



## **MEDIA RELEASE**

### **Jetstar Asia to close operations from 31 July 2025 due to increasing costs and competition**

**Wednesday 11 June 2025, Singapore:** The shareholders of Jetstar Asia (the Qantas Group and Westbrook Investments) 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 escalating supplier costs, airport fees and aviation charges as well as growing capacity and competition in the region.

Despite delivering exceptional operational performance and 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 with bookings impacted by this announcement will be contacted directly with the option of a full cash refund or an alternative flight where possible.

Employees will be offered retrenchment benefits, a range of support services and employment opportunities where possible across the Qantas Group, and with other airlines and aviation partners in Singapore.

As one of Asia's first budget airlines, Jetstar Asia launched on 13 December 2004 operating under the Jetstar low fares brand and business model and has since carried more than 50 million customers.

The Qantas Group will provide support for Jetstar Asia to continue to meet its obligations through this process while operations wind down towards closure.

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 and New Zealand based airline, Jetstar Airways (JQ), or Jetstar Group's Japan based airline, Jetstar Japan (GK). Jetstar Airways and Jetstar Japan will continue to operate their current schedule, including Jetstar Airways flights between Australia and Singapore.

#### **Advice for customers**

Jetstar Asia (3K) flights will continue to operate until 31 July 2025 with a progressively reduced schedule, and those flights remain on sale.

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 directly to impacted customers with alternative flights or a full refund.

For customers with bookings after closure, we will provide a full refund.

We have set up a dedicated webpage with information for our customers on [jetstar.com](https://jetstar.com) and our [Travel Alert](#) will be regularly updated with the latest advice.

#### **Support for employees**

The Jetstar Asia team of over 500 employees will be supported through the closure, with retrenchment packages, employment and employability support as well as opportunities within the Qantas Group where possible and other airlines and aviation partners in Singapore.

#### **Comments from Jetstar Group CEO Stephanie Tully:**

"Jetstar Asia has been part of the Jetstar family for more than 20 years and this is an incredibly difficult and sad day for our people, our customers and the entire Jetstar Group.

"Unfortunately, increasing competition in the region, high market capacity and rises in supplier costs and airport fees over recent years mean that we simply can't continue to offer the low fares that we are proud of and committed to.

"We have an exceptional team who provide world leading customer service and best in class operational performance and our focus is on supporting them through this process and helping them to find new roles in the industry.

"We're also committed to assisting our dedicated customers, who have supported us for more than two decades, to minimise any impact to their travel and ensure a smooth wind down of our operations.

"On this very sad day I reflect on all that Jetstar Asia has achieved over the last twenty years. We are so proud to have brought low fares travel to more than 50 million people, many of those for under \$100, helping them to see the world and spend more time with family and friends.

"I sincerely thank our amazing people and our loyal customers for their support."

#### **Comments from Chairman of Newstar Investment, Choo Teck Wong:**

“This has been an incredibly difficult decision and one that was not taken lightly.

“Despite this very sad news, I remain incredibly proud of what Jetstar Asia has achieved over the last 20 years.

“Jetstar Asia entered the market when air travel was out of reach for many in Southeast Asia, and we helped change the aviation landscape forever, making air travel accessible to everyone.

“I want to thank everyone who was part of this wonderful journey.”

**Comments from Jetstar Asia CEO, John Simeone:**

“Unfortunately, despite our best efforts, the market conditions have ultimately impacted our ability to continue to offer the everyday low fares that are our DNA.

“And while today is a very difficult and sad day, I am also incredibly grateful and appreciative of our Jetstar Asia team for their tireless support and service to our customers and our airline.

“As we have done since our launch two decades ago, we will continue to work together proudly, professionally and passionately to support our customers and each other until our final flight.”