



Dear Trade Partners,

The shareholders of Jetstar Asia have today announced the difficult decision to permanently close the airline from 31 July 2025. Jetstar Asia (3K) will continue to operate flights for the next seven weeks with a progressively reduced schedule across its short haul international network out of Singapore, before its final day of operations on 31 July 2025. This does not impact Jetstar Airways (JQ) or Jetstar Japan (GK).

The decision follows a review of the Singapore based airline which has in recent years been challenged by rising supplier costs, higher airport fees, escalating aviation charges and growing competition in the region.

Despite delivering exceptional operational performance and excellent customer service scores, these rising costs are projected to continue into the foreseeable future, putting unsustainable pressure on the airline's ability to offer low fares, which is fundamental to its business model.

Customers and travel agents with bookings impacted by this announcement will be contacted directly with new flight details or the option of a full monetary refund. Customers and travel agents are advised to check the email used on their booking for further information.

Following its closure, Jetstar Asia's 13 aircraft will be progressively redeployed across the Qantas Group to support fleet renewal and growth in the Australia and New Zealand businesses in line with underlying demand.

The closure of Jetstar Asia does not impact Jetstar Group's Australian based airline, Jetstar Airways (JQ), or Jetstar Group's Japan Based Airline, Jetstar Japan (GK). Jetstar Airways, including its New Zealand operations, and Jetstar Japan will continue to operate their current schedule, including Jetstar Airways flights between Australia and Singapore.

This is incredibly difficult news for our Jetstar Asia team members and customers, and the Jetstar Group is committed to providing support during this time with a range of options in place for all those impacted.

**Information for travel agents and customers with Jetstar Asia (3K) bookings:**

From 11 June 2025 until 31 July 2025, Jetstar Asia flights will continue to operate with a progressively reduced schedule in the lead up to the final flight on 31 July 2025.

Customers and agents with bookings from 01 August 2025 onwards will be notified from 11 June, with the option of a full monetary refund. Specific details will be sent to the email/s in each booking.

For customers with bookings prior to 31 July 2025, there will be some changes to Jetstar Asia's usual schedule, and we will reach out to contacts in bookings to communicate any changes to upcoming flights.

If you are not contacted with any schedule changes, the original flight will operate as planned, and no action is needed. You can check Jetstar flight status [here](#).

Flights remain on sale for Jetstar Asia (3K) flights operating until 31 July 2025.

**Additional information for travel agents is available [in these FAQs](#)**

Your Jetstar Trade Support desk is still here to support you. We anticipate a lot of enquiries over the coming days, so thanks in advance for your patience while we do our best to assist you.

The fastest way to reach our support team is via live chat. Find the live chat link and other contacts on our Travel Agent [Contact Us](#) page.

Best regards,

Jetstar's sales team



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