Question 1
I believe that accommodation businesses (hotels, motels, resorts, bed and breakfasts) should be allowed to enter into a class action when negotiating with wholesalers and online travel agents (OTA). These businesses currently negotiate on an individual basis with multi-national companies, such as Booking.com, and are therefore at a substantial disadvantage. It is not meaningful for a small accommodation business to say to the likes of Booking.com that they don’t like the terms of the contract and will therefore go elsewhere. There is a substantial inequality in any of these contract negotiations. Accommodation businesses are mostly told that they can take the contract as is, or not get any business.

Businesses that are included in this class, should be those accommodation businesses that are not part of a larger chain (such as Best Western, Hilton, Accor). There should not necessarily be an upper limit on staff size or turnover.

Question 2
Collective bargaining groups should be limited to tourism areas, such as Australia’s North West, Australia’s Coral Coast, Australia’s SouthWest, Gippsland, Goldfields, Mornington Peninsula, etc. This will limit the upper reach of the bargaining collective, such that it has enough power to be on an even footing with any Wholesaler or OTA, without becoming too powerful.

Given that the only suggested limit on a business joining a collective bargaining group is that the business does not belong to a chain, then there is no disadvantage to businesses not in the bargaining group, as chains already have enough numbers to enable them to bargain without joining a group.

Yours sincerely,
Ross Forbes-Stephen
Cable Beachside Villas