MEDIA RELEASE

AIRLINES ASSISTING STRANDED PASSENGERS

December 28th, 2011

Member for Katherine, Willem Westra van Holthe, welcomes the position taken by QANTAS, Virgin Australia and Jetstar in dealing with passengers stranded by the closure of the Stuart Highway.

“All our domestic carriers are now fully informed on the plight of those caught behind the closed Edith River Bridge,” Mr Westra van Holthe said.

“On the back of that, I asked that they implement their various extenuating circumstances policies and they have agreed, much to the relief of stranded passengers.

“The implementation of their respective policies may mean passengers can change or cancel bookings without fees and get credit for cancelled bookings.

“In some cases, the Airlines may refund fares paid out by passengers without penalty.

“The closure of the Stuart Highway for up to three days has had a significant impact on many people in Katherine and some people will be financially worse off.

“Those with airline bookings that are affected by the closure of the Highway should contact their relevant carrier to amend or change their bookings.”

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