

From: [Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts](#) on behalf of infrastructure.noreply@govcms.gov.au
To: [aviationconsumer](#)
Subject: submission to: Aviation Consumer Protections – subordinate legislation (including the Aviation Consumer Protections Charter) [SEC=OFFICIAL]
Date: Sunday, 26 October 2025 3:50:00 PM

OFFICIAL

Submitted on 26 October 2025

Submitted by: Anonymous

Submitted values are:

Step 1: Your submission

Remain Anonymous

No

Private Submission

No

Published name

George [REDACTED]

Short comment

Airlines should be responsible for costs incurred by passengers due to major delays or cancellation of flights. My understanding is that a purchased ticket to travel is a contract, at the moment Airlines can cancel or rearrange flights that leave passengers with onward connections at a loss. At the moment if a passenger delays or doesn't show for a flight they lose their money, however, if the airline changes the flights there is no compensation. I recently had a situation where a passenger's JetStar flight from BNE to SYD was delayed substantially and that passenger missed their connection to a JetStar flight to SYD -HNL. The airline claimed ticketing issues and left the passenger stranded in Brisbane. Airlines should be held accountable for delays to their services, as commercial contract law should be applied to the purchase of an airline ticket.

Step 2: Contact details

First name

George

Last name

[REDACTED]

State

[REDACTED]

Email address

[REDACTED]

Phone number



Email notification

aviationconsumer@infrastructure.gov.au

Consultation name

Aviation Consumer Protections – subordinate legislation (including the Aviation Consumer Protections Charter)

OFFICIAL