

Hamilton Island & Proserpine



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Dear Valued Agent,

As part of Qantas Group's service changes to the Whitsunday network, Jetstar will cease its direct services to Hamilton Island from both Sydney and Melbourne with the final flights on the 24th and 25th of October 2025, respectively.

Jetstar will redeploy our aircraft into Proserpine, increasing services from Brisbane, Sydney, and Melbourne (Adelaide to Proserpine flights will remain 3 times per week).*

Customers booked in Jetstar Agent Hub or API to travel on the Jetstar impacted services into Hamilton Island will be automatically reaccommodated onto Qantas services. The Jetstar flights for those travel dates have been cancelled, and customers/travel agents will be advised of the new Qantas flight services available to them. Bookings made via the GDS are in the process of being cancelled, please see the below for further information. Affected customers who wish to cancel their flights can cancel for a full refund.

Bookings via GDS

The Jetstar segments are in the process of being cancelled. Bookings on Qantas 081 ticket stock can be rebooked as Qantas segments. There will be a commercial policy released by Qantas with instructions on how to rebook. Bookings on Hahn 169 ticket stock will need to contact Jetstar Trade Support for further instruction.

Booked in Jetstar Agent Hub or API

The Jetstar segments are in the process of being cancelled and Qantas flights will be rebooked in their place. Agents will be notified once this is finalised. Due to the volume of bookings please allow time for this to be completed, this may take up to 14 days to process. Once you have your new Qantas flight number(s) any changes on these flights can be made through the Qantas contact centre. If your customer chooses to be refunded, contact Jetstar Trade Support to refund the original Jetstar booking. Please note, that as this is a backend process, the contact centre for both Jetstar and Qantas will have minimal information until this rebooking process is finalised. Should you or your agents have further questions about this, please reach out to your Jetstar representative.

Best regards,

Jetstar Trade Support Team

*Schedule subject to change

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We acknowledge the Aboriginal and Torres Strait Islander Traditional Custodians of the land on which we work, live and fly. We pay respect to Elders past and present.