

Dear Sir/Madam,

I spoke with [REDACTED] just prior to her election as an MP and asked her if she would accept Qantas Chairman's lounge and Virgin Beyond membership.

I explained that Australians receive no compensation for flight changes and delays compared to other countries UK 261, EC261, USA and Canada resulting in slot hoarding, multiple cancellations and consolidation of flights on a daily basis. When you call Virgin the phone introduction states they cannot promise to get you there on time!

A common issue is when an airline deliberately oversells a cabin it cancels a paid business class seat and downgrades the passenger to economy. They refund the difference between the fully flexible, highest cost economy ticket and the purchased business ticket which is often \$100 and not the cost of the cheapest economy ticket at the time of purchase. This was allegedly how Mr Joyce made his mark on the industry.

Airlines can also cancel anyone in a frequent flyer seat at the last minute and refund a few miles in order to pocket the cash for a last minute expensive business ticket purchased by another passenger. This leaves the frequent flyer ticket passenger to travel in economy rather than business class to Europe even although they booked their seat close to one year prior.

There have also been many reports of Qantas not ticketing frequent flyer seats with alliance partners in the required time but sending itineraries to customers. When the passenger tries to check in the booking does not exist. Qantas does nothing to accommodate the passenger with another flight, refunds the points and the passenger has to buy a very expensive last minute ticket or cancel their trip.

Politicians with Chairman's lounge are cosseted and do not have to endure the issues their voters are subjected to.

These are just a few examples of why we the voters are disillusioned with politicians accepting what amounts to at the least unconscious bias in making decisions and at the most bribes from the airlines.

[REDACTED] to her credit said she would not accept these invitations.

We need EC 261 protection and compensation for consumers and removal of Virgin Beyond and Chairman's lounge from Members of Parliament and Senate.

Kind regards,

Mark Livingstone