

Hi

Current consumer law does not adequately protect customers from loss or damages resulting from delays caused by airlines.

As a result, airlines in Australia often cause delayed flights, and don't plan sufficient contingencies to ensure delays are prevented.

This issue has been adequately addressed in Europe through the EC261.

In my opinion, adoption of a similar standard in Australia would lead to improved behaviours from Airlines, ultimately leading to fewer delayed and increased productivity within the airline industry.

Regards,

Steve