

MEDIA RELEASE — FOR IMMEDIATE DISTRIBUTION

Travellers Beware — Alleged Qantas Breach Raises Systemic Consumer Protection Concerns

Axis Travel Centre warns that what happened to Adelaide-based clients could happen to any traveller. Qantas denied boarding despite valid Emirates-issued tickets, defied its own Conditions of Carriage, allegedly disregarded Australian Consumer Law, and failed to adhere to obligations under its ACCC-authorized joint venture with Emirates.

Despite repeated requests for transparency, Qantas has not provided substantiating evidence to support its assertion that only one ticket number was supplied for two passengers. Even if such a claim were accurate — which is strongly disputed — the airline remains bound by its obligations under Australian Consumer Law, ACCC joint venture requirements, IATA rulings, and its own published Conditions of Carriage.

Emirates Confirms the Failure Could Have Been Avoided

Emirates — Qantas’ ACCC-approved joint venture partner — confirmed in writing that the disruption could have been avoided had Qantas contacted them on the day of travel. Established help-desk protocols were available to resolve the issue quickly, but Qantas staff did not utilise them.

Why This Matters for Consumer Media

This is not an isolated case. It raises systemic questions about whether airlines can sidestep established laws and standards with impunity. The implications extend far beyond one family in Adelaide:

- **Travellers everywhere** could face denied boarding despite valid tickets.
- **Consumer protections** risk being undermined if breaches go unchecked.
- **Industry credibility** is at stake — trust in airlines, regulators, and ticketing systems is eroded.

This is a story of public interest that deserves wide coverage. It highlights how a national carrier’s alleged failures can ripple across passengers, agents, regulators, and the broader travel industry.

Consequences

- Stranded passengers and cancelled onward travel
- Emergency replacement fares and agency costs
- Downgraded cabins and lost business opportunities
- Emotional distress and financial loss
- Reputational damage to Qantas and diminished consumer confidence

On-Record Quote — Max Najar, Director of Axis Travel Centre:

“Travellers deserve confidence that valid tickets will be honoured. To contradict their ACCC-approved partner in Emirates and disregard consumer protections places Qantas under reputational scrutiny and erodes public trust. This is not just one case — it is a systemic issue that consumer media must expose so travellers understand the risks they face.”

Issued by Axis Travel Centre, November 24th 2025. CONTACT : **Max Najar** Director + Manager EM:
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