



Dear Valued Agent,

Updates to Jetstar's Travel Agent Terms and Conditions and Conditions of Carriage

We would like to remind our Registered Agents, to always make your Jetstar bookings through an authorised Booking Facility as detailed in Jetstar's Travel Agent Terms and Conditions. Authorised Booking Facilities for Registered Agents are:

- API
- GDS
- Jetstar Agent Hub

Using an authorised Booking Facility can provide Registered Agents with more convenient payment methods, access to support from our travel agent support desk and to all your bookings in one convenient location in the Agent Hub, and the ability to hold selected fares on hold without payment (for a specified time limit). We're also investing in the Jetstar Agent Hub to make it faster and more convenient for Registered Agents to book and service their customers.

Recently Jetstar have observed an increasing number of bookings on Jetstar.com made by travel agents. We would like to remind you that making bookings for commercial purposes on Jetstar.com breaches the Jetstar.com Website Terms of Use as well as Jetstar's Travel Agent Terms and Conditions. These bookings typically don't contain valid passenger contacts and lead to poor customer outcomes when Jetstar is unable to contact passengers in the event of changes or disruptions.

In response to increased unauthorised use of Jetstar.com by some travel agents, Jetstar will be updating its Travel Agent Terms and Conditions and Conditions of Carriage. Please refer to the updated clauses below:

- [Travel Agents Terms and Conditions](#)
 - Clause 15.3 (a), (b) and (d)
 - Clause 15.4
 - Clause 15.6

- Clause 15.7
- Clause 15.8
- Conditions of Carriage
 - Clause 9.1 (For [JQ](#) and [3K](#))

Please note that the updates mentioned above will **not impact** bookings made through an authorised Jetstar Booking Facility.

Jetstar is committed to fostering a strong partnership with you and we appreciate your continued understanding and cooperation in adhering to our Travel Agent Terms and Conditions.

Best regards,

Jetstar Sales Team

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