

22 September 2020

[REDACTED]

By email only: [REDACTED]

Dear [REDACTED]

Official Information Act #20.044 - Travel agent / COVID complaints

1. We refer to your request received on 25 August 2020 for the information contained in OIA 19.159,¹ updated for the period from 14 May to 24 August 2020.
2. The scope of your request is the number of complaints received by the Commerce Commission (Commission) about New Zealand based travel agents including the issues complained about, during the time period from 14 May to 24 August 2020.
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.
5. The Commission has received 54 complaints about New Zealand based travel agents related to COVID-19 during the period from 14 May to 24 August 2020.² The issues complained about are as follows:³
 - 5.1 Credit instead of refund - 18 complaints
 - 5.2 Cancellation fees / service fees - 16 complaints
 - 5.3 Delay in refund - 7 complaints

¹ Travel agent / COVID complaints: https://comcom.govt.nz/data/assets/pdf_file/0022/216661/OIA-19.159-Travel-Agent--COVID-complaints-Response-Letter-14-May-2020.PDF

² Complaints responding to the search terms ("travel" OR "travel agent" OR "travelagent") AND ("covid" OR "covid19" OR "coronavirus").

³ Some complaints are about more than one issue and have been recorded against all issues complained about.

- 5.4 Not refunded in full - 3 complaints
 - 5.5 Difficulties obtaining refund - 2 complaints
 - 5.6 Difficulties using credit - 2 complaints
 - 5.7 Travel agent did not offer refund - 2 complaints
 - 5.8 Travel agent refused refund - 2 complaints
 - 5.9 Credit expiry - 1 complaint
 - 5.10 Difficulties contacting travel agent - 1 complaint
 - 5.11 Rebook/defer instead of refund - 1 complaint
 - 5.12 Non-disclosure of ticket terms and conditions - 1 complaint
6. Please note the Commission will be publishing this response to your request in the Official Information Act register on our website.⁴ Your details will be redacted from the published response.
7. Please do not hesitate to contact us at uia@comcom.govt.nz if you have any questions about this request.

Yours sincerely,

Mary Sheppard
OIA Coordinator

⁴ <https://comcom.govt.nz/about-us/requesting-official-information/oia-register>