



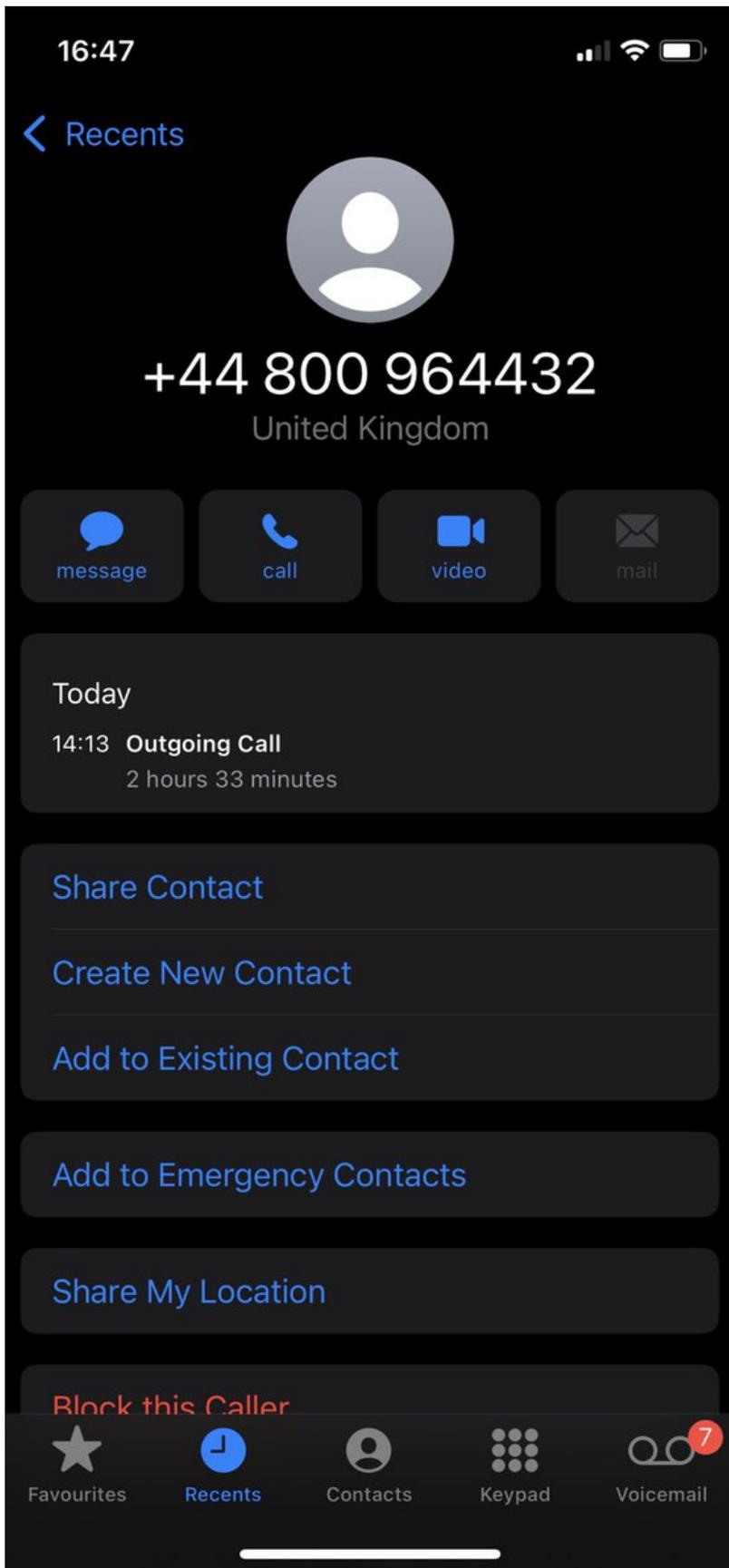
Kelly Fogarty @Kelly_Fogarty Sat Dec 11 14:48:31 +0000 2021

@Qantas hi there! I've my daughters booked as unaccompanied minors - after 14hrs on calls and cut offs to reservations - Ldn to Melb next week but I've not received any email or text confirmation since booked on 19 Nov. There was stuff ups at Melb Airport when we were flying

Out from Melb to Ldn 2wks ago with my daughters seats (I'd paid for them to be sat next to me but they had been moved 10rows behind - ground staff brilliant and fixed it) so you'll understand my nervousness about this flight. I was told everything was confirmed but it seems

Doubtful. I've found your reservations line incredibly stressful and was reduced to tears twice by the patronising behaviour of two different call reps - and apologised to by subsequent call reps based on the treatment I received. Their flight is 15 Dec. Please respond?

Qantas this is really upsetting. Cut off again. Finally through after 1hr50 to very helpful representative - It turns out the unaccompanied minor booking was made but money wasn't taken contrary to what I was told on 19 Nov - they took my card details again, I asked <https://t.co/IKAewbKApp>



can I check how much, it should be 90 each' and was told no it's 50 because they're over 16. I replied they're not over 16 - as per their birth dates on the booking they are 14 and 15 years of age. I was placed on hold again and it cut off. Again. This is now 16.5hours in to try and do this. I was told if cut off I would be called back. But I've not been called back. Why is this so hard? Please can this be resolved asap before I journey to the airport with my daughters on Wednesday. I'm now back on hold to the phone line...again.

@Qantas please see above.

Hi @Qantas 5hrs today takes it to 19hrs, still not finalised. The unaccompanied minor fee's finally been taken (see pic) but still don't have confirmation receipt email I'm supposed to show on check-in (meant to arrive within 15-30mins). Have checked spam. What now please & thx <https://t.co/Bg99JRD0oE>

