

Good morning, I regularly travel to the EU and they protect air passengers very well. I don't see the need to invent something new just for Australia, just use the EU regulations and "tweak" it a bit for us. It is frankly appalling what our domestic carriers and some international carriers get away with and you try and ring (especially overseas carriers) their call centres to solve a problem and they just ignore you because they know we haven't got any decent legislation to force them to help us. This doesn't happen in the EU. My problem got solved within 24 hours and my money in my account within 48 hours. That's what I call decent consumer protection in the aviation industry!

https://europa.eu/youreurope/citizens/travel/passenger-rights/air/index_en.htm

Kind regards

Dr Thomas Wechselberger

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