



# AUSTRALIAN HOTELS ASSOCIATION

24 Brisbane Avenue Barton ACT 2600 • PO Box 4286 Manuka ACT 2603 • Australia  
email: aha@aha.org.au • Facsimile: (02) 6273 4011 • Telephone: (02) 6273 4007  
Web: www.aha.org.au

---

26 June, 2009

Ms Marlene Tucker  
Director – Economic and Legal Policy  
Airports Branch  
Department of Infrastructure, Transport,  
Regional Development and Local Government  
GPO Box 594  
CANBERRA ACT 2601

Dear Ms Tucker

As the peak industry body for Australian hotels, the Australian Hotels Association (AHA) appreciates the opportunity to provide a short submission to the discussion paper that has been released, "Improving the passenger experience: Quality of service monitoring of airports". The following comments should be read in conjunction with the AHA's two recent aviation submissions – the first in July of 2008 (to be considered as part of the development of a new National Aviation Policy Statement or White Paper) and the second in February of this year (in response to the release of a National Aviation Policy Green Paper).

The process of airline passengers passing through Immigration, Customs and Quarantine must constantly be scrutinised. On far too many occasions, inbound passengers on flights to Australia experience delays in being cleared by staff from these agencies. If delays occur because of reasons other than national security, air safety and/or community safety, then this system is flawed.

It is vital for the tourism industry – of which hotels are an integral part – that inbound visitors to Australia begin their stay in a positive frame of mind. To maximise the chances of this happening, such visitors should be cleared by Immigration, Customs and Quarantine staff at our major airports in a polite, professional, timely and efficient manner.

Yours sincerely

**HAMISH ARTHUR**  
National Corporate Affairs Manager