

11 February 2022
R&CA Submission
Proposed Information Standard for NSW Travel Industry



Restaurant & Catering Australia (R&CA) welcomes the opportunity to make a submission on the Proposed Information Standard for NSW Travel Industry.

R&CA is the national industry association representing the interests of more than 50,000 restaurants, cafés and catering businesses across Australia. The café, restaurant and catering sector is vitally important to the national economy, generating over \$37 billion in retail turnover each year as well as employing 350,000 people.

Over 93 per cent of businesses in the café, restaurant and catering sector are small businesses, employing 19 people or less.

R&CA has observed numerous cases in which bookings for hospitality venues across NSW are cancelled with guests citing “COVID-19” - sometimes even the night before.

Whilst most venue operators are sympathetic during this period, as restrictions have eased, consumers who booked larger venue spaces and then cancelled caused immeasurable amounts of personal and emotional strain on business owners.

The problem that venues face when this happens is that these venues would order stock and roster staff well in advance to prepare for larger events. The sudden cancellation of the booking meant that much of this went to waste. The cost was borne by the venue with some clients refusing to owner agreed payments or even demanding their deposit back.

Therefore R&CA supports any framework that ensures that consumers are fully aware of what their rights and the rights of the venue when it comes to cancellations.

R&CA is also supportive of any framework that does not place any administrative or financial burdens on operators.

We thank you for this opportunity to make this submission.

Regards,



Wes Lambert CPA FGIA MAICD

Chief Executive Officer

Restaurant and Catering Australia

wes@rca.asn.au

1300 722 878



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& Catering