



# Media Release

## **QANTAS RESPONDS TO ACCC STATEMENT**

**SYDNEY, 2 November 2011:** Qantas today acknowledged the Australian Competition and Consumer Commission's (ACCC) statement outlining its expectations in relation to compensation of Qantas passengers impacted by the recent grounding of the Qantas fleet.

Qantas agrees to and accepts the ACCC's request that it compensate passengers for all reasonable losses incurred as a direct result of the grounding. Qantas has always intended to ensure that disrupted customers incur no financial loss.

In addition to this commitment, Qantas will shortly be announcing further measures as an apology to affected customers.

The latest updates about customer assistance, including how to claim refunds, can be found on the Travel Alerts section of the Qantas website.

**Issued by Qantas Corporate Communication (Q5224)**

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