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**From:** Steve Isaacs [REDACTED]  
**Sent:** Sunday, 19 February 2023 8:48 AM  
**To:** Aviation White Paper  
**Subject:** Submission regarding seating

I wish to voice a concern that passengers appear to be subjected to manipulation by airlines to maximise returns above all else.

As a parent with young children it is astonishing to find that airlines are routinely separating young children from their parents if that family has not chosen to pay an additional fee to ensure they are kept together.

The separation is deliberate and cynical in the extreme. On one recent Virgin Airlines flight on a half full aircraft a family of four was distributed across about half the plane. This is not accidental, more a considered act of punishment to drive revenue.

To make it worse, this was not a budget airline. I am reconciled to the idea that the so called low fee airlines bulk up their revenue by scamming fees on every element of their service. It is demoralising to realise that full fee carriers are willing to abuse the trust of their customers to gouge every available cent.

As a parent this is a horrendous situation and makes the prospect of family travel just that bit more stressful. Moreover as a traveller the safety implications of this are nightmareish. What parent is comfortable with a random stranger sitting next to their child on a long flight. For that matter what happens if an emergency occurs? No child can be expected to follow emergency procedures faithfully. In this alone the airline is committing a huge act of dereliction of duty of care.

The act of common courtesy of sitting dependent travellers together sadly appears to need to be regulated. I would respectfully ask that this be considered.

Thank you

Stephen Isaacs  
[REDACTED]

Sent from my iPad