

• “Qantas’ Cost Blowouts and Denials Undermine Travellers, Staff, and Shareholders”

Axis Travel Centre, in Adelaide -South Australia, has taken the unusual step of formally representing two long-standing clients, with their full written authority, in a dispute with Qantas that has dragged on for more than three years. The case highlights what we describe as Qantas’ “credibility crisis”: denial, delay, and spin that leave passengers and the wider travel industry without answers.

The Incident

On 9 June 2022, one passenger was denied boarding at Adelaide Airport despite valid tickets confirmed in Sabre and Emirates systems. Qantas claimed a “missing ticket number” in its Amadeus system — a claim contradicted by Emirates’ written proof, Sabre records, and even internationally approved IATA e-tickets presented at the airport.

Instead of resolving the issue by contacting its ACCC-approved joint venture partner Emirates, Qantas dismissed the documentation and forced unnecessary re-ticketing. This triggered cascading cancellations, downgraded cabins, emergency costs, and significant distress.

Axis staff worked more than 72 continuous hours outside business hours to reconstruct the itinerary and secure onward travel, while passengers endured delays, stress, and financial loss.

Ignored Evidence

- Emirates provided **written proof** that the disruption could have been avoided had Qantas engaged its joint venture partner.
- The Axis Travel Centre computer- Sabre and Emirates systems showed **complete and correct ticket, seat, meal, and frequent flyer data intact**.
- Qantas withheld its own Amadeus system data, citing a “missing ticket” that was never substantiated.
- Even internationally approved **IATA e-tickets**, presented at Adelaide Airport, were dismissed by the Qantas manager as “not acceptable” documentation. IATA resolutions allegedly breached.
- ETG-IATA Ticketing platform issued letter stating that Axis Travel Centre issued all tickets with all data correct as per IATA requirements with Qantas answerable to errors made.

Consequences

- Stranded passengers and loss of prepaid onward travel and accommodation
- Emergency replacement fares and agency costs borne by Axis and clients
- Downgraded travel from First Class to lower cabins
- Additional airflights, accommodation, visa, and related expenses were prepaid to “rescue” clients.
- Diversion of Axis’ resources, producing emotional distress, lost business opportunities, and reduced capacity to serve other clients

Alleged Breaches

Axis alleges breaches of:

- **Australian Consumer Law**
- **ACCC joint venture obligations** (Qantas–Emirates)
- **IATA and Amadeus protocols**
- **Qantas’ own Conditions of Carriage**

If so required, furnishing of exact alleged breaches, regulations and rules can be provided-which have already been provided to Qantas who continue to deny any liability or accountability.

Why It Matters

With over 47 years of industry expertise and senior executive roles across AFTA, Qantas, Ansett, IATA, Amadeus, and other boards, Axis believes this case exemplifies how Qantas’ tactics wear down claimants in time, cost, and stress.

This is a **David versus Goliath struggle**: Qantas, once proudly known as the “*Spirit of Australia*,” now risks eroding its reputation within the consumer and travel industry and by diverting client-fed resources into lawyers’ coffers instead of staff training, better systems, and keeping jobs in Australia.

The case raises systemic consumer-protection issues that demand urgent regulatory and ministerial attention. It is not just about two passengers — it is about how one of Australia’s largest companies treats its customers, partners, and shareholders.

Next Steps

Axis has instructed counsel and is preparing a Federal Court claim. A concise evidence bundle is available to accredited media, regulators, and parliamentary offices on request.

Axis remains open to alternative dispute resolution where appropriate, but insists that Qantas must be held accountable for breaches of law, consumer rights, and industry protocols.

Quote (Max Najar, Director, Axis Travel Centre)

*“We have instructed counsel and are preparing a prospective Federal Court claim so an independent forum can determine the facts and appropriate remedies arising from the 9 June 2022 booking disruption. We are pursuing this step because Qantas’ continued failure to accept responsibility has increased emotional distress for travellers, generated additional agency fees and legal costs, and undermined consumer protections. **This case is not just about two passengers — it is about systemic practices that affect every traveller in Australia.**”*

About Axis Travel Centre

Axis Travel Centre is a 47-year-old agency led by industry veteran Max Najar, who has served on multiple executive travel and tourism boards. The agency holds full signed written authority to represent the affected clients in all aspects of this Qantas claim. With decades of expertise in complex travel arrangements, emergency assistance, and consumer advocacy, Axis brings a systemic perspective to this dispute that extends beyond the immediate passengers.

• “From Spirit of Australia to Spirit of Denial: Qantas’ Failure to Face Facts”

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SHORT GLOSSARY :

- o IATA (International Air Transport Association): Global trade body setting ticketing, interline, and consumer protection standards that Qantas, ETG, Axis Travel Centre are members of.
 - o Amadeus (CRS / GDS): A leading airline reservation and ticketing system that Qantas utilizes.
 - Sabre (GDS): Another major global reservation and ticketing system that Axis Travel utilizes. (Noting that all major CRS/GDS systems synchronise data automatically worldwide.)
 - o PNR (Passenger Name Record): The digital file containing a passenger’s itinerary, ticket number, seat, meal requests, and contact details.
 - o OSI (Other Service Information): Notes in a PNR used to pass information to an airline.
 - o SSR (Special Service Request): A coded request in a PNR requiring airline action.
 - ADM: Agency Debit Memo that IATA/Airlines issue against travel agents who fail to add data or make errors.
 - o ET (Electronic Ticket): The industry standard “paperless” ticket format introduced by IATA.
 - o ACL (Australian Consumer Law): National law protecting consumers.
 - o ACCC (Australian Competition and Consumer Commission): Federal regulator enforcing competition law and consumer rights.
 - o JV (Joint Venture): A formal ACCC approved partnership between airlines (e.g., Qantas–Emirates).
- ETG Express Travel Group-IATA approved ticketing Dept on behalf Axis Travel Centre