

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: Monday, 8 September 2025 4:05:40 PM

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Submitted on 8 September 2025

Submitted by: Anonymous

Submitted values are:

Step 1: Your submission

Remain Anonymous

No

Private Submission

No

Published name

Neil [REDACTED]

Short comment

I recently booked flights through web jet on both Jet star and Virgin. The first flight with jet star from Adelaide to Sydney this flight was supposed to depart at 4:30 pm, it was cancelled 30 minutes before boarding. The reason give was that there was bad weather. Fog had disrupted earlier flights in the day but at the time of cancellation the weather was fine & clear and they simply did not have an aircraft for us to board. They offered to reschedule my flight late the following day & I would have to travel via Melbourne arriving late the following afternoon. This meant I would miss the event I was traveling for. I was informed that I would not receive a cash refund and was offered a voucher instead. At the time of the flight cancellation other airlines were still operating form the same airport.

This had a flow on effect to all of my arrangements including accommodation and tickets to the event I was traveling for. As a result I did not travel. I contacted Virgin who I was booked with for the return flight and was told I was not entitled to a refund or a voucher as I had chosen not to travel. I then contacted webjet through whom I had booked the flights and was again told that I was not entitled to a refund or voucher as I needed to take the matter up with the airline in question.

As a result I lost approximately \$600 to travel nowhere !

Step 2: Contact details

First name

Neil

Last name

██████

State

██

Email address

██

Email notification

aviationconsumer@infrastructure.gov.au

Consultation name

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

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