

Emirates Evidence Contradicts Qantas — Alleged Non-Compliance with ACL, IATA and ACCC - Authorised Joint Venture Standards

Axis Travel Centre, Adelaide, warns that Qantas' handling of a consumer claim raises systemic concerns for regulatory oversight and compliance with ACCC-authorised joint venture obligations. Adelaide-based clients were denied boarding despite valid Emirates-issued tickets, triggering cascading failures and costs.

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 obligations under:

- Australian Consumer Law (ACL)
- Australian Competition and Consumer Commission (ACCC) joint venture requirements
- IATA rulings and international aviation standards
- Its own published Conditions of Carriage (C.O.C.)

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.

Regulatory & Policy Imperatives

No entity should be permitted to defy Australian Consumer Law, ACCC joint venture obligations, IATA rulings, or its own Conditions of Carriage. These frameworks exist to protect travellers and uphold the integrity of the aviation sector.

It is the legal responsibility and requirement of ministers and government departments to ensure that regulatory frameworks are not undermined, and that the travelling public is not left questioning whether the laws you put into place can be disregarded without consequence. Allowing Qantas to breach regulations, rules, and resolutions risks embarrassing the very institutions charged with oversight.

Qantas must be held accountable in the eyes of the travelling consumer and compelled to adhere to the laws and standards that govern all industry participants. No entity is beyond the law.

Consequences of Inaction

If left unaddressed, such conduct:

- Undermines the credibility of regulatory frameworks and ministerial oversight
- Exposes systemic weaknesses in joint venture compliance
- Reduces consumer confidence in aviation protections
- Creates reputational and financial risks for the national carrier

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

“Any responsible business led by accountable executives should consider each claim based on facts and evidence and, where appropriate, accept responsibility. To contradict their ACCC-approved partner in Emirates and disregard regulatory obligations elongates the claim, places Qantas under scrutiny, and diminishes trust in Australia's aviation regulatory system. Ministers and departments must ensure that no entity is beyond the law, and that consumer protections are enforced without exception.”

Evidence & Authority

Axis Travel Centre holds full written authority from the affected clients. A concise evidence bundle is available to regulators, parliamentary offices, and accredited media upon request, subject to client consent.

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