

MEDIA RELEASE

November 13th 2025

Qantas' Credibility Crisis: Three Years of Delay, Denial, and Spin

Axis Travel Centre describes this case as emblematic of Qantas' credibility crisis — three years of delay, denial, and spin that have left passengers and the wider travel industry without answers.

This matter began in June 2022 when Axis raised a booking dispute with Qantas. Axis alleges Qantas' handling of the booking on 9 June 2022 caused significant passenger disruption and consequential losses to longstanding clients Mr K and Mrs K. Alleged contraventions include breaches of Qantas' Conditions of Carriage, obligations under the ACCC-authorized Qantas–Emirates joint venture, the Australian Consumer Law, and applicable IATA and CRS/Amadeus protocols.

The dispute, first raised in 2022, remained unresolved into 2025. Because Qantas has not accepted responsibility, offered appropriate remediation, or provided the technical records necessary to resolve the matter administratively, Axis has reluctantly instructed counsel and is preparing a statement of claim for prospective filing in the Federal Court. The unresolved matter continues to impose mounting emotional distress and escalating financial and operational costs on the travellers and our agency.

Public Interest

This matter is a consumer-protection issue of systemic importance and requires urgent regulatory and ministerial attention. It raises issues that go beyond the immediate parties and must be heard by consumers, government ministers, and industry partners to prevent recurrence.

Axis is preparing a statement of claim for prospective filing in the Federal Court and remains open to alternative dispute resolution where appropriate. This Media Release is issued in the public interest to encourage transparent review of conduct that affects consumers and travel industry participants.

Quick Summary

- **Incident date:** 9 June 2022 (Adelaide departure)
- **Parties represented:** Mr K and Mrs K, represented by Axis Travel Centre (holding written authority)
- **Status:** Counsel instructed; statement of claim in preparation for Federal Court filing
- **Relief sought:** Compensatory relief for direct and consequential losses, investigation and legal costs, and any other remedies the Court considers appropriate

Incident Overview — 9 June 2022

1. Axis reconfirmed the itinerary and recorded passenger data in Sabre and Emirates systems, with same-day reconfirmation calls; tickets were issued on Emirates stock.
2. Despite these confirmations, one passenger (Mrs K) was denied boarding after a Qantas representative reported an alleged missing ticket number in Qantas systems.
3. This conflicted with paper tickets presented, Axis computer (Sabre) records, and same-day phone confirmations with both carriers.
4. Axis sought on-site resolution; the Qantas Adelaide Airport Manager required a replacement domestic connection ticket to permit travel from Adelaide to Melbourne despite same-day onward international Emirates connections.
5. The replacement domestic ticket preceded cancellation of onward flights, producing cascading connection failures and associated losses.
6. Replacement and rerouting caused cancelled connections, downgraded cabins, additional accommodation, flight and visa costs, and emergency after-hours agency fees.
7. Passengers experienced delay and distress; Axis staff worked outside business hours for more than 72 continuous hours to reconstruct the itinerary and secure onward travel.
8. Axis contends these operational impacts resulted from Qantas' handling on the day of travel; causation and extent are matters for independent determination by a Court or regulator.

Alleged Matters for Court and Regulator Consideration

- Failure to assist passengers at point of disruption
- Failure to communicate with ACCC partner Emirates regarding technical resolution
- Failure to recognise valid ticketing documentation presented at the airport

- Suppression or non-release of Qantas computer (Amadeus) PNR data and required verifiable messaging elements
- Refusal by Qantas to provide Amadeus-qualified staff for technical verification when requested
- Potential non-compliance with obligations arising from the Qantas–Emirates joint venture authorisation
- Breach of Qantas’ Conditions of Carriage, including denied boarding and involuntary downgrades
- Potential non-compliance with the Australian Consumer Law and applicable IATA and Amadeus protocols

Consequences and Harms Alleged

- Stranding of passengers and loss of prepaid onward travel and accommodation
- Emergency replacement fares and travel agent costs borne by Axis and the affected clients
- Denied First Class travel on later sectors, resulting in downgraded travel for both clients
- Additional accommodation, visa, and related expenses
- Significant after-hours remedial work by Axis and Emirates staff to restore travel arrangements
- Diversion of Axis’ resources, producing emotional distress, lost business opportunities, and reduced capacity to serve other clients
- Emotional distress to passengers; extent and quantum of non-economic loss are matters for the Court to assess

Evidence Bundle and Client Authority

A concise evidence bundle is available to regulators, parliamentary offices, and accredited media on request. Sensitive materials will be released only with the consent of the affected travellers. Axis holds full written authority from Mr K and Mrs K to act on their behalf in all matters relating to this case.

Interview Availability

Max Najar, Axis principal, is available for interviews, comment, and technical briefing. He can provide CRS-qualified materials and explain how the incident could have been avoided had Qantas engaged its partner carrier Emirates immediately.

On the record, Mr Najar said:

“We have instructed counsel and are preparing a prospective Federal Court claim so an independent forum can determine the facts and appropriate remedies arising from the 9 June 2022 booking disruption. We are pursuing this step because Qantas’ continued failure to accept responsibility and to provide remediation has increased emotional distress for travellers, generated additional after-hours agency fees, legal costs and other associated expenses, and because the Federal Court’s monetary limits and remedies significantly exceed those available in other forums.”

Background Analogy Example

Axis has a long record of advocating for travellers and working constructively with airlines. In September 2022, when American Airlines wrongly cancelled a Qantas sector from Los Angeles to Adelaide, Axis obtained full Amadeus records, proved Qantas was not at fault, and secured reinstated flights plus compensation for passengers. This demonstrates Axis’ independence: we hold carriers accountable, but also defend them when wrongly accused. Full analogy details are available.

About Axis Travel Centre

Axis Travel Centre is a 47-year-old agency led by industry veteran Max Najar, who has served on multiple executive travel and tourism boards.

- The agency holds full signed written authority to represent the affected clients in all aspects of this Qantas claim.
 - With over four decades of expertise in complex travel arrangements, emergency assistance, and consumer advocacy, Axis brings a systemic perspective to this dispute that extends beyond the immediate passengers.
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