

Rural And Regional Affairs And Transport
ANSWER TO QUESTION ON NOTICE
Infrastructure, Transport, Regional Development and Communications

IQ21-000082

Division/Agency: DIV - Domestic Aviation and Reform

Topic: Number of TANS tickets sold

Proof Hansard Page: 32 (06 September 2021)

Senator Tony Sheldon asked:

Senator SHELDON: How many TANS tickets have been sold since the Sydney lockdowns started on 26 June?

Ms Quigley: I might get my colleague Mr Dymowski to take you through that piece of information.

Senator SHELDON: Sorry, just to clarify part of that question—excluding any that have been refunded or cancelled.

Mr Dymowski: We will have to take the specific dates that you've mentioned on notice. We have seen significant cancellations, as you would expect through the lockdown periods with people under stay-at-home orders and other restrictions.

Answer:

The Department receives regular updates from airlines estimating the number of TANS tickets sold.

Based on the estimates provided by airlines, around 800,241 TANS tickets had been sold as of 20 June 2021.

As at 29 August 2021 the number of sold tickets had dropped to approximately 623,618.

Where a customer changes their travel plans and no longer uses the TANS ticket, the tickets is 'recycled' and able to be re-sold by the airline.

The airline is only paid once for each subsidised ticket. This is supported by a rigorous claims process and a reconciliation of tickets used by each airline at the end of the contract.