

6th February 2023

Ms Gena Cass-Gottlieb,
Chair, Australian Competition
and Consumer Commission
23 Marcus Clark St,
Canberra. ACT 2600



Dear Ms Cass-Gottlieb,

I am writing to you in my capacity as Chief Executive Officer and Managing Director in relation to the reauthorisation of the current code share and marketing agreement between Qantas Airways Limited and Emirates Airways.

Helloworld Travel Limited, is a listed travel distribution company here in Australia with approx. 1,300 franchisee and buying group members together with another 700 travel brokers throughout both Australia and New Zealand.

We are a major customer of both Qantas and Emirates and have been for many years.

Up until November 2022, I note that Qantas was a shareholder in Helloworld Travel Limited however, they disposed of their interest at that time and longer hold any equitable position in the company.

As a major seller of both Qantas and Emirates flights (along with many other carriers) throughout Australia, we have considered the impact of an extension/reauthorisation of the existing code share and marketing agreement and on balance, we strongly believe that this arrangement is beneficial for consumers in Australia.

Apart from the reasons set out in the submission by the applicants to the ACCC, we also believe that many customers can take advantage of the expanded Emirates network particularly throughout Europe, Africa and the Middle East, in order to undertake travels to a much broader range of destinations utilising the combined QF/EK network than they would otherwise.

Our customers also will earn frequent flyer points on QF code share flights operated on EK aircraft to many of these destinations and are then able to use those points for future travel both domestically with Qantas and to other non EK service destinations throughout North and South America, Asia and the Pacific region.

In my experience and having negotiated commercial agreements with both Qanats and Emirates over the last 7 years of my tenure as CEO of Helloworld Travel Limited, I have not experienced any negative commercial outcomes for Helloworld or our agents as distributors or for any of Helloworld and its agents' customers.

As I outlined above, I believe the reasons for allowing this reauthorisation greatly outweigh any reasons that might be put to disallow it.

I would be pleased to discuss this further with you and can be contacted on [REDACTED] or alternatively, please call me anytime on [REDACTED].

Yours sincerely,

[REDACTED]

Andrew J Burnes, AO
CEO
Managing Director
Helloworld Travel Limited