

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, 14 September 2025 3:37:38 PM

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Submitted on 14 September 2025

Submitted by: Anonymous

Submitted values are:

Step 1: Your submission

Remain Anonymous

No

Private Submission

No

Published name

Timothy [REDACTED]

Short comment

With reference to: “4. Do the proposed Charter standards cover the core elements of the aviation consumer experience relating to the delivery of airline services, airport services and airport accessibility services? Are there any missing elements?”

These are my feedback:

- 1) In great support for “provide free of charge reasonable corrections of booking errors (i.e. typographical error in passenger name), provided they do not imply a change of times, date, itinerary or passenger”
- 2) 100% in support that any refund needs to be remitted to the consumer 14 days, and it needs to be done in original payment format or another format chosen by the consumer
- 3) In the event of a flight cancellation, consumers should be given the option of at least:
 - A full refund of the ticket, inclusive of taxes and fees, in the original mode of payment within 30 days, or
 - Rerouting to the final destination under comparable transport conditions
- 4) Cancelled flights by airlines must also be removed from all booking platforms, and to be applicable to online and offline travel agents, protecting consumers from purchasing tickets on unavailable flights.
- 5) Airlines should also be responsible for paying the transport between the airport and the hotel (if necessary)

6) Airlines should not be allowed to automatically add on any optional service. All and any optional services must only be included on a opt-in basis

7) Accommodation should be provided to people who have been delayed for 5 hours or more, not 6 hours or more

8) What is the timeframe for consumers to raise complaints? Is there is time limit?

Step 2: Contact details

First name

Timothy

Last name

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Email address

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Email notification

aviationconsumer@infrastructure.gov.au

Consultation name

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

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