

## **Qantas' Handling of Consumer Claims Raises Wider Concerns for Travel Industry Standards**

**Travel Industry Alert** — Emirates Evidence Highlights Alleged Qantas Breach of ACCC Joint Venture Rules, breaches of IATA resolutions, Australian Consumer Laws and Qantas own Conditions of Carriage.

### **Partner Airline Confirms the Failure Could Have Been Avoided**

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

### **Axis Travel Centre warns that what happened to Adelaide based clients could happen to any traveller.**

Qantas has 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 (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.)

**By dismissing these obligations with a perfunctory “apology for inconvenience,” Qantas risks setting a precedent that consumer protections and industry regulations can be disregarded without consequence.**

### **A Call for Industry-Wide Accountability**

This is not just about one claim or one customer. It is about whether airlines operating in Australia and globally can continue to sidestep established laws and standards with impunity. The travel and tourism industry must be strong, coordinated, and vocal in its disapproval of how Qantas has allowed this to happen. There is an urgent need for Qantas to retrain staff and to comply fully with the rules, regulations, protocols, and standards that every other travel industry participant is required to follow.

If left unchallenged, such conduct erodes trust in the aviation sector, diminishes the credibility of regulatory frameworks, and leaves consumers vulnerable to unfair treatment. The consequences also impacts:

- Travel agents and industry partners face strained relationships and diminished trust.
- Shareholders who face reduced dividends as legal costs escalate.
- Qantas' profitability is undermined by reputational damage.
- The paying public loses confidence in the airline's integrity.

### **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 in an honest manner. To contradict their ACCC-approved partner in Emirates and the volumes of alleged breaches presented only elongates the claim, places Qantas under reputational scrutiny, and creates a continuous flow of negative commentary across consumer, travel industry, and government levels — reducing profitability, consumer confidence, and trust in “the Spirit of Australia”

### **Evidence and 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.