING WOULD BE ALLOWED NOR DATA ENTERED CORRECTLY INTO EK SYSTEM .
THE EK API WOULD HAVE BEEN SENT TO SABRE (AXIS TRAVEL CENTRE) A “WARNING” AND ALSO CODESHARE CARRIER QF.

ADDITIONALLY AS NOTE BELOW NO SIMULTANEOUS CHANGES EVER NOTED OR OCCURRED ON THIS PNR. HAD THAT OCCURRED THEN ACTION WOULD HAVE BEEN TAKEN.

Understanding “Simultaneous Changes” message

It may happen that during the commit stage (when newly issued ticket is in the process of being pushed onto the face of PNR) a warning message “SIMULTANEOUS CHANGES TO PNR - USE IR TO IGNORE AND RETRIEVE PNR” appears. In such a scenario the system does not immediately update the PNR with the ticket data. Yet, if the system is able to retain it, it updates the PNR with the ticket information approximately 15 minutes after the message occurred. Therefore, it is recommended reviewing the agency audit trail (using DailySalesReportLLSRQ) and validating PNR

Guide to Accessing and Consuming Orchestrated Sabre APIs
 Sabre Confidential

Page 39 of 46

QF conditions of carriage should have applied.

Extract from QF

Qantas conditions of carriage:

Pax had written paper documents , shown to QF ADL Airport staff with exact flight data, seating, HK status and legally acceptable ticket numbers printed on both Travel E Tkt documents . THEREFORE, this QF ruling is invalid and cannot apply:

10. Refusal of Carriage and Denied Boarding

10.1 Refusal of Carriage

Even if you have a Ticket and a confirmed reservation, we may refuse to carry you and your Baggage if any of the following circumstances have occurred or we reasonably believe will occur:

-
- because you do not appear to have all necessary documents, including those required to enter the country or state to which you are travelling
- if you fail to complete the check-in process by the Check-In Deadline or fail to arrive at the boarding gate on time

- because you will not or cannot show valid travel or health documents for your entire journey (including, if requested by Qantas, valid evidence of COVID-19 vaccination status and/or negative COVID-19 test results)
- because you cannot prove you are the person specified on the Ticket on which you wish to travel
- because you are trying to use a Flight Coupon out of sequence without our agreement
- if you have refused to allow us to photocopy your travel documents
- if you have refused to give or show your travel documents, or any documents required to enter a state or country, to a member of our ground staff or the crew of the aircraft when we have asked you to do so



TRAINING MANUAL AND PROCEDURES

- Relevant extracts , in **RED underlined** with **YELLOW** commentary.

API:

Application programming interface, a language that enables communication between computer programs.

Throughout the year, Amadeus has been especially active in responding to requests for information and support for policy initiatives relating to airline and digital distribution issues in the aviation sector. In this context, the regulatory review of the Code of Conduct for Computerized Reservation Systems (Regulation (EC) No. 80/2009) is of utmost importance as well as the Air Services Regulation (Regulation (EC) No. 1008/2008) and the European Commission's Proposal for a Regulation for Multimodal Digital Mobility Services. Amadeus provided balanced views on the need to ensure a level playing field in the air ticket distribution markets by safeguarding transparency, neutrality, fair competition and consumer choice.

Promoting universal and business model–neutral standards with industry associations

Amadeus is a long-time strategic partner of IATA, and we engage actively with the airline community in the development of industry standards.

We share advice and knowledge relating to Amadeus' areas of expertise through IATA's various working groups, advisory forums (New Distribution Capacity [NDC], Passenger Distribution Management Group Advisory Forum [PDMG AF] and Transparency in Payments [TIP]) and think tanks (Airline Industry Retailing [AIR], ONE Order, One ID and Simplifying the Business [StB]).

Amadeus technology optimizes the core operations of full-service carriers—with our Altéa solutions,— low-cost carriers—**with our Navitaire proposition**—and solutions for core airport operations. We work with our airline and airport customers and their partners to simplify and accelerate business processes, innovate and optimize business operations, including:

- Rapid response time for all functionalities from any point of access in the world, serving hundreds of thousands of simultaneous users, and a greater number of travelers connecting to the websites of our customers. This network of travel professionals and consumers forms one of the largest web ecosystems worldwide in terms of traffic.

► The management of very large databases with full transactional integrity, an essential factor in travel reservations. In 2021 we continued the deployment of our applications over multiple data centers and public cloud.

► A true omnichannel approach, servicing all functionalities from a wide range of devices and interaction methods, such as agent desktops, websites, kiosks, cell phones, tablets and chatbots, as well as system-to-system integration via various application programming interfaces (APIs). Whatever the channel, our customers are all accessing common data records and processing them from a single set of community applications.

From open API to a platform-enabled strategy Amadeus was the first Global Distribution System to introduce a structured API back in 2000 that later evolved to XML and web services.....

We entered into a new distribution agreement with Emirates. Thanks to this expanded partnership, Emirates' NDC-enabled content will be integrated into the Amadeus Travel Platform. Also, all of Emirates' non-NDC content became available without a surcharge for all Amadeus-connected travel sellers as of February 2022.

Qantas' NDC offers are also available through the Amadeus Travel Platform for testing with pilot agents.

If any of those vendors have their own documented CEBC (which Amadeus has the right to ask for and/or audit) and it's demonstrated to be at least as strict as Amadeus', they may adhere to their own, with confirmation in writing. If the vendor is not in agreement with this wording, it's the vendor's responsibility to explicitly state if they're not adhering to the CEBC and why. In this case, the Purchasing department together with the Risk and Compliance department will decide how to move forward in each specific case.

2. Traveler ID: A platform enabling travel companies to digitalize and automate the verification of traveler identity and documentation across the journey. Due to airlines' urgent need to streamline passenger processing and restore self-service check-in, we proposed a solution to digitalize the verification of COVID-19 documentation.

Amadeus Traveler ID is fully integrated into airlines' own channels and with the departure control system that enables the automation. With 15 airlines in production in 2021 we managed to verify more than 4.6 million documents..

For airlines and airports, our Traveler ID solution can be integrated directly into their own digital channels. It sits natively within their IT systems, meaning travelers don't need to be redirected to unfamiliar third-party apps in order to verify their health documentation. It can be used by the passenger either before departure or while at the airport, when checking in at the airline desk, at a self-service kiosk or at a bag drop desk. This new capability, which is agnostic for any airline passenger service system, can easily be integrated into airline systems as a stand-alone option without having to contract the full Traveler ID platform.

Retrieving historical data inputs

➤ display the PNR history

Every PNR that is created in the Amadeus System has associated historical information. The historical information is a record of the creation of the PNR and of any additions, modifications, cancellations, and deletions that you make. The System updates the PNR History at each End Of Transaction (EOT) entry. There is an exception: "ARNK" segments (Arrival Not Known) are not transferred to the PNR history.....Note: for TTR history cryptic

entries, refer to the related links section below. *The History display contains:*

- 1. Sequence number for each modification which determines when changes occurred to a PNR*
- 2. Historical code (2 letters) preceding every History element that identifies the actions taken*
- 3. Flown Air and past-dated Auxiliary segments shown at the bottom of the display, numbered as they appear in the PNR*

Explanation of the PNR History:

PNR Header Line which always appears at the top of the PNR History.

The last line of this display contains the Received From element <RF>. Received From elements reflect changes made by agent's input, automatic processes or incoming teletype messages. More examples of PNR History:

EK and AMADEUS working seamlessly with QF

- Does Emirates use Amadeus?
- Emirates has signed a new agreement with Amadeus, extending their partnership to offer the travel trade community more flexibility, choice, and future capabilities. From 1 February 2022, all trade partners on Amadeus will be able to access Emirates' content free of surcharge

Extract from SABRE WORKBOOK

EK and SABRE answers are in RED

- *QF failed to mitigate the issue, failed to contact EK via their Privy contact source, failed to verify to agent or EK that no tkt no. appeared on their Amadeus Sys, failed to heed Travel Agent words of advice and Tkt numbers held by Pax paper copy and on EK website, failed to assist pax as a CIP pax.*

From / To EK re TKTG:

Not sure what we can supply you with other than stating the booking was valid & tickets issued. EKhq <[LINDA at EK mel HQ ..](#)>

=====

From: EKhq <[LINDA at EK mel HQ ..](#)>
Sent: Tuesday, May 2, 2023 4:33 PM
To: Max MGR @ AXIS <..[Axis Travel ADL email](#)>
Subject: RE: As promised The ADL saga drama for MRs K. x 2 June 2022 that continues today.

Hi Max – as I suggested I used to look after Tasmania and on occasion this would happen in LST / HBA. Pax gets to the airport and QF can't see ticket. No rhyme or reason the system does not pick it up, regardless of how many times the ticket was reissued, this is a known problem. But, a call to QF/EK can fix the issue quickly, which is why the QF guys were given my details and EK MEL airport. A call to me may have fixed this. So sorry your pax was disrupted, when they had valid tickets.

Thanks Linda

EMAIL TO EK HQ

I thought so** BUT it was too late as QF ADL issued a new DOM tkt ADL-MEL for pax#2, and they or their C R S issued a "no-show", "suspended coupons" and/or "open-sectors" so all seats released back to EK Inventory and Tracey could not get the seats back nor could we via SABRE and all hell broke loose. **QF DID NOT Contact EK at all**, and even if we did as an AGT the hold time on PH was horrendous. **I would have assumed that QF ADL had amore direct line to EK to do as you say . Do they ? Did they ?

*This EMAIL sent from MAX **MGR @ AXIS***

EK RESPONSE:

From: EKhq <[LINDA at EK mel HQ ..](#)>
Sent: Thursday, November 24, 2022 4:40 PM
To: Max MGR @ AXIS <..[Axis Travel ADL email](#)>
Subject: RE: EK CR -QF

Yes – QF ADL go to their team who have an EK / QF help desk – but often don't know or don't show initiative

=====

From: EKhq <[LINDA at EK mel HQ ..](#)>
Sent: Thursday, 24 November 2022 4:32 PM
To: Max MGR @ AXIS <..[Axis Travel ADL email](#)>
Subject: RE: EK C R S Last question.....

If you ever get this again – it's a very easy fix – our airport staff (MEL) can help with the airport system so QF can see the PNR. So call me

=====

From: Max MGR @ AXIS [<mailto:..Axis Travel ADL email>]
Sent: 24 November 2022 16:51

To: EKhq <[LINDA at EK mel HQ ..](#)>

Subject: RE: EK C R S Last question.....

NO. Became a HUGE HUGE HUGE mess and ETG with us worked over 65 hours to fix with TRACEY .. doing all she could to reinstate cancelled flights (over Covid June 2022) with inability to get F cl for pax , 24 hrs later, so they paid F cl but got J cl. Pax extremely unhappy and QF not accepting responsibility.

TRACEY was excellent.

=====

*This EMAIL sent from MAX **MGR @ AXIS***

From: EKhq <[LINDA at EK mel HQ ..](#)>

Sent: Thursday, 24 November 2022 4:07 PM

To: Max MGR @ AXIS <..[Axis Travel ADL email](#)>

Subject: RE: EK C R S Last question.....

This has happened before – this is why I said 97% of the time – QF SHOULD not refuse the pax but take the initiative call EK or their help desk to check – QF airport system does fail and its always ADL or Tasmania

=====

EMAIL TO EK RE TKT NUMBER-INTERLINED-CODE SHARE ACCEPTANCE

From: Max MGR @ AXIS [[mailto:..Axis Travel ADL email](#)] Sent: 24 November 2022 16:31

To: EKhq <[LINDA at EK mel HQ ..](#)>

Subject: RE: EK C R S Last question.....

*YES. We issued on 176 paper EK ADL-MEL-DXB-JED etc etc J and F class. QF suggested that they could NOT SEE The t\kt number for pax ## 2 yet we issued via ETG both pax 1 and 2 on same day on same PNR with FF added and Seats allocated yet **they could only see**-so they said to us and ETG the **pax 1 tkt number only and not pax 2 tkt number**. Paper tkts shown at Airport ADL of BOTH Pax with 176... number on top LHS to verify that all was 100% paid-issued and referenced- but QF refused passage of pax #2 , plus they DID NOT accept paper tkt copy as they said that they could not see on AMADEUS the 2nd pax Tkt number. This EMAIL sent from MAX **MGR @ AXIS***

EK RESPONSE-LOGICAL!

From: EKhq <[LINDA at EK mel HQ ..](#)> Sent: Thursday, 24 November 2022 3:55 PM

To: Max MGR @ AXIS <..[Axis Travel ADL email](#)>

Subject: RE: EK C R S Last question.....

Just so I understand – you book EK5123 (which is a QF flight domestic) – issue 176 paper in SABRE – QF do see the ticket number – otherwise we would have had MAJOR issues for years now

From: Max MGR @ AXIS [[mailto:..Axis Travel ADL email](#)]

Sent: 24 November 2022 16:23

To: EKhq <[LINDA at EK mel HQ ..](#)>

Subject: RE: EK C R S Last question.....

Thanks LINDA at EK Last question.

If we place a tkt number on SABRE with one sector on same PNR on the EK codeshare ADL-MEL, but all other flights are on EK 100% Flights booked and tktd and issued MEL-DXB_ onwards, would those tkt numbers be reflected onto the QF system , or can they-QF- at least verify that tkts have been issued on the PNR that we created on SABRE ?

ETG says yes. SABRE says yes but because EK has a separate C R S , need to know !

*This EMAIL sent from MAX **MGR @ AXIS***

From: EKhq <[LINDA at EK mel HQ ..](#)>

Sent: Thursday, 24 November 2022 3:32 PM

To: Max MGR @ AXIS <..Axis Travel ADL email> Subject: RE: EK C R S questions

1. What system does EK use : Amadeus, Sabre or Galileo-Travelport? **WE HAVE OUR OWN Computer Reservation System** Do you transfer data (say Codeshare QF flights) booked and ticketed from your System to QF (Amadeus) seamlessly ? **97% of the time yes. But as QF use Amadeus, if you book QF code, a "mirror" PNR is created in our system.**

From: EKhq <LINDA at EK mel HQ ..> Sent: Thursday, November 24, 2022 4:32 PM

To: Max MGR @ AXIS <..Axis Travel ADL email>

Subject: RE: EK C R S Last question.....

If you ever get this again – it's a very easy fix – our airport staff (MEL) can help with the airport system so QF can see the PNR. So call me

FROM EK also

Subject: RE: EK CR -QF

I thought so BUT it was too late as QF ADL issued a new DOM tkt ADL-MEL for pax#2, and they or their C R S issued a "no-show", "suspended coupons" and/or "open-sectors" so all seats released back to EK Inventory and Tracey could not get the seats back nor could we via SABRE and all hell broke loose. **QF COULD NOT get in Contact with EK at all**, and even if we did as an AGT the hold time on PH was horrendous. **I would have assumed that QF ADL had a more direct line to EK to do as you say . Do they ? Did they ?**

Yes – QF ADL go to their team who have an EK / QF help desk – but often don't know or don't show initiative

ANNEX 12A

AXIS- EK SUMMATION:

To /From SABRE

AXIS TRAVEL CENTRE QUESTION TO SABRE

1. If we have 2 pax on SABRE and we issue ONLY 1 tkt for 1 of the 2 pax, does the 2nd pax who is unticketed cancel out as a HX or similar or does the second seat/ticket stay as HK ?
2. Part 2 of same questions, whatever the case maybe , will the held seats or cancelled seats be relayed to AMADEUIS (QF) as either "still holding as K" or as a "HX" sector on assumption that pax ## 2 is unticketed ?

SABRE RESPONSE:

Hi Max,

If I was surmising, if you have 2 pax in a PNR and you issue one ticket, all else should remain the same in the PNR for the other passenger – that is HK in segments – as long as all fare rules are still being met and ticket deadline has not passed.....

Kind regards

Michelle-SABRE

AXIS- SABRE SUMMATION:

If tkt no for Mrs K. MRs K. was - as QF stated not listed on their C R S as being issued , on assumption that their (QF) C R S accepts data from SABRE then how come her and her husbands Tkt number was stable and accepted on SABRE PNR as well as via EK Consumer website and EK C R S system but not appearing as HK and fully paid and

ticketed on the QF System ? Additionally Pax was holding and they showed paper E Tkt copy with Tkt ## tpo QF @ ADL Airport to verify authenticity of the booking ?

1. Did QF ADL go further in ADL and verify what should have been verified and not create the domino affect that created the problems?
2. Did QF ADL Airport either via their C R S entries or their Managers intervention create a “no-show” or “suspended” , “open” sectors thereafter ?

No matter what. ETG did not. AXIS did not and EK did not. EK are correct QF failed in their duty, especially as a codeshare partner with EK. If what is said is correct then any system failure by any company is their issue to confront and rectify and compensate for ongoing costs/.issues.

- QF did not follow correct procedures and assist our VIP/CIP pax.
- EK C R S gets a **mirror** of what we have on SABRE, so what is in EK C R S as HK status with tkt numbers is reflected correctly on EK C R S which transfers into QF Amadeus , so all flights are issued with tkt numbers as HK status as both pax were on same PNR (with seats and FF ## added) so QF should see the “mirror” of what we see on SABRE>
- ADD to that is the bonafide paper tkts issued for both pax ! Presented at Airport by pax and read back to QF staff @ ADL Airport to verify all secured and not to apply any “no-show”, “suspended” or “open sectors “ advised.
- QF advised pax that “**your travel agent has made errors...**” This is wrong and a written apology is requested.
- Qf TO GET CLOSURE ON THIS DRAMA BY PAYING BONAFIDE inv COSTS AND PROVIDE AN APOLOGY WITH RESLUTION ON THE f CL SEATS mel-dxb THAT WERE RELEGATED TO j CLASS.

From: Tracey .. <tracey...@EK..>

Sent: Thursday, 9 June 2022 11:24 PM

To: Max MGR @ AXIS <..Axis Travel ADL email>

Subject: Sabre split

Hi Max,

If you arent having any luck with the call centre our ops team have advised the following:

Advise TA to split the pnr as below

*DUZJOG - 1SHAHIN/KHALILMR

Split with new rloc for -1SHAHIN/KHOLOUDMRS

*DUZJOG

CURRENTLY DISPLAYING A PNR OWNED BY THE SABRE PRIME HOST

RULES AND FUNCTIONALITY FOR THAT PRIME HOST WILL APPLY

1.2SHAHIN/KHALIL MR/Mrs.K. MRS

Hopefully a seat drops in on either flight.I'm off to bed now so good luck & we can talk tomorrow. Regards Tracey EK

Plan B: Zero seat availability hence QR -QATAR- via Prime Ministers DEPT CBR were able to offer us this:

From: Max MGR @ AXIS

Sent: Friday, 10 June 2022 1:23 PM

To: 'Mr K.

Cc: Max MGR @ AXIS <..Axis Travel ADL email>

Subject: AS req. This is what Federal Parliamentary contact QR and I have confirmed cost to AUH one way. Plan B if ever executed.

Approx. \$26,000 AUD for 2 tkts one way SYD to ABU DHABI fyi

BASE FARE		TAXES/FEES/CHARGES	
2-	AUD10952.00	AUD575.87XT	AUD11527.87ADT
XT	60.00AU	44.67WY	446.00YQ
	2.90PZ		22.30YR
	21904.00	1151.74	
TOTAL : AUD23055.74			

Sector 3 DOH to AUH

WPS3<				
BASE FARE		EQUIV AMOUNT		TAXES/FEES/CHARGES
2-	QAR3730.00	AUD1423.00	AUD123.20XT	AUD1546.20ADT
XT	57.20YQ	11.50YR	22.90QA	2.90PZ
	22.90G4	1.90ZR	3.90R9	
	7460.00	2846.00	246.40	
TOTAL : AUD3092.40				

Total excluding MEL-SYD sector on QF that is TBA :

Approx. \$26,000 AUD for 2 tkts one way SYD to ABU DHABI fyi

Official COMPLAINT sent to EK on 10th June 2022



Dear khalil Thank you for your query – we will respond as quickly as possible.

For your reference, please find a summary of the information you submitted:

Contact us details	
Topic	Feedback
Subtopic	Complaint
Title	Mr
First name	khalil
Last name	MRs K.
.	.
Country of residence	Australia
Phone number	Mobile: +610418700848

Feedback Category 1:	Booking & Ticketing
Booking reference number 1:	BPRWI2
Ticket number 1:	1765229074358
Flight number 1:	0407
Departure date 1:	10 Jun 2022
Departure city 1:	Melbourne
Destination 1:	Dubai
Class of travel 1:	First
Comments 1:	<p>New ADL MEL ticket paid and issued. Lost flights. Lost time in DXB. Lost Flight from First class to Business class Lost money paid for Hotel stay in MEL and AUH, Extra new ticketing costs, After hours costs over 40 continuous hours- of Travel Agent Axis Travel Centre in ADL payable. Original EK Computer PNR with both pax was DUZJOG then split as a necessity into 2 rec Loc BPRWI2 and GNP2T6. The codeshare flight with QF on same PNR that wife was on ex ADL to MEL to DXB was not accepted by QF in ADL although correct E tkts were Reissued on 4th June via Travel Agent Axis Travel Centre. The E tkts were issued and paid and when we went to ADL Airport the QF Supervisor BEN refused Mrs Mrs.K. MRs K. to travel as she had no ticket issued according to him. After a mess , had to pay for a new ticket ADL MEL for wife. The Travel Agent advised BEN not to have the ADL MEL ticket appear as a no show as that could cause EK to not allow boarding for wife ex MEL but it appears that QF in ADL did not heed Travel Agent warning or for whatever reason, wife could not board flight when in MEL EK , Jodie, in EL Airport attempted o communicate with EK Ticketing offices as did Travel Agent and 3 staff but there was no answer from EK on Phone calls -multiple- as PH kept ringing. Jodie in MEL for EK advised Travel agent that there was no ticketing staff employed in MEL Airport nor qualified personnel to change the EK ticket that was placed as being SUSPENDED into a required OPEN status. Only a phone call with EK authority to rebook-reissue was allowed which is extremely bad servicing by EK for the Airport not to have a facility to do so as no Travel Agent has this authority neither. The inability for the QF rep in ADL to act on behalf of EK or the inability for EK in MEL Airport to be able to rectify this problem is a very bad reflection on he sub-standard communications within EK. An overnight in MEL was required, losing valuable time in DXB plus costs imposed to reissue air tickets, loss of ADL-MEL flight cost, Loss of Hotel stay in MEL, the loss of 1 night the Emirates Palace Hotel night 1030AUD , the downgrade costs of EK flights from First to Business class on sectors flown, added to the costs of the overtime invested by Express Travel Group Team Leader MARTIN and the overtime efforts of Tracey .. from EK Commercial Sales in MEL , with over 40 continuous hours of After Hours Emergency work , without any sleep of the travel Agent Axis Travel centre Manager and advisors must all be compensated. EK must absolutely have better staff onboard in ADL who represent them staff or contractors and a 24 7 seamless system to rectify ticketing problems as that is what is advertised by EK and expected by clients, especially clients who fly First class and pay the salaries of EK staff. TRAVEL AGENT RE-ONFIRMED FLIGHTS AND COMPUTER SYSTEM sabre ON DAY OF DEPARTURE WITHOUT ANY REASON WHY qf ek COULD NOT ACCEPT FLIGHTS AS BOOKED, PAID AND ISSUED.</p>

The E Sent: Thursday, 16 June 2022 1:12 PM
Subject: DXB/X/SU/140622/7785965

Dear Mr MRs K., Thank you for your recent correspondence.

The information you have submitted will be reviewed by a member of our team. We will contact you once this has been completed. For any future correspondence on this matter, please click this [link](#).

Thank you for taking the time to write to us.

Yours sincerely, Emirates Customer Affairs

Emirates team

<p>Sent: Wednesday, 6 July 2022 5:52 PM To: 'daniel.james Subject: FW: Emirates Ref. DXB/X/SU/140622/7785965 Dear Mr MRs K.,</p>
--

Thank you for your correspondence of 14 June 2022.

We regret the inconvenience you experienced during your recent travel on Emirates.

Our records show that there were several ticket reissuances processed by your travel agent. We suggest that you seek further clarification from your travel agent regarding the same.

Thank you for bringing your concerns to our attention. We look forward to welcoming you on board again soon.

Yours sincerely, Sweata
Emirates Customer Affairs

LETTERS from QF – a third time they suggested EK was at fault.

QF repeating themselves yet ZERO evidence and ZERO Amadeus proof sent to Axis Travel to verify what they say, *and even if supplied*, No common sense or other actions followed by QF ADL to mitigate what occurred.

From: Allan Sommerville <allan.sommerville@qantas.com.au>

Sent: Friday, March 31, 2023 10:15 AM

To: Max MGR @ AXIS <..Axis Travel ADL email>

Subject: RE: re MRs K. QF Drama ADL June 2022

Hi Max,

I have reviewed your latest email internally with our teams and can only reaffirm my previous email advising that the ticket information has been confirmed by our provider to have not come across from EK to our system for time of check-in and that you would need to engage with EK as it was their ticket on why this didn't occur.

Kind Regards,

Allan Sommerville
Regional Manager South Australia & Northern Territory
M. +61 427 074 884
E. allan.sommerville@qantas.com.au

EXCERPT OF LETTER SENT To QF from AXIS TRAVEL CENTRE TRAVEL: requesting Amadeus data plus ways that QF ADL could have mitigated what transpired:

From: Max MGR @ AXIS <..Axis Travel ADL email>

Sent: Thursday, 23 March 2023 5:11 PM

To: Allan Sommerville <allan.sommerville@qantas.com.au>

Subject: re MRs K. QF Drama ADL June 2022

23rd March 2023

Dear Allan,

Please send us exactly what we have asked for being a historical of the AMADEUS IN/Out messages and NOT what you sent me/us which is a mere quote from whoever.

We require date/times and all OSI/SSR and 3DOCS entries.

If you are unfamiliar in how to extract the required AMADEUS data then please have a qualified staffer do this and respond to me before 31st March 2023 at the very latest.

I am fully certified/qualified in SABRE, AMADEUS and GALILEO-TRAVELPORT codes and can decipher what you send me.

- ✓ **Please advise your staff or Amadeus that EMIRATES have repeatedly advised us the below Ticket number was listed on their website for all to see (*including Axis Travel staff and our pax*) verifying that they indeed had the CORRECT tkt no. for our pax and flight seats were allocated with their meals and all systems at their end were perfect.**



Ticket number: 176 5228840441-42
Scan the bar code or use the ticket number above at
the self check-in points in the airport.

As a professional courtesy we sent you full transparent disclosure of our SABRE entries and other data and hence we would expect the same professional courtesy from QF and not a 2-liner notation derived from wherever. To be forensic, what you sent me/us was invalid anyway as the extract was dated **04June2022, GMT time 04.00-05.00 hrs** which was PRIOR to the exchange tickets being reissued anyway so what you sent us is invalid and has no substance.

I am happy to get resolution on this sad saga Allan and most importantly have QF to accept responsibility and accountability for the errors made .

Please do not think that this issue will go away as it is important that QF and yourself as State Manager carefully **look at the facts**, with consideration in what could have transpired:

1. What entries did QF staffer make or forgot to make to ascertain if the new Ticket numbers appeared on AMADEUS?
2. If ticket number was (allegedly) not visible , he should have made contact the Travel Agency or Emirates directly to get verifications.
3. In the experience of SABRE , our Agency, ETG we have never experienced an issue when only one pax ticket numbers are transferred between C R S to C R S especially when seats are allocated, Catering Dept in EK MEL allocate a special meal and reconfirmations are made with QF and EK direct on morning of travel .
4. Acceptance should have been allowed for the pax held IATA issued and legally binding paper E ticket held by pax to allow the issuance of Boarding passes.
5. A swift communication with EK direct on the QF-EK privy numbers that EK has advised us that you have should have been activated.
6. Maybe he should have followed the professional advice that I personally gave to QF staffer on the phone with our valued pax listening in on the conversation to accept what was on paper and noting a reconfirmation of seats and meals was performed at 11.15am on that same morning.
7. QF staffer should never had placed “suspend” or “no-show” on connecting flights as it caused a “domino affect”, especially as COVID period flights were totally full in all classes.
8. Please explain why within SABRE there were no HX sectors or SSR/OSI notations from QF or EK or any 4 digit flight of any issues reported .This anomaly remains inconsistent and highly unusual and the current application for QF/EK alliance extension should be made aware of this fact.

Many times, in business common sense, logic and extended customer service need to apply- **but do not.**

From

AXIS TRAVEL CENTRE

NOTE that the 2 liner is NOT from Amadeus nor date/time stamped as requested thrice by Axis Travel Centre Travel.

From: Allan Sommerville <allan.sommerville@qantas.com.au>

Sent: Monday, March 20, 2023 5:32 PM

To: Max MGR @ AXIS <..Axis Travel ADL email>
 Subject: RE: re MRs K. QF Drama ADL June 2022

Hi Max,

Below is the confirmation we received from Amadeus advising us that the ticket number for Mrs MRs K. was not received by Amadeus from EK. This resulted in no ticket on departure in the Qantas Reservation or Departure Control system. Any further information on why this information was not sent across would need to be sought from EK directly or their system provider.

Quote
 No messages received for missing ticket 176-5228840441 mentioned
 (above).
 Search period: 04JUN22 from 04:00-05:00 GMT+176-5228840441* 60G70Z
 Thank you.
 Andres.
 Unquote

Regards,

Allan

----- Forwarded Message -----

From: Qantas Customer Care [qantas_customer_care@qantas.com.au]
Sent: 30/12/2022 1:49 PM
To: Mrs.K..shahin2014@outlook.com
Subject: Qantas Customer Care - 06541683 - SHANIN

LETTER FROM QF-Note misspelt name of Mrs MRs K./ Note they allege they followed correct procedure and not a QF error

From: Qantas Customer Care [qantas_customer_care@qantas.com.au]
Sent: 30/12/2022 1:49 PM
Ref No: 06541683
Subject: Qantas Customer Care - 06541683 - SHANIN

Dear Mr and Mrs MRs K.

I was concerned to learn that Mrs MRs K. was unable to check in for her flight QF694 (EK5694) on 9 June 2022. I can appreciate how upsetting this was due to your connecting flights to Dubai.

Unfortunately, her Emirates ticket information was missing and the issue could not be resolved in time. **Our staff followed the correct procedure.**

While this was not a Qantas error, I have arranged for the value of Mrs Shahin's new ticket (reference 679D77) to be placed on to a Qantas Travel Voucher as a gesture of goodwill.

The voucher will be emailed to you within 10 working days.

Thank you for your patience and best wishes for the New Year.

Kind Regards

Karin

Customer Advocate Team

STD EK letter to pax :**Subject:** FW: Emirates Ref. DXB/X/SU/140622/7785965**From:** Emirates Customer Affairs <noreply@EK..>**Sent:** Wednesday, 6 July 2022 5:10 PM**Subject:** Emirates Ref. DXB/X/SU/140622/7785965**Our Ref:** DXB/X/SU/140622/7785965

06 July 2022

Mr Khalil MRs K.

Dear Mr MRs K.,

Thank you for your correspondence of 14 June 2022.

We regret the inconvenience you experienced during your recent travel on Emirates.

Our records show that there were several ticket reissuances processed by your travel agent. We suggest that you seek further clarification from your travel agent regarding the same.

Thank you for bringing your concerns to our attention. We look forward to welcoming you on board again soon.

Yours sincerely,

Sweata

Emirates Customer Affairs

From: Emirates Trade Support AU <ozagents.help@EK..>**Sent:** Friday, June 3, 2022 4:13 PM**To:** Max MGR @ AXIS <..Axis Travel ADL email>**Subject:** re CIP-VIP pax specil inflight request MRs K. Family CEO - ADL - (#01711393)

[ref:_00Db0I6kM._500672YY0p4:ref]

Hi Max,

Have requested for a Cake on the MEL DXB 09Jun flight with greeting - Congratulations / Requested by Max MGR @ AXIS Axis Travel Centre.

Please advise which DXB MEL flight date you require the SFML or you can book via Manage my booking.

Regards,



Jude

SALES SUPPORT AGENT | Sales | Trade Support
Level 7, 257 Collins Street | Melbourne | Australia
Australia T 1300 880 599EK.. | emirates.partners**From:** Max MGR @ AXIS [<mailto:..Axis Travel ADL email>]**Sent:** 01 June 2022 12:15**To:** Tracey .. <tracey...@EK..> **Subject:** OK Need advice/
favour please re rec loc BPRWI2

NOTE: This email originated from outside The Emirates Group. Please exercise caution when clicking on links or opening attachments.

Subject: Re: Need advice/favour please re rec loc BPRWI2

Hi Max,

What great clients these are!

5

We can definitely supply a complimentary cake for First & Business class paxs. We add piping with congratulations from yourself.

Can you please call or email Trade Support who can add it in for you?

Will do

the QF check in staff should have been able to retrieve by ticket number which from memory the paxs had a copy of.

Regards

Tracey ..
Sales Executive | Commercial

M +61 466440180 | [EK../au](#)

Trade site: [emirates.partners](#)

EK WEBSITE HOLDING TICKET NUMBERS, SEATS, FREQ FLYER AND MEALS INTACT

2

MON: 06th JUNE to THU 09th JUNE: AXIS attending to critical issues for pax to obtain newly advised (last minute Saudi Embassy advised) new regulations to enter JED.

AXIS forwards email to pax with new flights issued via ETG issued E Tks : MRS K> as below

E tks numbers noted / Confirmed Status noted/ ETG IATA # noted/ Same PNR both pax noted

Travel Details

Ticket Number 176 - 5228840441 Issued Date 04 Jun 2022
Booking Ref. DUZJOG Issuing Airline EK
Frequent Flyer QF 5922638

Axis Travel Centre
ABN: 45007869123
Phone: 08 8433 1111
SUITE 8 - 311 GLEN OSMOND ROAD
GLENUGA, SA 5064
Issued by EXPRESS TICKETING (023-5911 4)

Note: All times shown below are local times

09 Thu, 09 Jun 2022

EK5694

Adelaide, Australia (ADL)
09 Jun 2022 5:45PM (1745 hrs)
Adelaide Airport
Terminal 1

Duration: 1 hrs 20mins

Melbourne, Australia (MEL)
09 Jun 2022 7:35PM (1935 hrs)
Tullamarine Airport
Terminal 1

Aircraft: BOEING 737-800 JET
Operated by: Qantas Airways

Airline Ref: BPRW12
Fare Basis: AEEESAU1
Valid 09 Jun - 09 Jun

Seat TBA
Business Class (C)

Special Requests
None

Baggage: 50 KG

09 Thu, 09 Jun 2022

EK0407

Melbourne, Australia (MEL)
09 Jun 2022 9:15PM (2115 hrs)
Tullamarine Airport
Terminal 2

Duration: 14 hrs 00mins

Dubai, United Arab Emirates (DXB)
10 Jun 2022 05:15AM (0515 hrs)
Dubai Airport
Terminal 3

Aircraft: AIRBUS A380-800 JET
Operated by: Qantas Airways

Airline Ref: BPRW12
Fare Basis: AEEESAU1
Valid 09 Jun - 09 Jun

Seat 2A

Special Requests
None

And Mr K. As below :

Travel Details

Ticket Number 176 - 5228840439 Issued Date 04 Jun 2022
Booking Ref. DUZJOG Issuing Airline EK
Frequent Flyer QF 0819033

Axis Travel Centre
ABN: 45007869123
Phone: 08 8433 1111
SUITE 8 - 311 GLEN OSMOND ROAD
GLENUGA, SA 5064
Issued by EXPRESS TICKETING (023-5911 4)

Note: All times shown below are local times

09 Thu, 09 Jun 2022

EK5694

Adelaide, Australia (ADL)
09 Jun 2022 5:45PM (1745 hrs)
Adelaide Airport
Terminal 1

Duration: 1 hrs 20mins

Melbourne, Australia (MEL)
09 Jun 2022 7:35PM (1935 hrs)
Tullamarine Airport
Terminal 1

Aircraft: BOEING 737-800 JET
Operated by: Qantas Airways

Airline Ref: BPRW12
Fare Basis: AEEESAU1
Valid 09 Jun - 09 Jun

Seat TBA
Business Class (C)

Special Requests
None

Baggage: 50 KG

09 Thu, 09 Jun 2022

EK0407

Melbourne, Australia (MEL)
09 Jun 2022 9:15PM (2115 hrs)
Tullamarine Airport
Terminal 2

Duration: 14 hrs 00mins

Dubai, United Arab Emirates (DXB)
10 Jun 2022 05:15AM (0515 hrs)
Dubai Airport
Terminal 3

Aircraft: AIRBUS A380-800 JET
Operated by: Qantas Airways

Airline Ref: BPRW12
Fare Basis: AEEESAU1
Valid 09 Jun - 09 Jun

Seat TBA
Business Class (C)

Special Requests
None

BOTH kts notably issued with KK status on all sectors as required.

THU 09th JUNE 2022 : As part of AXIS policy for CIP/VIP pax -all flights, seats, meals, trfs, accomm Reconfirmed with COVID/Country entry protocols rechecked. SABRE rec loc : DUZJOG, EK rec Loc BPRW12.

10.15am Max Reconfirms above with attention paid to seating and EK gratefully organised for AXIS special Cake onboard F cl ex MEL thus : EK TradeDesk reply : June 3rd : 4.13pm : "Hi Max, Have requested for a Cake on the MEL DXB 09Jun flight with greeting - Congratulations / Requested by Max Najar Axis Travel Centre. Please advise which DXB MEL flight date you require the SFML or you can book via Manage my booking. Regards, JUDE: EK Sales Support Agt Mel".

Zero issues noted on SABRE PNR for both pax and all seems in order.



Ticket & receipt



Ticket number: 176 5228840441-42
Scan the bar code or use the ticket number above at the self check-in points in the airport.

Passenger name
SHAHIN/
KHOLOUDMRS

Issued by / Date
AGT 02359114 AU
04JUN20221SADLAM ADELAIDE AU / OETS
EXPRESS TICK

Your booking reference: BPRWI2

Your ticket is stored in our booking system. This receipt is your record of your ticket and is part of your conditions of carriage.

For more information you can [read the notices and conditions of contract](#) (Opens a new window).

You might need to show this receipt to enter the airport or to prove your return or onwards travel to immigration. Check with your departure airport for restrictions on the carriage of liquids, aerosols and gels in hand baggage and check your visa requirements.

Check in online, or

3 hours



60 minutes



45 minutes



Check in at the airport. At most airports you need to arrive 3 hours before departure, but it can be up to 6 hours to complete all the travel requirements. Please check the best time to arrive for your journey below.

If you're checking in bags, go to our check-in counters at least 3 hours before your flight.

Once you have checked in, go through security. You should do this at least 60 minutes before your flight.

Arrive at the boarding gate 45 minutes before departure. The gates close 20 minutes before the flight leaves.

Your travel information

All times shown are local for each city

→ Departing » From Adelaide, Australia

Leg 1 of 6 | Adelaide (ADL) to Melbourne (MEL) - Operated by Qantas Airways (equipment owner - Qantas Airways)

Flight
EK5694
Business Class
Flex
Seat

Check-in at
09Jun2022
14:45
Status
Confirmed

Departure
09Jun2022
17:45
Arrival
09Jun2022
19:35



ADELAIDE

Departing ADL, Adelaide Airport
Main Terminal



MELBOURNE

Arriving MEL, Melbourne Tullamarine Airport
Qantas Domestic

Coupon validity: not before 09Jun2022 / not after 09Jun2022

Baggage 50 Kgs

Leg 2 of 6 | Melbourne (MEL) to Dubai Intl (DXB) - Operated by Emirates (equipment owner - Emirates)

Flight
EK407
First Class
Flex
Seat

Check-in at
09Jun2022
17:15
Status
Confirmed

Departure
09Jun2022
21:15
Arrival
10Jun2022
05:15



MELBOURNE

Departing MEL, Melbourne Tullamarine Airport
International



DUBAI

Arriving DXB, Dubai International Airport
Terminal 3

Coupon validity: not before 09Jun2022 / not after 09Jun2022

Baggage 50 Kgs



Ticket & receipt



Ticket number: 176 5228840441-42
Scan the bar code or use the ticket number above at the self check-in points in the airport.

ANNEX 13C

Passenger name
MRs K./
KHOLUDMRS

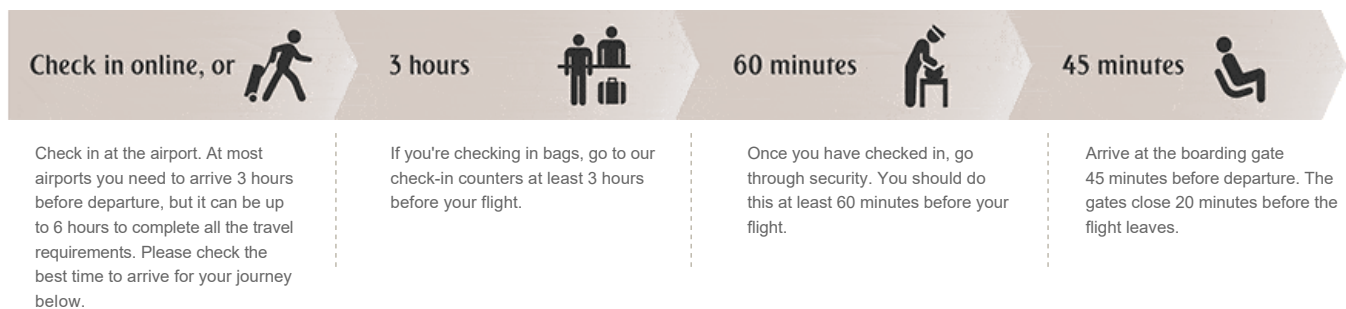
Issued by / Date
AGT 02359114 AU
04JUN20221SADLAM ADELAIDE AU / OETS
EXPRESS TICK

Your booking reference: BPRWI2

Your ticket is stored in our booking system. This receipt is your record of your ticket and is part of your conditions of carriage.

For more information you can [read the notices and conditions of contract \(Opens a new window\)](#).

You might need to show this receipt to enter the airport or to prove your return or onwards travel to immigration. Check with your departure airport for restrictions on the carriage of liquids, aerosols and gels in hand baggage and check your visa requirements.



Your travel information

All times shown are local for each city

➔ Departing » From Adelaide, Australia

Leg 1 of 6 | Adelaide (ADL) to Melbourne (MEL) - Operated by Qantas Airways (equipment owner - Qantas Airways)

Flight EK5694 Business Class Flex	Check-in at 09Jun2022 14:45	Departure 09Jun2022 17:45		ADELAIDE Departing ADL, Adelaide Airport Main Terminal
Seat	Status Confirmed	Arrival 09Jun2022 19:35		MELBOURNE Arriving MEL, Melbourne Tullamarine Airport Qantas Domestic
Coupon validity: not before 09Jun2022 / not after 09Jun2022		Baggage 50 Kgs		

Leg 2 of 6 | Melbourne (MEL) to Dubai Intl (DXB) - Operated by Emirates (equipment owner - Emirates)





Flight EK407 First Class Flex	Check-in at 09Jun2022 17:15	Departure 09Jun2022 21:15		MELBOURNE Departing MEL, Melbourne Tullamarine Airport International
Seat 02A	Status Confirmed	Arrival 10Jun2022 05:15		DUBAI Arriving DXB, Dubai International Airport Terminal 3
Coupon validity: not before 09Jun2022 / not after 09Jun2022		Baggage 50 Kgs		

Your travel information





All times shown are local for each city

➔ Departing » From Dubai, United Arab Emirates





Leg 3 of 6 | Dubai Intl (DXB) to Jeddah (JED) - Operated by Emirates (equipment owner - Emirates)

Flight EK803 First Class Flex	Check-in at 14Jun2022 13:00	Departure 14Jun2022 16:00		DUBAI Departing DXB, Dubai International Airport Terminal 3
Seat 01F	Status Confirmed	Arrival 14Jun2022 18:00		JEDDAH Arriving JED, King Abdulaziz International Airport Terminal 1
 Coupon validity: not before 14Jun2022 / not after 14Jun2022		 Baggage 50 Kgs		





Leg 4 of 6 | Beirut (BEY) to Dubai Intl (DXB) - Operated by Emirates (equipment owner - Emirates)

Flight EK956 First Class Flex	Check-in at 30Jun2022 23:05	Departure 01Jul2022 02:05		BEIRUT Departing BEY, Rafic Hariri International Airport
Seat 02A	Status Confirmed	Arrival 01Jul2022 07:00		DUBAI Arriving DXB, Dubai International Airport Terminal 3
 Coupon validity: not before 01Jul2022 / not after 01Jul2022		 Baggage 50 Kgs		

Leg 5 of 6 | Dubai Intl (DXB) to Melbourne (MEL) - Operated by Emirates (equipment owner - Emirates)

Flight EK406 First Class Flex	Check-in at 01Jul2022 07:05	Departure 01Jul2022 10:05		DUBAI Departing DXB, Dubai International Airport Terminal 3
Seat 03F	Status Confirmed	Arrival 02Jul2022 05:30		MELBOURNE Arriving MEL, Melbourne Tullamarine Airport International
 Coupon validity: not before 01Jul2022 / not after 01Jul2022		 Baggage 50 Kgs		

Leg 6 of 6 | Melbourne (MEL) to Adelaide (ADL) - Operated by Qantas Airways (equipment owner - Qantas Airways)

Flight EK5701 Business Class Flex	Check-in at 02Jul2022 03:05	Departure 02Jul2022 07:05		MELBOURNE Departing MEL, Melbourne Tullamarine Airport Qantas Domestic
Seat	Status Confirmed	Arrival 02Jul2022 07:55		ADELAIDE Arriving ADL, Adelaide Airport Main Terminal
 Coupon validity: not before 02Jul2022 / not after 02Jul2022		 Baggage 50 Kgs		



Ticket number: 176 5228840441-42
Scan the bar code or use the ticket number above at
the self check-in points in the airport.

Fare information

Fare	Equivalent fare	Taxes / Fees / Charges (TFC)	Total fare (Incl. TFC)	Form of payment
AUD13529.0	-	PD6.00-E3 PD60.00-AU PD36.26-WG PD47.38-WY PD30.96-QR PD28.20-AE PD1.90-TP PD5.70-ZR PD26.40-F6 PD32.10-IO PD137.40-LB PD0.60-H4 AUD3.00-E3	AUD3.0	CA CA CA

ANNEX 13E

Fare calculation

ADL EK X/MEL EK DXB EK JED4875.36/-BEY EK X/DXB EKX/MEL EK ADL4875.36NUC9750.72END ROE1.387486

Additional information

FQTV QF5922638 NON-END/FLEX

Emirates cabin baggage allowances

Economy Class:

One piece of carry-on baggage is permitted with maximum dimensions: 55 x 38 x 20cm (22 x 15 x 8 inches) and maximum weight: 7kg (15lb).

Note: If you're boarding in India, your carry-on baggage may not exceed 115cm or 45.3 inches (length + width + height). If your itinerary originates from Brazil, you're allowed a carry-on weighing 10kg (22lb).

Premium Economy:

One piece of carry-on baggage is permitted with maximum dimensions: 55 x 38 x 20cm (22 x 15 x 8 inches) and maximum weight: 10kg (22lb). Note: If you're boarding in India, your carry-on baggage may not exceed 115cm or 45.3 inches (length + width + height).

First Class and Business Class:

Two pieces of carry-on baggage permitted: one briefcase plus either one handbag or one garment bag. The briefcase may not exceed 45 x 35 x 20cm (18 x 14 x 8 inches); the handbag may not exceed 55 x 38 x 20cm (22 x 15 x 8 inches); the garment bag can be no more than 20cm (8 inches) thick when folded. The weight of each piece must not exceed 7kg (15lb). The total combined weight of both pieces may not be more than 14kg (30lb).

Infants in all cabin classes are permitted one checked-in bag that may not exceed 55 x 38 x 20 cm (22 x 15 x 8 inches) in size and 23kg (50lb) where the piece concept applies, or 10kg (22lb) where the weight concept applies. In addition, customers travelling with infants (and without a child seat) are permitted to bring one carry-cot or one fully collapsible stroller into the cabin if there is room. If there is no space for these items in the cabin, they will have to be checked. However, if checked, they will not count against your baggage allowance.

Emirates checked baggage notification

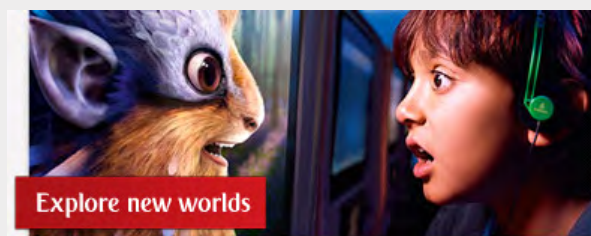
Checked baggage allowances vary by fare type and class of travel. Check your baggage allowance, however please note that **any individual item weighing more than 32kg cannot be accepted**, for health and safety reasons.

We welcome your compliments, comments or complaints regarding Emirates or an Emirates travel experience. You can [get in touch with us \(Opens a new window\)](#) to give us your feedback.

Hazardous materials and substance control policy

The carriage of certain hazardous materials like aerosols, fireworks and inflammable liquids aboard the aircraft is forbidden. Personal motorised vehicles such as hoverboards, mini-Segways and smart or self-balancing wheels, are also forbidden on our flights as they contain large lithium batteries. For safety reasons, we can't accept these as part of checked-in baggage or as hand luggage. If you do not understand this restriction, further information may be obtained from your airline.

The United Arab Emirates (UAE) has a very strict, zero-tolerance, anti-drugs policy. All airports within the UAE conduct thorough searches using highly sensitive equipment. Possession of any amounts of illegal drugs by travellers entering or transiting the UAE will be subject to punishment.



Inflight entertainment

Fall in love with a classic romance or immerse yourself in the latest edge-of-the-seat blockbuster - let our ice inflight entertainment take you to places you won't find on a map. Choose from up to 5,000 channels of movies, TV shows and music from around the world and in multiple languages. Or challenge other passengers to a range of gripping games.

Passenger Eticket Receipt

for SHAHIN/KHOLOUD MRS



AXIS TRAVEL CENTRE
Suite 8 / 311 Glen Osmond Road,
Glenunga, 5064, South Australia.
T: 08 84331111 F: 08 84331100
E: axis@axistravel.com.au
W: www.axistravel.com.au



Axis Travel Centre

ABN: 45007869123

Phone: 08 8433 1111

SUITE 8 - 311 GLEN OSMOND ROAD

GLENUGA, SA 5064



Travel Details

Ticket Number	176 - 5228840441	Issued Date	04 Jun 2022
Booking Ref.	DUZJOG	Issuing Airline	EK
Frequent Flyer	QF 5922638		

Note: All times shown below are local times

Issued by EXPRESS TICKETING (023-5911 4)

09	Thu, 09 Jun 2022	- Confirmed -
EK5694	 Adelaide, Australia (ADL) 09 Jun 2022 5:45PM (1745 hrs) Adelaide Airport Terminal 1	 Melbourne, Australia (MEL) 09 Jun 2022 7:35PM (1935 hrs) Tullamarine Airport Terminal 1
 Emirates Airlines Aircraft: BOEING 737 800 JET Operated by: Qantas Airways	 Airline Ref: BPRW12 Fare Basis: AEEESAU1 Valid 09 Jun - 09 Jun	 Seat TBA Business Class (C) Baggage: 50 KG
		 Special Requests None

09	Thu, 09 Jun 2022	- Confirmed -
EK0407	 Melbourne, Australia (MEL) 09 Jun 2022 9:15PM (2115 hrs) Tullamarine Airport Terminal 2	 Dubai, United Arab Emirates (DXB) 10 Jun 2022 05:15AM (0515 hrs) Dubai Airport Terminal 3
 Emirates Airlines Aircraft: AIRBUS A380-800 JET Operated by: Emirates Airlines	 Airline Ref: BPRW12 Fare Basis: AEEESAU1 Valid 09 Jun - 09 Jun	 Seat 2A First Class (A) Baggage: 50 KG
		 Special Requests None

14	Tue, 14 Jun 2022	- Confirmed -
-----------	-------------------------	----------------------

DEPARTURE: **SATURDAY 18 JUN**

Check in by 5pm for flight to Istanbul/. Use Turkish Air lounge

<div>TURKISH AIRLINES</div> <div>TK 0109</div> <div>Duration: 3hr(s) 35min(s)</div> <div>Cabin: Business</div> <div>Status: Confirmed</div>	<div>MED</div> <div>MADINAH, SAUDI ARABIA</div>		<div>IST</div> <div>ISTANBUL AIRPORT, TURKEY</div>	<div>Aircraft:</div> <div>BOEING 737 800 JET</div>
	<div>Departing At:</div> <div>19:00</div>		<div>Arriving At:</div> <div>22:35</div>	<div>Distance (in Miles):</div> <div>1314</div>
	<div>Terminal:</div> <div>Not Available</div>		<div>Terminal:</div> <div>Not Available</div>	<div>Meals:</div> <div>Meals</div>
	<div>Seats:</div> <div>02A and 02B</div>			

OWN transfer to prebooked Sura Hagia Sophia Hotel Stay In 18 June Out 22 June.**King Suite with Panoramic View****Prepaid via Mastercard Khalil****22 June: OWN transfer to IST Airport for flight to BEY**DEPARTURE: **WEDNESDAY 22 JUN**

Check in by 1030am for onward flight to BEIRUT Use Turkish Air lounge

<div>TURKISH AIRLINES</div> <div>TK 0824</div> <div>Duration: 1hr(s) 50min(s)</div> <div>Cabin: Business</div> <div>Status: Confirmed</div>	<div>IST</div> <div>ISTANBUL AIRPORT, TURKEY</div>		<div>▶ BEY</div> <div>BEIRUT, LEBANON</div>	<div>Aircraft:</div> <div>AIRBUS INDUSTRIE A332 JET</div>
	<div>Departing At:</div> <div>12:25</div>		<div>Arriving At:</div> <div>14:15</div>	<div>Distance (in Miles): 633</div>
	<div>Terminal:</div> <div>Not Available</div>		<div>Terminal:</div> <div>Not Available</div>	<div>Meals:</div> <div>Meals</div>
	<div>Seats: 02A and 02B</div>			

OWN meet-greet-transfer in LIBAN.**30th JUNE:OWN transfer to BEY Airport by 1130pm on 30th June for 02.30am flight ex BEY on**DEPARTURE: **FRIDAY 01 JUL**

Please verify flight times prior to departure

<div>EMIRATES EK 0956</div> <div>Duration: 3hr(s) 55min(s)</div> <div>Cabin: First</div> <div>Status: Confirmed</div> <div>GNP2T6</div>	<div>BEY BEIRUT, LEBANON</div> <div>▶ DXB DUBAI, UNITED ARAB EMI</div>		<div>Aircraft: BOEING 777-300ER JET</div>
	<div>Distance (in Miles): 1331</div>		
	<div>Departing At: 02:05</div> <div>Terminal: Not Available</div>	<div>Arriving At: 07:00</div> <div>Terminal: TERMINAL 3</div>	<div>Meals: Meals</div>

Checked Baggage: Adult, Information not available

Cabin Baggage: Adult, 2x7kg (15lbs)









Passenger Name:	Seats:	Frequent Flyer #:	eTicket Receipt(s):
» SHAHIN/KHALIL MR	01A	0819033 / QANTAS AIRWAYS	1765228840439
» SHAHIN/KHOLOU MRS	02A	5922638 / QANTAS AIRWAYS	
EMIRATES EK 0406 Duration: 13hr(s) 25min(s) Cabin: First Status: Confirmed	DXB MEL DUBAI, UNITED ARAB EMI ▶ MELBOURNE, AUSTRALIA		Aircraft: AIRBUS INDUSTRIE A380-800 JET
	Departing At: 10:05 (Fri, Jul 1)	Arriving At: 05:30 (Sat, Jul 2)	Distance (in Miles): 7231
	Terminal: TERMINAL 3	Terminal: TERMINAL 2	Meals: Meals
	GNP2T6		

Checked Baggage: Adult, Information not available

Cabin Baggage: Adult, 2x7kg (15lbs)

Passenger Name:	Seats:	Frequent Flyer #:	eTicket Receipt(s):
» SHAHIN/KHALIL MR	03E	0819033 / QANTAS AIRWAYS	1765228840439
» SHAHIN/KHOLOUD MRS	03F	5922638 / QANTAS AIRWAYS	

DEPARTURE: **SATURDAY 02 JUL** Please verify flight times prior to departure

EMIRATES		MEL	ADL	Aircraft: BOEING 737 800 JET	
02	Sat, 02 Jul 2022				- Confirmed -
EK5679		Melbourne, Australia (MEL)		Duration: 1 hrs 20mins	
		02 Jul 2022 10:40AM (1040 hrs)			Adelaide, Australia (ADL)
		Tullamarine Airport			02 Jul 2022 11:30AM (1130 hrs)
		Terminal 1			Adelaide Airport
					Terminal 1
 Emirates Airlines		Airline Ref: GNP2T6		Seat TBA	
Aircraft: BOEING 737 800 JET Operated by: Qantas Airways		Fare Basis: FRRZFAU1		Business Class (J)	Special Requests
		Valid 02 Jul - 02 Jul		Baggage: 50 KG	None



Qantas Airways Limited & Emirates

Date lodged: 11 October 2017

Status: Completed

Outcome: Granted with conditions on 23 March 2018

Description of Conduct

On 11 October 2017, Qantas Airways Limited (Qantas) and Emirates applied for re-authorisation to continue to coordinate of their operations under a Restated Master Coordination Agreement (Restated MCA).

Under the Restated MCA, Qantas and Emirates propose to cooperate for a further period of five years across their global networks, including in relation to:

➤ NOTES underlined in RED are relevant to this case in hand.

- planning, scheduling, operating and capacity;
- sales, marketing, advertising, promotion, distribution strategies, reservation priority and pricing for passengers, freight customers and agents;
- connectivity and integration of certain routes;
- codeshare and interline arrangements;
- control of inventories and yield management functions;
- frequent flyer programs;
- all aspects service to customers, including ground services and lounge access;
- harmonising service and product standards in order to provide a seamless product to passengers;
- harmonising IT systems;
- joint airport facilities;
- joint offices for sales activities;
- potentially other aspects of operations including ground handling, joint procurement and flight operations;
- where appropriate and mutually agreed, making joint submissions to authorities on operational matters.

On 23 March 2018, the ACCC released a determination granting re-authorisation, subject to a condition, for a further five years.

Applicant(s)

- Qantas Airways Limited
- Emirates

Authorisation number(s)

- AA1000400-1

The airline alliance between Qantas and Emirates was first authorised by the ACCC, subject to a condition, in March 2013, for five years. These original authorisations are subject to a condition to address competition concerns on several routes between Australia and New Zealand, and are due to expire on 31 March 2018.

The Applicants seek re-authorisation to continue to coordinate their air passenger and cargo transport operations and other related services across their respective networks, including in relation to planning, scheduling, operating and capacity, sales, marketing, advertising, promotion, and pricing for passengers, freight customers and agents, connectivity and integration of certain routes, codeshare and interline arrangements, frequent flyer programs and all aspects of customer service, including ground services and lounge access, pursuant to a Restated Master Coordination Agreement

Applicants' submission

51. In the future without re-authorisation of the alliance, the Applicants submit that any commercial agreement between Qantas and Emirates would be, at best, limited to an arm's length codeshare.³² This means that the two airlines would not have the ability or incentive to work together to share access to each other's networks, schedules, inventory or frequent flyer programs.³³

52. The Applicants submit that the current alliance has delivered significant public benefits which will continue to be realised under the proposed alliance. These include:

② world-class customer experiences and product innovation³⁸

78: The ACCC considers that the realisation of potential public benefits from airline alliances depends on:

② how complementary the product and service offerings of the airlines concerned are.

② how strongly an alliance aligns the incentives of the parties so that they are driven to act in the interests of the alliance as a whole, rather than themselves. In alliances where the parties' incentives are fully aligned - to a point where each carrier is not concerned with making sure that a passenger flies on their airline (metal neutrality) - they tend to be very focused on synchronising their operations and activities and sharing the financial rewards and risks so as to make their products and services as appealing as possible to passengers

Enhanced products and services

84. When airlines that provide complementary services act independently or less cooperatively, the effect that each airline has on the demand for the other airline's services is not taken into account by either party in planning products and services. The consequence of this 'externality'⁵² can include less convenient connections for passengers, higher fares/cargo charges due to each airline charging a price that includes a mark-up to cover its costs but does not take account of the impact on the other airline's profit (double marginalisation), less attractive customer reward programs and/or lower levels of provision of ground services such as airport lounges and check-in services.

92. More generally, the ACCC also accepts that the alliance provides Qantas customers with greater choice and flexibility of schedules with a Qantas ticket. Under the alliance, a person who holds a Qantas ticket has the option of switching to an Emirates flight, subject to seat availability, on similar terms as they would face to switch to an alternate Qantas flight (and vice versa).

93. The ACCC therefore consider that increased access to frequencies and destinations resulting from the alliance is likely to represent a benefit for both: passengers whose itineraries require flights with both airlines ...

Cost Savings

In the original application for authorisation in 2013, the Applicants submitted that they expected to achieve cost savings under the alliance including, amongst other things, through:

- ☐ joint procurement contracting with local service providers in relation to fuel, catering and ground handling in destinations where both carriers operate
 - ☐ joint purchasing of high value IT software, hardware and support services with a view to securing greater discounts and procuring technical efficiencies
 - ☐ co-location of offices as rents come up for renewal and
 - ☐ combining tender responses and back office functions (e.g. agent support call centres).
-

111. Under the Restated MCA, the Applicants are able to continue to cooperate across their global networks, including (among other things) in relation to:

- ☐ joint airport facilities
 - ☐ joint offices for sales activities and
 - ☐ harmonisation of IT systems.⁶²
-

230. In particular, the ACCC considers that the alliance is likely to result in significant public benefits through:

- ☐☐ improved connectivity and convenience for customers with itineraries involving flights with both airlines and
 - ☐ improved loyalty program benefits including opportunities to earn and redeem points on each airline's network, reciprocal lounge access and other reciprocal benefits.
-

The application

262. The Applicants seek re-authorisation to continue to coordinate their air passenger and cargo transport operations and other related services across their respective networks, including in relation to planning, scheduling, operating and capacity, sales, marketing, advertising, promotion, and pricing for passengers, freight customers and agents, connectivity and integration of certain routes, codeshare and interline arrangements, frequent flyer programs and all aspects of customer service, including ground services and lounge access, pursuant to the Restated MCA.

10th June ex MEL in Business class/ new flight MEL ADL to ensure connections

09 JUN 2022 ▶ 03 JUL 2022 TRIP TO BEIRUT, LEBANON

PREPARED FOR
MRs K./KHALIL MR MRs
K./Mrs.K. MRS

EK **GNP2T6**



AXIS TRAVEL CENTRE
Suite 8 / 311 Glen Osmond Road, Glenunga, 5064, South Australia.
08-8433-1111
axis@axistravel.com.au
0819033 / QANTAS AIRWAYS
5922638 / QANTAS AIRWAYS

ANNEX 15

RESERVATION CODE DUZJOG
AIRLINE RESERVATION CODE EK UYXEUK (TK)

Frequent Flyer #:

FRI 10th June: Check into Emirates by 7pm. Seats have been requested together-TBA but both on exact same flights onwards as below.
FF numbers re-Added.
WAITLISTED First class for both ex MEL but Business class is secured.

Use MEL Airside EMIRATES LOUNGE

10	Fri, 10 Jun 2022	- Confirmed -
EK0407	Melbourne, Australia (MEL) 10 Jun 2022 9:15PM (2115 hrs) Tullamarine Airport Terminal 2	Dubai, United Arab Emirates (DXB) 11 Jun 2022 05:15AM (0515 hrs) Dubai Airport Terminal 3
Emirates Airlines Aircraft: AIRBUS A380-800 JET Operated by: Emirates Airlines	Airline Ref: GNP2T6 Fare Basis: JWRZFAU1 Valid 10 Jun - 10 Jun	Seat TBA Business Class (J) Baggage: 40 KG
	Special Requests None	

Confirmed

Passenger Name:

Seats: 01A and 02A

Emirates Palace, Abu Dhabi

OWN Transfer to ABU DHABI Hotel from DUBAI

West Corniche, Abu Dhabi, United Arab Emirates

Check-in Thursday 9 June 2022 (from 15:00)

Deluxe Sea View King Room, Balcony

Check-out Tuesday 14 June 2022 (until 12:00)

Prepaid via Mastercard Khalil



DEPARTURE: TUESDAY 14 JUN OWN transfer to Airport. Check in by 2pm for flight to Jeddah.
Use one of many EMIRATE lounges.

EMIRATES EK 0803	DXB DUBAI, UNITED ARAB EMI	JED JEDDAH, SAUDI ARABIA	Aircraft: AIRBUS INDUSTRIE A380-800 JET
Duration: 3hr(s) 0min(s)	Departing At: 16:00	Arriving At: 18:00	Distance (in Miles): 1057
Cabin: First	Terminal: TERMINAL 3	Terminal: TERMINAL 1	Meals: Meals
Status: Confirmed	GNP2T6		

Passenger Name:	Seats:	Frequent Flyer #:	eTicket Receipt(s):
» MRs K./KHALIL MR	01E	0819033 / QANTAS AIRWAYS	1763987447472
» MRs K./Mrs.K. MRS	01F	5922638 / QANTAS AIRWAYS	1763987447474

OWN meet-Greet-Transfer to HOTEL with all own arrangements in SAUDI . Own transfer to MEDINA Airport.

Stay @ Makkah Clock Royal Tower, A Fairmont Hotel

Prepaid via Mastercard Khalil

Deluxe King Partial Haram View .Arrival: Tuesday, 14 June 2022 .Departure: Friday, 17 June 2022

OWN transfer to Madinah to stay one night @ Madinah Hilton Hotel

Prepaid via Mastercard Khalil

King Deluxe Room with Partial Haram View: Stay In 17 June Out 18 June.

18th JUNE: OWN transfer to MED Airport for flight into Istanbul.

from: SHR CCEXEC <ccexec@qantas.com.au>

ANNEX 16A

Sent: Thursday, 4 May 2023 4:45 PM

To: Mr K.

Subject: 06541683 -

Dear Mr Mrs K.,

We refer to your letter dated 26 April 2023.

We were concerned to learn of your experience following Mrs Mrs K. being unable to check in for her flight QF694 (EK5694) on 9 June 2022. We understand your frustrations.

We have provided the below responses that should address each of your questions:

- Amadeus is Qantas' Global Distribution System (GDS) i.e., Qantas' reservation system. The Amadeus Customer Service Point has confirmed that the ticket number 176-5228840441 for Mrs Mrs K. was never received by Amadeus on 4 June 2022, being the period your ticket was received by Amadeus (see **Attachment 1** of Amadeus Customer Service Point). We note the files that have been searched are copies of Edifact incoming messages for your booking.
- **Attached AMADEUS is only the last page . You have sent last page of a book! We require the full unedited, verbatim pages that have the inputs and responses on that entire day made by QF staff. What was sent is unacceptable and not what has been requested multiple times. Under BOTH the AMADEUS Training manual and also IATA regulations we can request and you must supply what is asked. See ANNEX 1**
- Following our review, we found:
 - a. The Qantas Supervisor on duty interrogated your booking and established a valid ticket for travel ADL-MEL was missing for Mrs Mrs K..
 - b. **This remains an allegation until written proof is provided and totally disregards that pax was holding a legitimate IATA approved paper E tkt, shown to QF staff . His ability not to pursue proof of issuance remains a QF error in skills, verifications and zero customer services.**
 - c. The Qantas Supervisor advised you and Mrs Mrs K. that our system did not have a valid ADL-MEL ticket for Mrs Mrs K..
 - d. **That remains an allegation until written proof is provided as it bis at odds with SABRE PNR details on file , what was reconfirmed at 10.15am on same morning of pax departure (check voice tapes) and at complete odds with what was on the EK consumer website that has exact ticket numbers entered with seats and meals allocated.**
 - e. Qantas does not facilitate ticket issue or re-issue at the airport; therefore it is the practice to establish the origin of the booking in order to solve any ticketing issues for passengers.
 - f. **If this is indeed factual then no necessary and legal attempts by QF staff to "establish" was not followed as the Agent (Axis Travel Centre) provided details of exact ticket numbers, requested customer services, advised not to "No Show" or "suspend" any coupons and remarked to have QF contact EK , with all such advice not adhered to hence QF staff did not "solve" the issue at hand.**
 - g. **The origin of the booking was always known and never questioned as Mrs Shahin's tkt no. was on same PNR as Mr Mrs K. with seats allocated, food allocated and reconfirmed via Agent on morning of departure-all sectors-to ensure no issues were apparent.**
 - h. The Qantas Supervisor identified the ticket was booked via an agent and followed Qantas procedures by directing you and Mrs Mrs K. to your agent for further assistance.
 - i. **Notably the urgency of this booking was not considered by QF staff! QF staff contact with Agent was done around 4pm and Agent specifically requested with QF ADL Airport to accept the legitimate paper ticket-also endorsed and sanctioned by IATA as a legal document-to carry pax and not disrupt ongoing flights. This was not followed, and a total lack of customer services ensued with no follow-ups made by QF ADL with EK direct-as should have been the**

case- and no acceptance that maybe (still alleged) a software issue may have occurred that can easily be overridden by using common—sense and intelligent management techniques. See Emirates response to similar incidents that occur regularly for QF connector flights from Tasmania to connect with EK. Refer ANNEX 2

- j. The Qantas Supervisor was then handed a mobile phone to speak with your agent and advised if a ticket number was provided, he would be able to check-in Mrs Mrs K..
 - k. **A ticket number was provided verbally, exactly as on paper held by pax at Airport physical and exactly on SABRE PNR and exactly on EK website.**
Time was against all. After 4pm on a flight that departs 45 minutes later with zero access by the Travel Agent to a C R S system, this is not only badly timed but also illogical. Axis Travel Centre immediately advised QF staff what to do, how to do what is required and also instigated 2 extra senior travel agency staff to assist using their separate direct access to same SABRE PNR and EK website, with their acknowledgement that on both the SABRE side plus also on the EK website, all ticket numbers were entered, readable and perfectly captured. For Axis Travel Centre to engage 3 Agency staff to verify that all was in order is rare amongst a Travel Agency, with staff enlisted expertise extending to 1130pm that same day with after-hours servicing. The inability of QF ADL staff to use the available toolkit of management expertise defies logic and common sense and created a totally rectifiable problem.
 - l. When it was established a ticket number could not be provided, the Qantas Supervisor advised a new ticket would need to be purchased for Mrs Mrs K. to travel to MEL.
Incorrect, as above Tkt number was provided and shown. The QF staff, was asked by Max MGR @ AXIS of Axis Travel Centre, to assist with this ticket purchase, but QF staff comments were similar to *partly is what we do, so client will need to purchase the new ticket for Mrs himself* Max replied”.... But he cannot do this using his mobile, so can you please assist them to purchase the new one way ticket at any cost or at least assist them via the Qantas club computers....’ Which the QF ADL Airport manager also said “no” to. Totally unacceptable service standard for Business and First class pax and his Platinum Membership status as a CIP.
 - m. The Qantas Supervisor did not change the status of the original ADL-MEL segment to ‘NOSHO’ (i.e., no show). When a passenger is not accepted on a booking, whether it is ticketed or not, the booking status will automatically update to ‘NOSHO’ after departure. Subsequent sectors can be affected when a sector is changed to ‘NOSHO’.
 - n. **This is false and incorrect and misleading. This answer has been written by a non-C R S /GDS trained person as discussed by phone to Karin @ QF. NO computer software is available that automatically places a “No-show” or can “suspend” a coupon or instigate a domino affect on linked sectors on a same PNR. It must be initialled, entered via keyboard entry via a human hand and sent by such implementation. The ongoing sectors were cancelled out (no matter what terminology you use) by a human. We allege that this human was the same QF staff @ ADL Airport. Please do not provide false, incorrect, and misleading answers to those of us who are fully qualified and maintain full credentials in the Amadeus, Sabre, and Galileo systems. Integrity and honesty should prevail. See ANNEX 3.**
- We are unable to comment on any information available to Emirates and your travel agent. We can only comment on the information available to Qantas.
 - **Respected and understood but QF has not furnished us with the “information available to Qantas” as requested multiple times. A more careful response by QF to Axis Travel Centre and all relevant parties should be adopted here and not hide away from QF errors made and total lack of judgement.**

We apologise that this issue was not able to be rectified at the time of travel and that purchasing and travelling on another ticket caused downline issues with the other sectors.

Apology is merely a word. We demand action, financial compensation and sincere apologies for errors made.

The original issue was that the ticket number was missing.

Repeating an allegation is not accepted and this issue -as noted by us to QF repeatedly- had many avenues to mitigate and resolve if acceptance of Axis Travel Centre advice and a simple contact with EK was made via the QF noted privy access that QF has on that fateful afternoon, which would have totally resolved any (alleged) computer system error at the QF end, not at the SABRE or EK end.

You will need to investigate directly with Emirates as to why Mrs Shahin’s ticket number was not sent to Qantas as it was received for you.

Ticket numbers were sent to QF. EK denies liability and that they did not receive the Ticket number that QF -allegedly- could not see in their SYSTEM. Emirates does not use Sabre or Amadeus. See ANNEX 4.

Respectfully, QF has had over 11 months to resolve this QF initiated comedy of errors. Axis Travel Centre will join XXXXXX in going forward.

Kind regards,

Karin Edwards
Customer Advocate Team
Qantas Airways Limited
10 Bourke Road
Mascot NSW 2020
T. +61 2 9691 3208 (ext. 23208)
E. ccexec@qantas.com.au

← ↻ 🏠 🔒 <https://www.customerservicepoint.amadeus.com/acsp/start>

amadeus
Customer Service Point

My watchlist My profile Help and support User management Privacy Notice

Find Record by Number:
 [Display](#)

[Refresh](#) [Attach](#) [Attach from Clipboard](#) [Print](#) [Add to Watchlist](#)
[Assign to Owner](#) [Add Comment](#) [Edit Record](#)

IR 24794244 SSR TKNx conversion: TKT NO NOT RECEIVED FROM EK FOR MRS KHOLUD SHAHIN

27Apr23 06:02 M. Venevongsos
DevOps Ticketing

* Parallel investigation modified:
Group: DevOps Ticketing
Status: Completed - Nothing Found
Comment Summary: No match for "176-5228840441" found

* New Search timeframe:
04JUN2022 - 01:00 to 10:00 GMT

* Search Patterns:
"5228840441" (OR)
"6UG70Z" (OR)
"DUZJOG" (OR)
"682VMY" (OR)
SHAHIN KHOLUD MRS

! No match for "176-5228840441" found

Attached file "PRD IIP - 0200 to 0959 GMT.txt"

Attached file "PRD ELT - 0200 to 0959 GMT.txt"

Attached file "PRD ETK PK1 - 0100 to 0959 GMT.txt"

Owner alerted
! No match for "176-5228840441" found in logs

Pending Submission
 Incidents **i**
 Problems **i**
 Work Orders **i**
 Change Requests **i**
 Tasks **i**
 Change Proposals **i**
 > [Create New](#)
 > List Submitted
 > List Assigned
 > List Reviewable
 > List Watched
 > Logged by Me
 > Extended Search
 > Added Searches

LAST QF LETTERS TO AXIS and PAX- with AXIS TRAVEL Responses sent to QF in RED

From: SHR CCEXEC <ccexec@qantas.com.au>
Sent: Wednesday, May 17, 2023 8:26 AM
To: Max MGR @ AXIS <..[Axis Travel ADL email](#)>
Subject: 06541683 -

Dear Mr MGR @ AXIS ,

Thank you for your call in relation to Mrs Mrs K. Shahin's ticketing issue on 9 June 2022.

In relation to your request for further information:

- We have provided a screenshot from Amadeus previously confirming that ticket number 176-5228840441 for Mrs Mrs K. was never received by Amadeus.
- **We don't have visibility of keyboard entries for that day.**
- Our airport staff took appropriate action at the time.
- Qantas is **not able to suspend another airline's ticket and our airport supervisor did not change Mrs Kholoud's ADL-MEL status to no-show.**

We have reviewed our previous response and our position remains unchanged. Unless you provide additional evidence we have not yet considered, we consider this matter closed.

Kind regards

Karin Edwards
 Customer Advocate Team

From: Max MGR @ AXIS
Sent: Wednesday, May 17, 2023 9:32 AM
To: 'SHR CCEXEC' <ccexec@qantas.com.au>
Cc: Max MGR @ AXIS <..[Axis Travel ADL email](#)>
Subject: INSTANT REPLY- : 06541683 -

17th May 2023 @ 09.30am

Dear Karin,

QF should not and cannot legally consider this case as closed -as it certainly is not.

Your responses and comments-again-are false and misleading and supply no proof to us or our clients. QF and all associated staff employed or contracted by QF in this litany of QF errors will be held responsible and accountable for their actions and inactions, both on the day of the incident and until we consider it as being "closure"..

Legal proceedings and Media attention will now commence as discussed.

Expect a full, detailed, researched, and valid set of responses with the support of IATA resolutions - that QF did not follow- plus additional responses from EK, ETG, AMADEUS and SABRE , noting that our extra ongoing research and legal costs will be payable by QF in addition to what has already been advised.

Let us both see what the Courts decide.

I have exhausted my comments to you and QF , noting your total lack of understanding of the mechanics of what transpired , especially in not providing -under discovery - any bonafide answers.

I suggest you keep this file wide open as the process against QF has only just began but now on a more elevated level.

This EMAIL sent from MAX MGR @ AXIS

from: SHR CCEXEC <ccexec@qantas.com.au>

Sent: Thursday, 4 May 2023 4:45 PM

To: Mr K.

Subject: 06541683 -

Dear Mr Mrs K.,

We refer to your letter dated 26 April 2023.

We were concerned to learn of your experience following Mrs Mrs K. being unable to check in for her flight QF694 (EK5694) on 9 June 2022. We understand your frustrations.

We have provided the below responses that should address each of your questions:

- Amadeus is Qantas' Global Distribution System (GDS) i.e., Qantas' reservation system. The Amadeus Customer Service Point has confirmed that the ticket number 176-5228840441 for Mrs Mrs K. was never received by Amadeus on 4 June 2022, being the period your ticket was received by Amadeus (see **Attachment 1** of Amadeus Customer Service Point). We note the files that have been searched are copies of Edifact incoming messages for your booking.
- **Attached AMADEUS is only the last page . You have sent last page of a book! We require the full unedited, verbatim pages that have the inputs and responses on that entire day made by QF staff. What was sent is unacceptable and not what has been requested multiple times. Under BOTH the AMADEUS Training manual and also IATA regulations we can request and you must supply what is asked. See ANNEX 1**
- Following our review, we found:
 - a. The Qantas Supervisor on duty interrogated your booking and established a valid ticket for travel ADL-MEL was missing for Mrs Mrs K..
 - b. **This remains an allegation until written proof is provided and totally disregards that pax was holding a legitimate IATA approved paper E tkt, shown to QF staff . His ability not to pursue proof of issuance remains a QF error in skills, verifications and zero customer services.**
 - c. The Qantas Supervisor advised you and Mrs Mrs K. that our system did not have a valid ADL-MEL ticket for Mrs Mrs K..
 - d. **That remains an allegation until written proof is provided as it bis at odds with SABRE PNR details on file , what was reconfirmed at 10.15am on same morning of pax departure (check voice tapes) and at complete odds with what was on the EK consumer website that has exact ticket numbers entered with seats and meals allocated.**
 - e. Qantas does not facilitate ticket issue or re-issue at the airport; therefore it is the practice to establish the origin of the booking in order to solve any ticketing issues for passengers.
 - f. **If this is indeed factual then no necessary and legal attempts by QF staff to "establish" was not followed as the Agent (Axis Travel Centre) provided details of exact ticket numbers, requested customer services, advised not to "No Show" or "suspend" any coupons and remarked to have QF contact EK , with all such advice not adhered to hence QF staff did not "solve" the issue at hand.**
 - g. **The origin of the booking was always known and never questioned as Mrs Shahin's tkt no. was on same PNR as Mr Mrs K. with seats allocated, food allocated and reconfirmed via Agent on morning of departure-all sectors-to ensure no issues were apparent.**
 - h. The Qantas Supervisor identified the ticket was booked via an agent and followed Qantas procedures by directing you and Mrs Mrs K. to your agent for further assistance.

- i. **Notably the urgency of this booking was not considered by QF staff! QF staff contact with Agent was done around 4pm and Agent specifically requested with QF ADL Airport to accept the legitimate paper ticket-also endorsed and sanctioned by IATA as a legal document-to carry pax and not disrupt ongoing flights. This was not followed, and a total lack of customer services ensued with no follow-ups made by QF ADL with EK direct-as should have been the case- and no acceptance that maybe (still alleged) a software issue may have occurred that can easily be overridden by using common—sense and intelligent management techniques. See Emirates response to similar incidents that occur regularly for QF connector flights from Tasmania to connect with EK. Refer ANNEX 2**
 - j. The Qantas Supervisor was then handed a mobile phone to speak with your agent and advised if a ticket number was provided, he would be able to check-in Mrs Mrs K..
 - k. **A ticket number was provided verbally, exactly as on paper held by pax at Airport physical and exactly on SABRE PNR and exactly on EK website.**
Time was against all. After 4pm on a flight that departs 45 minutes later with zero access by the Travel Agent to a C R S system, this is not only badly timed but also illogical. Axis Travel Centre immediately advised QF staff what to do, how to do what is required and also instigated 2 extra senior travel agency staff to assist using their separate direct access to same SABRE PNR and EK website, with their acknowledgement that on both the SABRE side plus also on the EK website, all ticket numbers were entered, readable and perfectly captured. For Axis Travel Centre to engage 3 Agency staff to verify that all was in order is rare amongst a Travel Agency, with staff enlisted expertise extending to 1130pm that same day with after-hours servicing. The inability of QF ADL staff to use the available toolkit of management expertise defies logic and common sense and created a totally rectifiable problem.
 - l. When it was established a ticket number could not be provided, the Qantas Supervisor advised a new ticket would need to be purchased for Mrs Mrs K. to travel to MEL.
Incorrect, as above Tkt number was provided and shown. The QF staff, was asked by Max MGR @ AXIS of Axis Travel Centre, to assist with this ticket purchase, but QF staff comments were similar to ...” this ~~part of~~ what we do, so client will need to purchase the new ticket for Mrs himself” Max replied” But he cannot do this using his mobile, so can you please assist them to purchase the new one way ticket at any cost or at least assist them via the Qantas club computers....’ Which the QF ADL Airport manager also said “no” to. Totally unacceptable service standard for Business and First class pax and his Platinum Membership status as a CIP.
 - m. The Qantas Supervisor did not change the status of the original ADL-MEL segment to ‘NOSHO’ (i.e., no show). When a passenger is not accepted on a booking, whether it is ticketed or not, the booking status will automatically update to ‘NOSHO’ after departure. Subsequent sectors can be affected when a sector is changed to ‘NOSHO’.
 - n. **This is false and incorrect and misleading. This answer has been written by a non-C R S /GDS trained person as discussed by phone to Karin @ QF. NO computer software is available that automatically places a “No-show” or can “suspend” a coupon or instigate a domino affect on linked sectors on a same PNR. It must be initialled, entered via keyboard entry via a human hand and sent by such implementation. The ongoing sectors were cancelled out (no matter what terminology you use) by a human. We allege that this human was the same QF staff @ ADL Airport. Please do not provide false, incorrect, and misleading answers to those of us who are fully qualified and maintain full credentials in the Amadeus, Sabre, and Galileo systems. Integrity and honesty should prevail. See ANNEX 3.**
- We are unable to comment on any information available to Emirates and your travel agent. We can only comment on the information available to Qantas.
 - **Respected and understood but QF has not furnished us with the “information available to Qantas” as requested multiple times. A more careful response by QF to Axis Travel Centre and all relevant parties should be adopted here and not hide away from QF errors made and total lack of judgement.**

We apologise that this issue was not able to be rectified at the time of travel and that purchasing and travelling on another ticket caused downtime issues with the other sectors.

Apology is merely a word. We demand action, financial compensation and sincere apologies for errors made.

The original issue was that the ticket number was missing.

Repeating an allegation is not accepted and this issue -as noted by us to QF repeatedly- had many avenues to mitigate and resolve if acceptance of Axis Travel Centre advice and a simple contact with EK was made via the QF noted privy access that QF has on that fateful afternoon, which would have totally resolved any (alleged) computer system error at the QF end, not at the SABRE or EK end.

You will need to investigate directly with Emirates as to why Mrs Shahin's ticket number was not sent to Qantas as it was received for you.

Ticket numbers were sent to QF. EK denies liability and that they did not receive the Ticket number that QF -allegedly- could not see in their SYSTEM. Emirates does not use Sabre or Amadeus. See ANNEX 4.

.....

Respectfully, QF has had over 11 months to resolve this QF initiated comedy of errors. Axis Travel Centre will join XXXXXX in going forward.

Kind regards,

Karin Edwards

Customer Advocate Team

Qantas Airways Limited

10 Bourke Road

Mascot NSW 2020

T. +61 2 9691 3208 (ext. 23208)

E. ccexec@qantas.com.au

The screenshot shows the Amadeus Customer Service Point interface. The top navigation bar includes links for My watchlist, My profile, Help and support, User management, and Privacy Notice. A search bar on the left is labeled "Find Record by Number:" and contains the text "IR 24794244". The search results display a record for "SSR TKNx conversion: TKT NO NOT RECEIVED FROM EK FOR MRS KHOLUD SHAHIN". The record details include a date of 27Apr23, time 06:02, and user M. Venevongsos. The status is "Completed - Nothing Found" and the comment summary is "No match for '176-5228840441' found". The search patterns listed are "5228840441" (OR), "6UG70Z" (OR), "DUZJOG" (OR), and "682VMY" (OR). The record is associated with the name "SHAHIN KHOLOUD MRS". Attached files include "PRD IIP - 0200 to 0959 GMT.txt", "PRD ELT - 0200 to 0959 GMT.txt", and "PRD ETK PK1 - 0100 to 0959 GMT.txt". The owner is alerted, and the final status is "No match for '176-5228840441' found in logs".



26 April 2023

Qantas Customer Complaints

Dear Qantas,

RE our Complaint Ref No: 06541683 regarding Voucher Ref ## 6QGM7M

It has been nearly 11 months now and QANTAS has not correctly listened to nor rectified nor provided to our Travel Agent, Axis Travel Centre in Adelaide, the required, valid, bonafide proof of what Qantas suggested has transpired.

We have deliberately left the follow-ups to be made via our very experienced travel agent Manager, Max Najar but in studying the summarised details that we have been provided by them, QANTAS has not responded what has been constructively asked for.

Your Adelaide Airport QANTAS Airport manager initially blamed the travel agency for a ticketing error-which has been found to be baseless and untrue, then QANTAS passed the blame onto the Ticketing software Agency, which again has been found to be untrue and is now blaming EMIRATES Airlines which- as our agent has advised- is also incorrect and untrue and there were avenues available to QANTAS to rectify any computer errors anyway.

In any professional business, one should investigate thoroughly and accept accountability and responsibility if staff errors are made or at least adopt common-sense or utilize professional conduct.

- I was at the Airport listening to conversations with your QANTAS Airport manager as our travel agent, Mx Najar, specifically asked your employee to accept the legally binding paper Air ticket that my wife and I was holding that was also reflected on the EMIRATES website with same ticket numbers, seats and meals visible -even if the ticket numbers may or may not have appeared on what he alleged that he was looking at on his computer.

I am not in possession of the intricate travel industry details that Axis Travel Centre has now collated, at their expense, but what has been explained to me is substantial and advised in being totally verifiable. I have been advised that they have submitted to QANTAS with more facts in their possession from the associations of "IATA", the Training Guides of "AMADEUS" and from the computer system they use being "SABRE", with EMIRATES management and the Ticketing Agency supporting our claims.

After many discussions with Axis Travel Centre, I pose the following simple questions to QANTAS:

1. **If what QANTAS alleges is true**, then why have you not given Axis Travel Centre what they have asked for being the computer data from your system to them and not the 2-line reply that you sent to Axis Travel Centre. Even I find this inadequate and not at all transparent.
2. **Why could we see, as did our travel agent, on the Emirates website** that my flights and that of my affected wife's travel were perfectly available and readable online with exact seat numbers and meals allocated with exact same ticket numbers that were printed on the paper tickets we showed your airport manager?

3. How is it that a staff member of Axis Travel Centre-*on morning of departure*-reconfirmed that Emirates were awaiting our Melbourne arrival with seats held as confirmed but your manager decided to cancel the last seats we held-during the peak COVID period?
4. **Why did your QANTAS manager not assist us** initially to purchase a new ticket for my wife as politely requested by our travel agent to do so or assist us to do so without cancelling ongoing flights as we were willing and eventually paid for a new one-way ticket anyway into Melbourne?
5. **Why did your QANTAS Manager not contact EMIRATES in Melbourne** to keep our seats as confirmed status as our travel agent, Max Najar, specifically said in his jargon commentary I heard to "*not suspend the coupons*" or "*not to place a no-show*" as it would cause an ongoing "*domino effect.*" which as an experienced traveller, is a logical piece of advice for our ongoing Emirates flights, as I was listening to our travel agents' advice to your manager via speaker phone?
6. **Why did your manager not accept the paper tickets that we both held with exact ticket numbers listed** with our preferred seat numbers and our frequent flyer data. We have since been advised that such tickets must be accepted worldwide under the rulings of an association called "IATA" and also confirmed to Axis Travel Centre by "SABRE". They are "legal documents" used when system errors occur.

We request that QANTAS immediately fulfill the correct response and pay the INVOICE that was sent by Axis Travel Centre and also provide myself and my wife with compensation for the Melbourne to Dubai flights that we were downgraded because of the QANTAS errors, either by financial compensation or we will accept guaranteed upgrades if we book 2 new tickets in Business Class to be upgraded into First Class.

I have been very patient with Axis Travel Centre in awaiting a valid and responsible outcome from QANTAS but to date this has not occurred.

We will not be closing this complaint against QANTAS and will pursue all avenues open to us, placing QANTAS on notice that any future legal costs or additional claims for compensation requested by us or additional costs incurred by Axis Travel Centre, on our behalf, will also be placed against QANTAS.

We request closure before May 4th 2023 after which we reserve the right, with the backing of Axis Travel Centre investigations, to pursue all avenues available to us via Government channels and media exposure to ensure other travellers are aware of what should have transpired.

A responsible, accountable, and professional outcome is expected.

Yours sincerely,



Charlie (Khalil) Shahin AO
Managing Director
Peregrine Corporation

QF FF 819033 - Platinum

EMAIL TO QF AFTER THEIR HUMILIATING FOC DOMESTIC TICKET OFFER-using wrong pax surname.

Good afternoon –

This response is unacceptable – I do not accept the voucher.

Khalil (Mr K.

Managing Director



From: Qantas Customer Care <gantas_customer_care@qantas.com.au>

Sent: Tuesday, 7 March 2023 11:11 AM

To: Mr K. (Khalil) Mrs K. AO <Mrs K..Mr K.XXXXXX.com.au>

Subject: Qantas Customer Care - 06541683 - SHANIN

Ref No: 06541683

Dear Mr and Mrs Shanin,

I am resending the voucher information to this email address also.

Ref No: 06541683

Dear Khalil,

Thank you for taking the time to contact Qantas Customer Care. We have arranged a **\$986.00** Qantas Customer Care Travel Voucher for you to use towards your next booking with us. Your voucher reference number is **6QGM7M** and the voucher is valid until **31 December 2023**. You may redeem your voucher online via: www.qantas.com/yourbooking

For your reference, I have attached instructions on how to redeem your Qantas Customer Care Travel Vouchers and the associated terms and conditions.

We appreciate you bringing this matter to our attention and we look forward to welcoming you aboard again soon.

Kind Regards

Sherrie
Qantas Customer Care Team

Qantas's fall from grace: Horror stories and heartbreaks from SmartCompany readers

JUNE 30, 2022



SOURCE: AAP/DAN HIMBRECHTS.

Some 75 years to the day, Qantas was nationalised by the Chifley government, marking the beginning of a golden era for the national airline known for being 'The Spirit of Australia'.

Fast toward to the present day and the carrier is going through heavy turbulence — from apologising to a customer for losing their father's ashes, to cancelling one in 10 flights last month.

Then this week, there was a very public demand from the tagline's author to Qantas CEO Alan Joyce to strip 'The Spirit of Australia' off all branding.

Qantas has also come under fire from its own sector. Travel agents are seething that the carrier slashed their multi-million-dollar commissions from 5% to 1% as of July 1, with a slew of other airline carriers following suit.

And customers are devastated, irate and everything in between.

There are stories of luggage disappearing for the entire duration of a trip away, flight disruptions leaving hundreds sleeping in a US airport, and hours-long waits on the phone to customer service agents who may or may not be able to help them, even though flight vouchers expire soon.

This week, *SmartCompany* readers shared their Qantas heartbreaks and horror stories.

Annie Oeding says she was a "very proud" Qantas cabin crew inflight manager for 30 years.

"Loved my job, my [people], our reputation, our safety contribution," she said.

"I am now ashamed of the company and how [the] CEO has totally destroyed our wonderful international icon. I'm beyond sad."

Oeding says she found it difficult to stomach that Qantas accepted government support during the pandemic but went on to sack 2000 staff, a decision the Federal Court twice declared illegal.

Another reader, who called themselves Ossie, says "Qantas used to be the company everyone was proud of, employees and non-employees alike".

"Employee morale is so low it is heartbreaking. And it is only going to get worse, much worse, as the sense of love for the company they work is dead," Ossie continued.

"In the past staff would go out of their way to make sure things went as smoothly as possible if there was a glitch, because they loved Qantas."



Qantas's sad decline: Why the airline which was once the pride of Australia will

NEVER return to its former glory - as disgruntled employees blame CEO Alan

Joyce and passengers say it's become 'high-cost, low service'

- **Qantas customers say the airline has gone from world's 'best to worst'**
- **People are waiting more than six hours for its offshore call centres for support**
- **Others say they've had delays due to a lack of workers and waiting for refunds**
- **Qantas employees feel 'disillusioned and hurt' by airline's change in culture**
- **Transport Workers' Union says Alan Joyce's management is to blame for shift**
- **Up to 300 Qantas passengers were stranded in Dallas due to cancelled flight**

By [SAM MCPHEE](#) and [LEVI PARSONS FOR DAILY MAIL AUSTRALIA](#)

PUBLISHED: 01:32 AEDT, 21 June 2022 | **UPDATED:** 10:28 AEDT, 21 June 2022

Furious customers and flight attendants say [Qantas](#) has gone from Australia's 'best to worst' - with the airline's once world-class reputation now in tatters after a series of post-Covid blunders.

During its hey-day as a premium carrier during the 1950s and 60s, Qantas provided comforts like fine dining on flights, with cocktail service and onboard smoking.

Continuing throughout the 1990s and in the wake of the September 11 2001 terror attacks, the Spirit of Australia was known for delivering a high level of service for a fair price.



[SAM MCPHEE](#) and [LEVI PARSONS FOR DAILY MAIL AUSTRALIA](#)

PUBLISHED: 01:32 AEDT, 21 June 2022 | **UPDATED:** 10:28 AEDT, 21 June 2022

•
Qantas employees and sacked workers have levelled extraordinary allegations against the airline. CEO Alan Joyce is pictured with Qantas crew in a stock photo

Customers say there is a complete lack of support staff at airports which is leading to massive delays, missed flights and lost luggage

'If you look at Qantas or any airline now, it's going to become more difficult to maintain that very high loyalty status they have previously enjoyed because passengers are far more conscious of costs,' Prof Lohmann said.

'They just want to go from A to B.'

Three decades ago, 90 minute flights in places like Australia and the US cost about \$100. Despite inflation, passengers can expect to pay about the same today.

'Technology allows us to transport more people, but as a result, the service is going to be different,' Prof Lohmann said.

'What Qantas used to be is actually unsustainable from a financial point of view with so many competitors.

'I still think that Qantas is this iconic Australian airline experience, and yes - it's going to take a lot to change that - but the business is changing, and they are under a lot of strain.'

Disgruntled workers recently revealed to Daily Mail Australia what it's really like to work for the Flying Kangaroo, levelling extraordinary allegations against the airline amid a bitter court battle that could result in a multi-million dollar payout.

The Transport Workers Union took Qantas to court in late 2020, when it was ruled the airline illegally sacked nearly 2,000 baggage handlers, cleaners and ground staff before outsourcing their jobs to foreign-owned providers, including Swissport.

The trickle-down effect has seen jaded customers, including Frequent Flyer members, saying they are looking to other airlines when flying.

The Trade Workers' Union says Qantas's issues start at the top, and point to Alan Joyce's mismanagement of the airline over the pandemic and its thousands of laid-off staff.

'The fish rots from the head. The short-term focus of senior management on boosting profits to see share price blips has devastated Qantas' once trusted service and left Australians outraged,' TWU National Secretary Michael Kaine told Daily Mail Australia.

'Blaming passengers for delays over the Easter long-weekend while refusing to reinstate the highly trained workers it illegally sacked despite there being obvious demand for experienced workers in the industry shows how out-of-touch the Joyce-led management team has become.'

Mr Joyce at the time said the reason for the long queues was because passengers were not 'match fit' for travel and forgot to take their laptops and aerosols out of their carry-on luggage at the security gate.

Although the airline face continued to fend off the criticism, Mr Joyce told 2GB radi on Friday it was not acceptable and promised the upcoming school holiday break would be far smoother.

Daily Mail Australia has reached out to the CEO for further comment but were told he was 'unavailable'.

Qantas' various social media accounts have been littered with complaints from angry customers looking to reignite their travel plans post-pandemic.

On Thursday, Guardian columnist Eleanor Gordon-Smith and her family were left stranded in Dallas, Texas after their flight back to Australia was abruptly cancelled.

Ms Gordon-Smith estimated 300 passengers were deserted in the American airport at 2am, with some forced to splash on hotels while others had to sleep on the floor.

'Qantas cancelled QF8 at 2am, ~300 people in an airport. OK, it happens. Then 'we have no plan for hotels, keep your receipts', so the people with liquidity took a \$100

uber to the only hotel. The rest slept on the floor. 9am when we'd been told to check in. No Qantas staff came,' she tweeted.

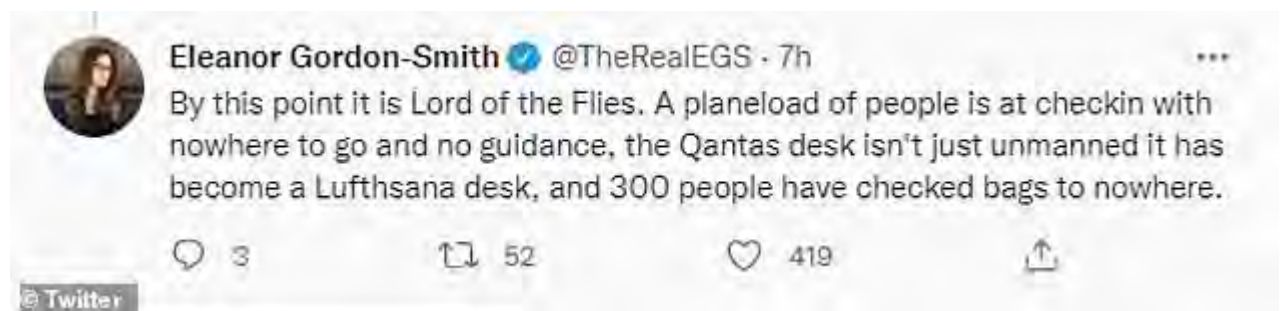
'150 people, some with kids, some with walker frames, who'd had 4 hours sleep on a marble floor, were standing in Dallas waiting for the flight they'd been told they'd be boarding and *not one ground staff member* came to the airport. No texts, phone calls, no updates on Google.

'The DFW (Dallas/Fort Worth International Airport) staff had to say "we've been trying to reach the Qantas team, they are not answering, we don't know why".

'THEN peoples' Qantas apps start saying they'd been on the cancelled flight, so now no-one has an "active booking". The flight has disappeared from the internet.



On Thursday, Guardian columnist Eleanor Gordon-Smith and her family were left stranded in Dallas, Texas after their flight back to Australia was abruptly cancelled



Ms Gordon-Smith likened the situation to 'Lord of the Flies' and said there were 300 people who were stranded in the American airport

Ms Gordon-Smith said Qantas customers had 'nowhere to go' and the regular Qantas desk wasn't 'just unmanned it has become a Lufthansa desk'.

'No blankets, no hotel vouchers, *no* communication, and not one staff member at the airport to tell the 300 people who *you'd told to turn up at 9am* where their plane was,' she said.

'300 people have checked bags to nowhere.'

In a response, Qantas said they have staff on hand at the airport assisting the 300 Aussies trying to get home.

'We know that this is a difficult situation for our customers whose plans have been disrupted, and we apologise for the inconvenience,' a Qantas spokesperson said.

'Our team at Dallas Fort Worth Airport provided customers with assistance after the initial delay and are helping customers ahead of the delayed departure.'

Mr Kaine said Qantas's massive staff layoff has led to 'untrained' people in key positions, creating a 'perfect storm of chaos'.

'Qantas' management team is public enemy number one when it comes to the mass exodus of skilled workers from aviation. Under the leadership of Alan Joyce, it has waged a decades-long war on secure jobs by targeting workers through overzealous redundancies and illegally outsourcing close to 2,000 secure ground crew jobs to external companies with poorer conditions,' he told Daily Mail Australia.

'Permanent jobs with strong conditions lost because of Qantas management's actions have been replaced with highly casualised or part-time work with low pay.

'Without an attractive offering to bring experienced workers back into the industry, those that remain are under enormous pressure to plug roster gaps, work alongside untrained office workers in baggage rooms, skip breaks and work to exhaustion.

'Surging passenger numbers in these conditions led to the perfect storm of chaos and confusion passengers experienced over the long weekend.'

Qantas rejects the the unions claims that untrained staff are in key positions.

Airports around Australia and the world are experiencing cancelled flights, huge queues and lost baggage - with Qantas at the centre of the chaos

Many loyal Qantas customers have expressed their displeasure with the airline on social media, claiming it has moved away from its historically high standards - with one woman writing a brutal open letter to the 'mean spirit of Australia'.

'Maybe instead of spending money on glossy new ads filled with Aussie talent, you perhaps could do the bare minimum and answer the phone when your customers need assistance?' Dr Sara Marzouk wrote.

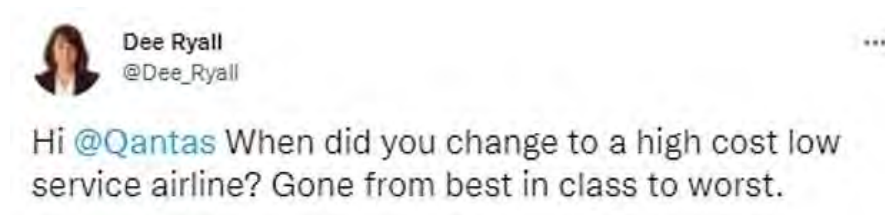
'Maybe you can invest in providing jobs onshore by establishing call-centres where the staff actually have a clue about what they can and cannot do?

'Stop blaming this on COVID. These issues of poor customer service pre-dated the pandemic but have been exacerbated by them. No other airline has shown such contempt.

'You need to do better.'

Another woman named Dee tweeted at Qantas on Monday,

'When did you change to a high-cost low service airline? Gone from best in class to worst,' a woman named Dee tweeted to the airline's account.



Angry Qantas customers say the once-beloved airline has gone from Australia's 'best to worst' after a series of cost-cutting measures were introduced through the pandemic

Others said Qantas' service has become 'horrible', saying its offshore call centres had made managing their booking a nightmare.

The airline has a priority call centre in Hobart for its top customers, with everyone else being referred to offices in New Zealand, South Africa, the Philippines and Malaysia.

Customers have posted images of extensive wait times to speak to Qantas support staff, with one man waiting longer than six hours for a response.

'Absolutely disgraceful. South African call centre working a charm. Been on the phone for almost 10 hours across three days. Inept and rude,' a passenger named Jack posted to Twitter.

'Your website has not allowed me to make a booking the last three days and your call centre claims to be too busy to pick my calls the last two days,' another man named Shiva wrote.

A chiropractor named Anthony said he had been attempting to get ahold of the airline for days regarding a flight that had changed departure time.

'Would it be too much to ask for a response on any platform inc phone? We have been trying to contact you for weeks now regarding a flight that have changed on us and nothing. And when we do, your CS rep has failed to resolve the issue! What a disgrace!'

Thursday 9th Mar 2023

QF on the nose with pax

MORE travellers submitted complaints about Qantas than any other airline in 2021/22, the Australian Competition & Consumer Commission (ACCC) has revealed.

The latest *Airline competition in Australia* report showed the consumer watchdog received 1,740 contacts involving Qantas - up a huge 68% on the year prior.

The number of complaints made about the airline were over a third higher than the second-most reported carrier, while in contrast, complaints about Jetstar and Virgin Australia were down by 33% and 27%, respectively.

Contacts do not always mean that a company has acted in breach of the Australian Consumer Law (ACL), and include instances where consumers have enquired about their rights on an issue.

However, the ACCC emphasised, "such an increased level of contacts is generally indicative of

a high level of dissatisfaction with that company, and issues with that company's ability to handle and resolve customer complaints".

"Qantas needs to do more to adequately invest in its systems, processes and people to dramatically improve its customer contact services and customer dispute resolution," it wrote.

The ACCC said it is continuing to investigate issues raised by consumers about Qantas, and whether these issues raise concerns under the ACL.

QF ups Cook Islands

QANTAS has been granted approval by the International Air Services Commission (IASC) for 232 seats of capacity on the Cook Islands route for a period of five years, beginning 07 Mar 2023.

The capacity can be used by either Qantas or Jetstar, subject to certain conditions.

12th SEP 2022 update

CONFIDENTIAL

QF-EK INCIDENT -June 2022 Mr Khalil + Mrs **Mrs K.** via Axis Travel Centre/ ETG. VIP and CIP pax ex ADL

DATE/ ITEM	INCIDENT NOTES	COSTS INCURRED
9 th June 2022 Checkin @ ADL Airport	Supervisor "ED" issues new QF tkt Mrs K. Adl-Mel	\$985.68 o/w ADL-MEL
<p>Axis Mgt notes : This new QF tkt should not have been issued as QF staff represnting EK "Ed" did not follow correct procedures nor advice from Max-Axis Travel to not place "no-show" on ticket and not to have Mrs K. tkt "suspended" as this will cause a domino ripple affect. He also refused to escort pax to QF Club to issue any new ticket and stated "the traveller has to do this himself...". His actions and inactions caused a domino affect that destroyed most ongoing flights/seats for both pax. Rebooking flights/seats was extraordinarily imposible/hard as COVID season subsided and seats on all classes, on all carriers, exl potlrts was impossible The Incident escalated from this ADL Airport incident.</p>		

Noted on pax Mastercard , debited by QF ADL Airport

You paid **\$985.68**

10 Jun 2022 (AEST/AEDT)

From	Description
Card ending 8045	QANTAS AIR 0812323424179000
To	Transaction type
Qantas	Credit Card Purchase
Status	
Processed	
Category	
Travel	

ADL-MEL New flt tkt issued by QF ADL . QF "ED refused to accept written legal E Tkt copies in pax hands and Axis Travel confirmations and SABRE data.

\$ 985.68

Payable back to client either directly or via Axis Travel.

June 10	PARK ROYAL MELBOURNE AI TULLAMARINE	635.34
---------	-------------------------------------	--------

MEL AIRPORT PARKROYAL STAY : Forced QF initiated layover MEL (1 nt + day use) as AXIS Travel, ETG and EK attempt to secure seats to DXB on flights

\$ 635.34

- Payable by QF/EK to Axis Travel Centre as Axis Travel ACC debited

June 10	EMIRATES EXPRESS TICKET AUSTRALIA Routing: From: MELBOURNE INTERNAT To: DUBAI To: JEDDAH Ticket: 1765229074358 Reference: DXB	Carrier: EK Class: J Carrier: EK Class: J Passenger: SHAHIN/KHALIL MR	821.00
---------	--	---	--------

June 10	EMIRATES EXPRESS TICKET AUSTRALIA Routing: From: MELBOURNE INTERNAT To: DUBAI To: JEDDAH Ticket: 1765229074383 Reference: DXB	Carrier: EK Class: J Carrier: EK Class: J Passenger: SHAHIN/KHOLOUD MRS	1,711.00
---------	--	---	----------

AXIS Travel Centre A/HRS Emergency FEE . 09 June to 11 June hours New E tkts 10 June 2022 MEL-DXB onwards.

As per printed Fee Schedule: From 1615hrs on 09th June to Fri 10th June @ 2130 hrs on June 10th. 29 continuous hours @ \$220/hr = \$6380

\$6380.00

- Payable by QF/EK to Axis Travel Centre

Below debits made by EK Reissued Airtickets due to "NO-SHOW", "SUSPENDED" Coupons activated. 2 PNR's split as instructed by EK MEL

Mr Khalil Mrs K. new involuntary issued EK E tkt

\$ 821.00

- Payable by QF/EK to Axis Travel Centre as debited via ETG

Mrs. Mrs K. new involuntary issued EK E tkt

\$1711.00

- Payable by QF/EK to Axis Travel Centre as debited via ETG

Involuntary pax Mr K. Mrs K. DOWNGRADE From First Class to Bus Class 09JUNE2022 EK 407 F MEL DXB : Mr K.Mrs K. : COSTS TBA-ETG-QF/EK to calculate \$ TBA

- Compensable direct to pax please .

Involuntary pax Mrs K. MRs K. DOWNGRADE From First Class to Bus Class 09JUNE2022 EK 407 F MEL DXB : Mrs K.MRs K.: COSTS TBA-ETG-QF/EK to calculate \$ TBA

- Compensable direct to pax please .

Below- OLD-ORIGINAL + FIRST CLASS Mel-Dxb PAID MR . K. MRs K. rec loc and E tkt issued Relegated to Business Class MEL-DXB sector .2 pax as below ;

EK FIRST CLASS paid x 2 but not travelled on.

09 Thu, 09 Jun 2022 - Confirmed -

EK5694 Adelaide, Australia (ADL) 09 Jun 2022 5:45PM (1745 hrs) Adelaide Airport Terminal 1

EK0407 Melbourne, Australia (MEL) 09 Jun 2022 9:15PM (2115 hrs) Tullamarine Airport Terminal 2

Aircraft: BOEING 737-800 JET Operated by: Qantas Airways

Aircraft: AIRBUS A380-800 JET Operated by: Emirates Airlines

Airline Ref: BPRW12 Fare Basis: AEEESAU1 Valid 09 Jun - 09 Jun

Seat TBA Business Class (C) Special Requests None

Baggage: 50 KG

09 Thu, 09 Jun 2022 - Confirmed -

EK0407 Melbourne, Australia (MEL) 09 Jun 2022 9:15PM (2115 hrs) Tullamarine Airport Terminal 2

EK0407 Dubai, United Arab Emirates (DXB) 10 Jun 2022 05:15AM (0515 hrs) Dubai Airport Terminal 3

Aircraft: AIRBUS A380-800 JET Operated by: Emirates Airlines

Aircraft: AIRBUS A380-800 JET Operated by: Emirates Airlines

Airline Ref: BPRW12 Fare Basis: AEEESAU1 Valid 09 Jun - 09 Jun

Seat 1A First Class (A) Special Requests None

Baggage: 50 KG

MR. K. MRs K. rec loc and E tkt NEW re- issued Relegated to Business Class MEL-DXB sector .NEW E TKT example issued 10 JUNE 2022 MEL-DXB Business class downgrade .

Booking Ref: JJKCGO Issuing Airline: EK
Frequent Flyer: QF 0819033

ABN: 45007989123
Phone: 08 8433 1111
SUITE 8 - 311 GLEN OSMOND ROAD
GLENUGA, SA 5064

Issued by EXPRESS TICKETING (023-5911 4)

10 Fri, 10 Jun 2022 - Confirmed -

EK0407 Melbourne, Australia (MEL) 10 Jun 2022 9:15PM (2115 hrs) Tullamarine Airport Terminal 2

EK0407 Dubai, United Arab Emirates (DXB) 11 Jun 2022 05:15AM (0515 hrs) Dubai Airport Terminal 3

Aircraft: AIRBUS A380-800 JET Operated by: Emirates Airlines

Aircraft: AIRBUS A380-800 JET Operated by: Emirates Airlines

Airline Ref: BPRW12 Fare Basis: JWRZFAU1 Valid 10 Jun - 10 Jun

Seat TBA Business Class (J) Special Requests None

Baggage: 40 KG

10 Fri, 10 Jun 2022 - Confirmed -

EK0407 Melbourne, Australia (MEL) 10 Jun 2022 9:15PM (2115 hrs) Tullamarine Airport Terminal 2

EK0407 Dubai, United Arab Emirates (DXB) 11 Jun 2022 05:15AM (0515 hrs) Dubai Airport Terminal 3

Aircraft: AIRBUS A380-800 JET Operated by: Emirates Airlines

Aircraft: AIRBUS A380-800 JET Operated by: Emirates Airlines

Airline Ref: GNP2T6 Fare Basis: JWRZFAU1 Valid until 10 Jun

Seat TBA Business Class (J) Special Requests None

Baggage: 40 KG



11/06/22	٢٢-٠٦-١١	No Shows & Late Cancellations*	عدم الحضور/ الإلغاء المتأخر	2,100.00	٢,١٠٠.٠٠
11/06/22	٢٢-٠٦-١١	Accommodation Service Charge*	رسوم خدمات مكان الإقامة	210.00	٢١٠.٠٠
11/06/22	٢٢-٠٦-١١	Tourism Fee	الرسوم السياحية	126.00	١٢٦.٠٠
11/06/22	٢٢-٠٦-١١	Municipality Fee	رسوم البلدية	84.00	٨٤.٠٠
11/06/22	٢٢-٠٦-١١	Rooms 5% VAT	ضريبة القيمة المضافة 5% للغرف	115.50	١١٥.٥٠

Mr. Khalil Shahin

- Lost one Night : QF/EF to REPAY : In 9 June Out 10 June : Room only costs as above : 2635.50 AED = \$1,080 AUD ech rates 15June2022 as above AUD **\$1080.00**

- **TOTAL MONIES OWED TO PAX:** **\$11,613.02**

To QF/EK : REQUIREMENTS and SUGGESTED RESPONSES from Axis Travel Centre:

1. To have closure on all above to mitigate any further legal or social actions, media commentary or social media exposures as there was no faults made by Axis Travel Centre or the VIP pax in any area, hence this detailed summation to do so efficiently.
2. To maintain loyalty from Axis Travel Centre and XXXXXX Corporation going onwards – which has eventuated with major QR-EK sales emanating via AXIS and ETG Tktg up to AUG 2022- noting that pax is the CEO of this organization, Sth Aust largest private company and previously a consistent supporter with family/staff of EK First Class flights ex ADL since EK inception of flights ex ADL **with Axis Travel Centre “Private fares” utilized.**
3. To repay monies lost by pax paid back to either Pax or Axis Travel Centre as above in accordance with what was incurred with Axis Travel Centre AFTA/ATAS fees incurred.
4. Apology letter with explanation from QF and/or EK on why QF ADL Airport did not correctly follow procedures, did not accept professional A/HRS and experienced advice of Axis Travel Manager and did not extend correct Customer Services to CIP/VIP pax to assist in new tickets to be issued and NOT at the ridiculous cost imposed.
5. A simple settlement/compensation in both monies and/or other format for the pax loss of travel quality/status from First Class to Business Class on sector 09 June MEL-DXB x 2 and compensatory loss of their 1 day Business meetings in Abu Dhabi/DXB area due to QF failures.
6. QF to retrain or allocate competent and well trained staff in ADL Airport (others!) to complement CIP/VIP pax requirements and understand the IATA **rules pertaining to “No-shows” , “suspended” coupons and “open” coupons domino affect.**
7. EK to consider a direct, exclusive, linkage 24 x 7 to a solo Ticketing desk in DXB for EK staff and Priority Agents and not a generic number or email address that is placed on hold for hours, unanswered . Anything less belittles the status and professional image of EK as a leading world Airline of quality and services.

EXECUTIVE SUMMATION: Unedited. Unapologetic.

- 1. According to initial chats with bQF rep “ED” @ ADL Airport on day of drama, the ETG reissued tkts seem to have transferred numbers into SABRE rec loc for Mr K. but not Mrs K. A software communication series of errors seem to have occurred and must be rectified , even with a new layer of verification as the Travel Agency (AXIS++) sends paper tkts issued by ETG as we must to use but they are totally useless at Airports as in this case staff do not acknowledge the authenticity or value of these, even with new E Tkt numbers , Rec loc, seating, Meals , IATA codes on all documentation.**
- 2. QF ADL Airport were not helpful as they should have been and AXIS considers the main domino effect started here.** Initially in not assisting pax as requested by AXIS To issue new ADL-MEL tkt for Mrs and also in not comprehending **what Max predicted to NOT cancelling/suspending/No-showing her Tkt to MEL which caused a ripple effect/domino effect that caused absolute chaos** and cancelled all seats for Mrs K. , during the most critical time that the Travel Industry has ever seen with ZERO seats available on any carrier on any route in any class. This is either incompetence, inexperience, untrained or just lack of common-sense by a QF authorised person (directly employed or contracted is not relevant to AXIS or any pax) . The QF Supervisor was unprofessional, even though pax Mrs K. eventually paid for a new ticket and travelled to MEL to eventually be stuck there . This is not what these pax or AXIS deserved from QF Customer service, nor did they deserve.
- 3. EK must, must have a more direct, seamless manner to have 24 x 7 ticketing support and services** and not rely upon useless PH waiting times or an inability for an accredited Travel Agency or even check-in staff to access 24 x 7. To place pressure on EK supporting staff or a travel agency when EK collects high airfares and markets themselves as “excellence...” is misleading.



OUR ACKNOWLEDGEMENT TO YOU: *What we will deliver.*

May 18th 2023

CONFIRMATION OF RESEARCH-INVESTIGATION

Subject: Pax complaint re QF 06541683

SCOPE OF INVESTIGATIONS:

- Research, study and report verbatim rulings, training protocols and data pertaining to Travel Industry required/binding/legal acceptance of paper air tickets, mitigation of boarding issues and valid related issues. Liaising with AXIS Travel Centre/PPT management team.
- Focus on SABRE, AMADEUS, QF, EK, AFTA rulings/training/regulations. Direct reporting to Axis Travel Centre on behalf of clients.
- Forensic researching, reading, compiling and presenting evidence to support AXIS TRAVEL and Clients .
- Focus on QF-EK Interline agreement via ACCC and other formalized Government entities.
- Focus on pertinent Emails and Q + A substantiating responses.

INVOICED against Axis Travel Centre/PPT Pty Ltd- to be forwarded to QF/Legal/Courts

Assigned contracting to HANDZON COMPANY via F.Sisios.(manager)

25th May 2023

INVOICE

The HANDZON COMPANY Pty Ltd
Human contact: Freda Sisios

manager@handzon.com.au
Fax: 08 8338 6457

P.O. Box 50, Fullarton,
South Australia, 5063

INVOICED TO : **Axis Travel Centre/ PPT Adelaide, South Australia**
re: **QF /EK SAGA-June 2022- May 2023-unsolved Client claim: QF Ref: 06541683**

ITEM		DUE
Research(+Axis TC) IATA regulations/ Excerpts/Resolutions -Research, extract and advise past and current rulings on Interline and solo Airline carriages.	ALLOCATED 6hrs+	\$1,320
QANTAS Conditions of Carriage Research, extract and clarify passenger ability to travel +	ALLOCATED 1.5hrs	\$ 330
AMADEUS Handbook Training protocols .Required data extraction and ability to demand data if not forwarded	ALLOCATED 3 hrs	\$ 660
ACCC Agreement/Interline Rulings.Forensic readings- edit and summarise relevant extractions	ALLOCATED 5 hrs	\$1,100
Read, place chronologically,clarify AXIS-PPT,EK,SABRE,ETG, QF emails -summation of facts	ALLOCATED 4.5 hrs	\$ 990
PAYABLE up to 26th May 2023		\$4,400 AUD
Plus GST		\$ 440.00
TOTAL PAYABLE by June 15th 2023		\$4,840.00

Ongoing services will be billed separately if so requested by Axis Travel Centre/PPT

Payments made to CBA Bank Account

HZ ACC 065-163 1010 8487

Reference: Ms Freda Sisios-Manager

REQUIRED RESULTS: In order of need; 3 requests :

ONE : An apology letter or letters stating that AXIS was never at fault, with all monitoring and checking and correct bookings made and that AXIS is not responsible or liable in what occurred placing emphasis that we invested extraordinary time and expertise in all they could to assist pax. The damage to this CIP/VIP travel account and the reputé of AXIS must be considered.

TWO : A drafted letter from ETG, EK, QF about how an investigation will take place and when answers will be given to AXIS to forward to Pax.

THREE : Financial compensation to AXIS who will dissect and forward to Pax for lost monies thus :

1. Repay ADL-MEL Business class QF Airticket that pax paid for directly to QF .
2. Repay/Compensate the downgraded classes eventually travelled against what was initially paid for. *ETG and/or QF-EK to calculate.*
3. Lost night in AUH-receipts will be provided.
4. Cost of Mel Airport Parkroyal stay to Overnight.
5. AI costs charged against AXIS for 04 June A/HRS fees, new Reissued tickets (Martin). *ETG to verify.*
6. AXIS costs for A/HRS servicing of MGR and ADVISORS.
7. Possible costs if litigation occurs by Pax against AXIS. *Hopefully never required, but TBA.*

END