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To: [aviationconsumer](#)
Subject: submission to: Aviation Consumer Protections – primary legislation [SEC=OFFICIAL]
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Submitted by: Anonymous

Submitted values are:

Step 1: Your submission

Remain Anonymous

No

Private Submission

No

Published name

Michael [REDACTED]

Short comment

I think these comments related to question 1 in the consultation questions. The draft protections do not appear to address issue of an airline downgrading passengers e.g. from business class to economy class. I have a disability which makes economy seating problematic for me. I don't travel often but need more leg room when I do travel. In one instance, my flight in a business class seat was cancelled and I was allocated an economy class seat on a subsequent flight. I was told there were no business seats available on the day and yet the airline was selling business class seats on its website, albeit at a higher price than I had paid when I booked three months earlier. The airline profited from downgrading me : my business class seat was sold to someone else paying a higher price and I was required to pay more for my economy seat than if had booked economy in the first instance. Consumer protections need to be stronger in precluding airlines profiting by bumping passengers to a lower class.

The draft document suggests that if an airline cancels a flight, then a refund of the fare is all that is required. Travel usually incurs other expenses and arrangements so that a refund of the fare is unlikely to be adequate compensation for cancellation.

I saw a comment in the press where the CEO of Australia's largest airline was reported to have said that, if the airline was required to deliver all the services that it sold, it would have to charge higher prices. I can see no excuse for an airline (or any other business) failing to deliver all the services that it has sold to consumers. If better consumer protection results in higher airline fares, then so be it - everybody should get what they have paid for.

Step 2: Contact details

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Consultation name

Aviation Consumer Protections – primary legislation

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