

In 2021, I was diagnosed with Organising Pneumonia. I relapsed on the day before my flight. I went to the emergency department of Northern Beaches Hospital where I sat in accident and emergency from 10 am until 1am the following day. I was then told I would be admitted. I rang my son, in Darwin, to ask him to cancel my flight. He sat on the phone for approximately 5 hours to cancel the flight only to be told that he was two hours late and I would receive no refund. Not employing staff to allow phone calls to be answered within a reasonable time is not an acceptable way to run a business. The fault was theirs not mine. However, the penalty was to me not the airline.

I am 80 years of age and a self funded retiree. I was a school teacher so money without the benefits of a pension is limited. I believed the airline showed no compassion or understanding of the extenuating circumstances. I believe that the airline which we consider our own, QANTAS, should have the ability to show compassion and not purely be based on profit. I understand the need for profits but it really upset me when the heads of the company receive millions annually but have no compassion for the people with their flights who provide them with that money.

Carol BAITON