

**From:** [Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts](#) on behalf of [infrastructure.noreply@govcms.gov.au](mailto:infrastructure.noreply@govcms.gov.au)  
**To:** [aviationconsumer](#)  
**Subject:** submission to: Aviation Consumer Protections – subordinate legislation (including the Aviation Consumer Protections Charter) [SEC=OFFICIAL]  
**Date:** Tuesday, 9 September 2025 7:59:33 PM

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Submitted on 9 September 2025

Submitted by: Anonymous

Submitted values are:

## Step 1: Your submission

### Remain Anonymous

No

### Private Submission

No

### Published name

Mark [REDACTED]

### Short comment

I would encourage the government to consider including a regulatory mechanism that promotes fair ticketing practices. Some example use cases:

- Customer A successfully buys a ticket, receives a reservation and PNR, money is held on their credit card. On arriving at the airport, the customer discovers the airline failed to ticket their itinerary and they cannot travel
- Customer B successfully purchases a ticket, their itinerary is confirmed and ticketed. They call the airline to change dates/times. They receive the new itinerary on the app but upon arriving at the airport they discover the change in itinerary was not ticketed and they cannot travel.

Australian consumers appear to experience significant issues related to late ticketing. Consumers have no recourse and often have to buy a very expensive replacement ticket on the day of travel.

Australian airlines are notably poor at informing customers, in almost all cases:

- No email, or app notification makes the status clear, at least one airline (not Australian) shows the ticket as “confirmed” in their app despite it not being ticketed
- No attempt is made to inform the customer of the situation prior to arrival at the airport

I should note that I understand Qantas have made some efforts to improve the situation in recent years after an IT issue in 2023 left thousands of flyers without tickets. However, these issues continue to plague the industry.

I believe airlines should have obligations to:

- Inform customers in a timely fashion of any issues regarding ticketing their reservation

(eg 2 weeks from reservation/change date, or at least 24 hours before their flight, whichever is sooner)

- Offer alternative itineraries honouring the original quote if reasonable (eg for simple cases, tickets have been sold between stopover destinations at that price in the last 12 months).

## Step 2: Contact details

**First name**

Mark

**Last name**

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**State**

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**Email address**

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**Email notification**

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**Consultation name**

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

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