

30 June 2020

[REDACTED]

By email only: [REDACTED]

Dear [REDACTED]

**Official Information Act #19.174 - Travel Operator Complaints**

1. We refer to your request received on 3 June 2020 for information about which travel companies and travel operators the Commerce Commission (Commission) has received complaints about.
2. On 12 June 2020, in response to our email of 11 June 2020, you clarified the following:
  - 2.1 you are seeking the number of complaints received by the Commission from New Zealand consumers and travel agents about international travel operators;
  - 2.2 you are seeking the trader names and number of complaints received about each;
  - 2.3 the relevant timeframe is 19 March to 12 June 2020;
  - 2.4 the term 'international travel operators' refers to businesses based overseas which operate by air, land, sea and rail; and
  - 2.5 you are seeking the number of complaints received by the Commission about Rocky Mountaineer during the relevant timeframe.
3. We have treated this as a request for information under the Official Information Act 1982 (OIA).

**Our response**

4. We have decided to grant your request.

## Rocky Mountaineer

5. On 12 June 2020, we advised the Commission has received one complaint about Rocky Mountaineer during the relevant timeframe. The complaint has been assessed and the Commission is not taking further action at this time.

## International travel operators

6. Our complaints database contains a number of searchable fields including the date received, complainant name, trader name and complaint description.
7. We have searched our complaints database within the relevant timeframe using the following keywords,<sup>1</sup> and manually reviewed the results to find complaints about international travel operators (businesses based overseas which operate by air, land, sea and rail):
  - 7.1 travel
  - 7.2 flight
  - 7.3 airline
  - 7.4 cruise
  - 7.5 rail
  - 7.6 train
  - 7.7 tour
  - 7.8 trip
  - 7.9 holiday
  - 7.10 vacation
8. If there are additional keywords (or search parameters) you would like us to run and assess for release, please let us know. We are happy to have a discussion about how you can structure a request for further information.
9. This exercise returned 17 complaints received by the Commission about 11 international travel operators during the period from 19 March to 12 June 2020.
10. We have added the complaint received about Rocky Mountaineer, which did not meet the keywords at paragraph [7] above.
11. All complaints are from consumers; consumers do not always state whether they are New Zealand consumers (or otherwise).

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<sup>1</sup> Please note this relies on consumers using one or more of the keywords in their complaint description.

12. The trader names and number of complaints received about each is outlined below:

Trader	Number of Complaints
APT Travel	1
Emirates	1
Intrepid Travel New Zealand Limited	1
Malaysia Airlines	2
MSC Cruises	1
Norwegian Cruise Line	1
Rocky Mountaineer	1
Samoa Airways	1
Top Deck Travel Limited	5
Trafalgar Tours (NZ) Limited	1
Virgin Australia Airlines (NZ) Limited	2
Viva Expeditions	1

13. The Commission will be publishing this response to your request in the Official Information Act register on our website.<sup>2</sup> Your personal details will be removed from the published response.
14. Please do not hesitate to contact us at [ويا@comcom.govt.nz](mailto:ويا@comcom.govt.nz) if you have any questions about this request.

Yours sincerely

*Mary Sheppard*  
OIA Coordinator

<sup>2</sup> <https://comcom.govt.nz/about-us/requesting-official-information/oia-register>