



Jetstar★

SALES KIT

2025

Contents

This sales kit is your handy go-to guide when booking a Jetstar flight. Find the information you need on tickets, booking and the in-flight experience at your fingertips.

If there's something you can't find in this guide, simply refer to [jetstar.com](https://www.jetstar.com), the [Jetstar Agent Hub](#) or contact one of our friendly travel agent support staff on 1300 042 394 (Australia) or 0800 284 510 (New Zealand).

Can't find something in this guide?

Visit [jetstar.com](https://www.jetstar.com)

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Who are we?

Jetstar's mission is to offer low fares to enable more people to fly to more places, more often. Since we launched in Australia in 2004, we've carried more than 400 million passengers.

Jetstar Group

We have one of the Asia Pacific's largest low fares networks by revenue. Jetstar-branded carriers operate more than 3,000 flights a week to more than 65 destinations*, and growing.

Our range of fare products lets you create the perfect itinerary for your customers - whether they just need the basics or full flexibility. With the ability to book mixed itineraries, you've always got choice and flexibility.

The group consists of:

[Jetstar Airways](#) (JQ) in Australia and New Zealand, wholly owned by the Qantas Group.

[Jetstar Japan](#) (GK) a partnership between the Qantas Group, Japan Airlines and Tokyo Century Corporation.

The Jetstar Group Chief Executive Officer is [Stephanie Tully](#).



Meet our fleet

Get to know us a little better by learning about the impressive fleet servicing our long- and short-haul flights

BOEING 787-8

Jetstar's international long-haul services are operated by a fleet of Boeing 787-8 aircraft



SEATING
CONFIGURATION

2-3-2
business

3-3-3
economy

NUMBER OF
PASSENGERS
335

21 business, 314 economy

NUMBER IN
FLEET
x11

Jetstar Airways (JQ)

Enjoy a more advanced inflight experience on the 787 Dreamliner with:

LARGER WINDOWS



Great views from each seat

COMFORTABLE SEATING



Leather seats for ultimate comfort for the duration of the flight

CLEANER AIR



Fresh air is passed through two filters to breathe easy

LESS CABIN NOISE



A quiet cabin means more relaxation time in peace

AIRBUS A321 NEO (LR)



SEATING
CONFIGURATION

3-3

NUMBER OF
PASSENGERS

232
economy

NUMBER IN
FLEET

x23

*as at June 2025,
subject to change.

AIRBUS A320 NEO



SEATING
CONFIGURATION

3-3

FLYING
RANGE

UP TO

6,300km

NUMBER IN
FLEET*

5

NUMBER ON
ORDER*

10

*as at June 2025,
subject to change.

Up to 15% reduction in fuel burn and reduction in CO₂ emissions



SEATBACK
CHARGING &
DEVICE
HOLDER



INFLIGHT
STREAMING TO
PERSONAL
DEVICE



50% ENGINE
NOISE
REDUCTION
compared to the A320
and A321's they are
replacing

LARGE
OVERHEAD
BAGGAGE BINS

AIRBUS A321



SEATING
CONFIGURATION

3-3

NUMBER OF
PASSENGERS

220
economy

NUMBER IN
FLEET

x6

AIRBUS A320-200



SEATING
CONFIGURATION

3-3

NUMBER OF
PASSENGERS

186
economy

NUMBER IN
FLEET

x95

AIRBUS A321 NEO (XLR)



SEATING
CONFIGURATION

3-3

FLYING
RANGE

UP TO

8,700km

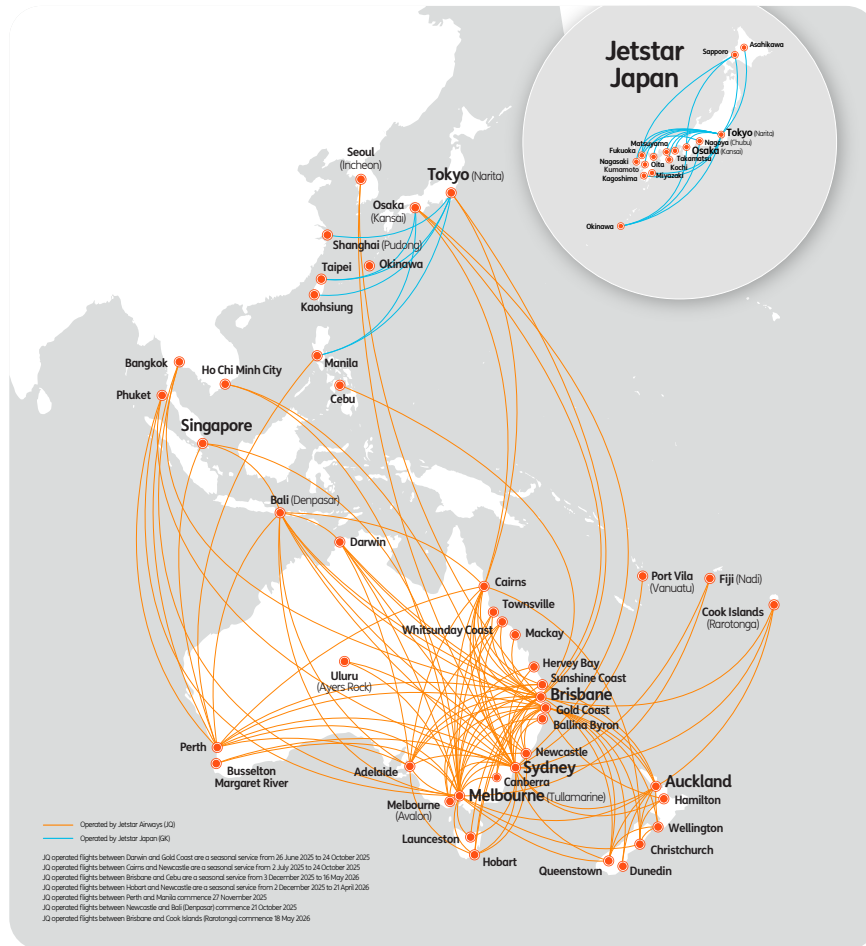
NUMBER ON
ORDER*

12

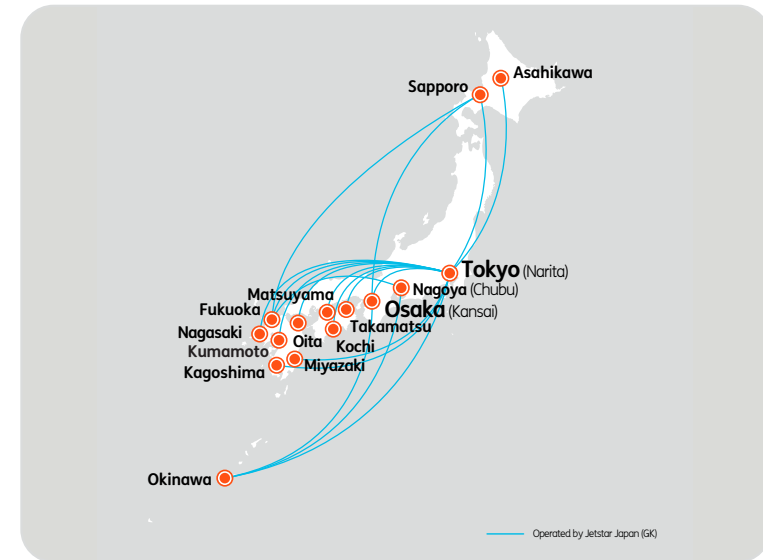
*as at June 2025,
subject to change.

Where we fly

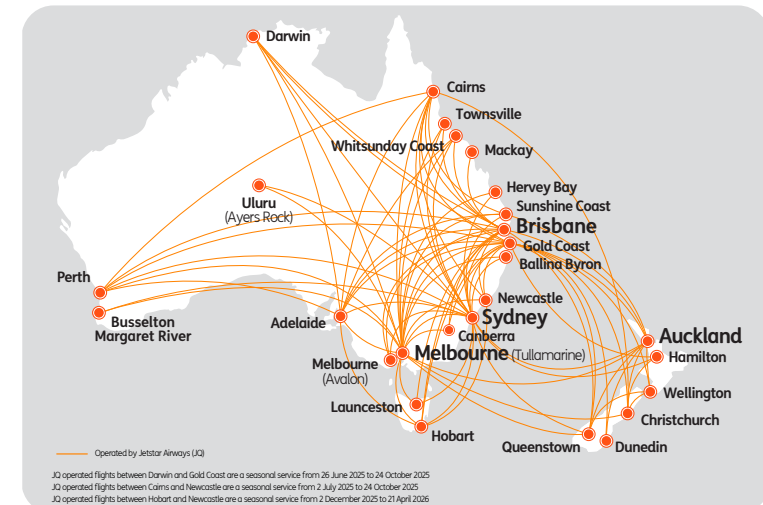
INTERNATIONAL



DOMESTIC JAPAN



AUSTRALIA & NEW ZEALAND











See more on **where we fly**





Visit **jetstar.com**

Bundles with Flex

Change is good, now it's easy

Inclusions	Flex	Flex Plus
 Carry-on baggage combined weight	✓ 7kg 14kg - Aus & NZ domestic	✓ 7kg
 Checked baggage	⌘ Available to purchase	✓ 20kg
 Seat selection	✓ Upfront or Standard	✓ Any available
 In-flight Food & Drink	⌘ Select flights only*	✓ Included
 Date & time change* Fare difference may apply	✓ Included	✓ Included
 Free same day changes*	✓ Included	✓ Included
 Cancel your flight*	✓ Credit Voucher	✓ Credit Voucher
 Origin/Destination Change Fare difference may apply	⌘ Not available	✓ Included

Choose your preferred Loyalty Rewards program

 Qantas Frequent Flyer	✓ Included	✓ Included
 Qantas Business Rewards	✓ Jetstar Airways (JQ) flights only Excl. NZ domestic flights	✓ Jetstar Airways (JQ) flights only Excl. NZ domestic flights
 JAL Mileage*	✓ Jetstar Japan (GK) flights only	✓ Jetstar Japan (GK) flights only
 Emirates Skywards®	✓ Select flights only	✓ Select flights only



**Free change on day of flight -
Fly forward/fly back**



**Cancel your flight and
receive a credit voucher**



**No change fees for date, time or
name change until check in opens**



**Select upfront or standard
seating (Extra Legroom seating
with Flex Plus)**

* Limited changes permitted; charges may apply. See Fare rules for the bundle you choose and Fees and Charges for further information. No fees apply where you are entitled to a refund or alternative flight under Australian Consumer Law or Conditions of Carriage. In-flight Food and Drink for Flex Bundles: Available on long-haul international and New Zealand domestic flights only.

^ Flex bundle carry-on baggage allowance:

- 14kg available on Jetstar Airways (JQ) Australia and New Zealand domestic flights
- 7kg available on all other routes.

#JAL Mileage: Passengers travelling on Jetstar Japan (GK) flights may opt to earn JAL Mileage at a 30% accumulation rate.

@ Emirates Skywards: Passengers travelling on Jetstar (JQ) international flights only, and Jetstar Japan (GK) flights may opt to earn Skywards Miles at the Emirates Economy rate. Emirates Skywards earn is not available on domestic flights operating in Australia or New Zealand.

Get to know Jetstar Fares

	Starter	Starter Plus	Flex	Flex Plus	Business	Business Max
Seat selection Subject to availability	+	✓ Standard	✓ Standard / Up-front	✓ Up-front / Extra Legroom	✓	✓
Carry-on baggage^{e1}	7kg	7kg	7kg / 14kg	7kg	14kg <small>combined weight</small>	14kg <small>combined weight</small>
Checked baggage^{e2}	+	20kg	+	20kg	30kg	30kg
In-flight Food & Drink	+	✓	✓ <small>In-flight Meal or voucher^{e3} (NZ DOM / LH)</small>	✓ <small>In-flight Meal or voucher</small>	✓	✓
In-flight entertainment Subject to availability	+	+	+	+	✓	✓
Comfort pack	×	×	×	×	✓	✓
Free change on day of flight⁴ <small>Included in the fare or bundle price</small>	×	×	✓	✓	×	×
No Change Fee for date, time and name changes^{4,4}	×	×	✓	✓	✓	✓
No change fee for origin/destination changes^{4,4}	×	×	×	✓	×	✓
Flight Cancellation[*]	×	×	✓ <small>Issued as a credit voucher</small>	✓ <small>Issued as a credit voucher</small>	×	✓ <small>Refundable for a fee</small>
Frequent flyer points	<small>Qantas points can be earned on NZ domestic flights⁵</small>	<small>Qantas points can be earned on NZ domestic flights⁵</small>	<small>Earn loyalty points⁶ or a Jetstar Flight Rewards Voucher⁷</small>	<small>Earn loyalty points⁶ or a Jetstar Flight Rewards Voucher⁷</small>	×	<small>Earn loyalty points⁶ or a Jetstar Flight Rewards Voucher⁷</small>
Lounge access⁸	×	×	×	×	×	✓ ⁹
Qantas Business Rewards¹⁰	×	×	✓ <small>excl NZ DOM</small>	✓ <small>excl NZ DOM</small>	×	✓ <small>excl NZ DOM</small>

Jetstar fare bundles available through Agent Hub and API only. For GDS fare bundles, view our [GDS Guide](#)

1. Carry-on baggage [conditions apply](#). Passengers can purchase +7kg carry-on baggage = 14kg total weight (subject to availability - select routes only - [conditions apply](#)). Maximum weight for 1 item is 10kg.
2. Additional checked baggage is available for purchase up to 40kg per passenger - [conditions apply](#).
3. Flex bundle: in-flight meal / voucher inclusion on New Zealand Domestic flights and Jetstar (JQ) Long-Haul International flights only. Meals are not included on all other routes.
4. All changes (including those with no change fee payable) are subject to Fare Difference at the time of change, except same day time changes with the Flex and Flex Plus bundle.
5. Earn [Qantas Frequent Flyer Points](#) on all New Zealand Domestic fares, including Starter fares.
6. [Qantas Points](#) and [Status Credits](#) for members of affiliated frequent flyer programs
7. Jetstar Flight Rewards voucher will be issued within 7 days of the completion of each flight and emailed to the address on the passenger's booking. Customers who do not travel will not receive the voucher. Voucher will be issued in the currency of the booking and the amount varies by fare type and bundle. Voucher conditions apply.
8. Access to the Qantas Club for eligible Qantas Club members, Qantas Frequent Flyer Gold and Platinum members, where a Qantas Club is available.
9. Qantas Club or partner lounges where available.
10. Qantas Business Rewards can be earned on JQ flights excluding New Zealand domestic fares and international flights departing or arriving into New Zealand with the exception of flights between Australia and New Zealand.

Jetstar Airways Pty Ltd - ABN: 33 069 720 243.

***Important Fare Information:** Limited changes are permitted, charges may apply. For applicable fees see Fare Rules and Fees and Charges. No fees apply where a customer is entitled to a refund or alternative flight by law or our Conditions of Carriage.

Key:

- ✓ Included
- +
- Not included but available to purchase on selected flights
- ×
- Not included and not available for purchase

See more on **fares & bundles**

Visit [jetstar.com](#)

Including more on Economy fares and bundles and Business Class fares and bundles at [jetstar.com](#), including fare rules and fees and charges.

Baggage & Fees



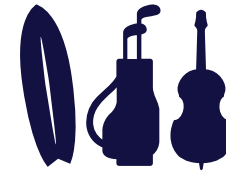
CARRY ON

- 7kg limit economy (14kg business class)
- Limit spread across 2 items max
- Main item (56cmx36cmx23cm) and smaller second item for under the seat



CHECKED

- Baggage is cheapest at point of sale.
- Choose your baggage allowance (15, 20, 25, 30, 35 & 40kg)
- No single bag can weigh >32kg
- A single side can be no larger than 1m long (otherwise oversize will be charged)



OVERSIZE

- Any bag/item with a single side greater than 1m is considered oversize
- Bag/item weight must be within checked baggage allowance
- Oversize fee is separate to baggage allowance

See more on **Baggage charges at the airport**

Visit [jetstar.com](https://www.jetstar.com)

Specific Assistance

We can assist passengers:

- With reduced mobility who require wheelchair assistance, ambulatory assistance, and assistance on and off the aircraft (2× wheelchair assistance bookings per DOM/TT flight)
- Who are deaf or have a hearing impairment;
- Who are blind or have a vision impairment;
- Who are travelling with a service dog; and
- Who are travelling with assistive devices
- Who require travel oxygen

Things you must know when booking specific assistance with JQ/GK:

- Passengers must fulfil our [Independent Traveller Requirements](#), or they must travel with an accompanying passenger who can assist them
- Our [Disability Access Facilitation Plan](#) contains detailed information on the kinds of assistance we can provide
- Jetstar does not have the systems, staff or supporting facilities to provide the same level of assistance as full-service carriers. Please ensure we will be able to assist your client before you make your booking.

See more on **specific assistance**

Visit [jetstar.com](https://www.jetstar.com)



Jetstar in GDS

- Travel agents in Australia, Korea, New Zealand, Singapore, Indonesia, Malaysia, Philippines, Thailand and Vietnam can ticket Jetstar group airlines (JQ, GK) on QF-081 tickets
- New Zealand and Korean agents can still ticket on HR-169
- Itineraries containing Jetstar or a combination of Qantas & Jetstar can be ticketed on QF-081
- For ticketing support with QF ticketed bookings • When the itinerary contains ONLY Jetstar flights, contact Jetstar Trade Support.
- For all other ticket scenarios including Qantas and Hann please refer to the GDS Guide.

Please refer to the GDS guide for more information, visit <https://www.jetstar.com/au/en/travel-agents/gds-guide>

Airline partners

Jetstar has over 50 codeshare and interline partners across the globe.

As Jetstar is ticketless, all interline bookings must be ticketed on our airline partners' ticket stock. Jetstar will honour the ticketed checked baggage allowance. Bags can be through-checked between connecting international flights. Passenger through check-in is available with selected partners (AF, AA, AI, BA, EK, FJ, AY, 6E, 7C, KL, LA, LH, QF, QR, UL, LX, IT, TK, UA) between connecting international flights. Both are subject to all flights being booked in one GDS PNR.

See more on **airline partners**

Visit **jetstar.com**

Making a connection

Connecting flight information



Interline fare

Partner airline's fare conditions apply and dictate which Jetstar Interline fare class is to be used:

- Economy – I, Z, A, F, E, P, B;
- Business – D only

For codeshare services, partner airline's class structure applies.



Baggage check through

International to International only.

Exception: DOM to INT only supported by GK for connections to JAL, Delta Airlines, Air Canada, American Airlines or Qantas flights. QF DOM flights connecting to JQ international flights. All other connections require PAX to collect baggage and re-check for each flight.



Baggage allowance

Partner airline's baggage allowance included for all ticketed Jetstar codeshare and interline services.¹

This applies for interline fare classes but not necessarily for combinable GDS fares (where the Jetstar fare rules apply, however this could be overridden by the IATA MSC (most significant carrier) rule).



Combinable GDS fare

When combining a Jetstar GDS fare with a partner airline's GDS fare then Jetstar's terms & conditions apply to the Jetstar sector only.



Boarding pass for connecting flights

Connecting Jetstar international flights (Jetstar to Jetstar)

Connecting international Jetstar flights and flights with the following partner airlines (AF, AA, AI, BA, EK, FJ, AY, 6E, 7C, KL, LA, LH, QF, QR, UL, LX, IT, TK, UA).



Excess baggage – Domestic

Charged for the Jetstar operated domestic sector only.

e.g. OOL-SYD (JQ operating) connecting to SYD-LAX (QF operating): PAX will be charged by JQ for OOL-SYD at OOL and charged by QF for SYD-LAX at SYD. (QF baggage allowance to be honoured).

Jetstar Japan (GK) will charge excess baggage charges for GK DOM flights connecting to international flights operated by JAL, Delta, Air Canada, American Airlines or Qantas.



Excess baggage – International

International to international connections: Carrier checking-in for initial leg will charge excess baggage for all connecting international sectors.

e.g. MEL-SIN (JQ) connecting to SIN-HEL (AY operating): PAX will be charged by JQ at MEL for excess baggage from MEL-HEL.

See more on **airline partners**

Visit **jetstar.com**

¹ Jetstar does not honour status member baggage benefits for Qantas Frequent Flyer tiered members.

Checking in

Customers can check into their Jetstar flight through:



Online check-in

Quick and easy online check-in (check your eligibility)



Kiosk check-in

Kiosk check-in, for selected flights within Australia and New Zealand. For other international terminals, kiosk check-in may not be available.



Counter check-in

At the airport check-in counter, where our friendly team will be happy to help.




Note: not all airports have check in counters

See more on **checking in**

Visit [jetstar.com](https://www.jetstar.com)




Departing from a domestic terminal

Jetstar Airways (JQ/GK) domestic flights departing from a domestic terminal

-  **2 hours** before departure
Airport check-in / bag drop opens
● Airport check-in closes 40min before flight
-  **1 hour** before departure
Go through security
-  **30 min** before departure
Be ready at your boarding gate
● Boarding gate closes 20min before flight

Departing from an international terminal*

Jetstar Airways (JQ/GK) domestic and international flights departing from an international terminal

-  **3 hours** before departure
Airport check-in / bag drop opens
● Airport check-in closes 1 hour (GK 45min) before flight
-  **2 hours** before departure
Go through security & immigration
-  **50 min (GK 40 min)** before departure
Be ready at your boarding gate
● Boarding gate closes 20min (GK 15min) before flight

*Passengers should note identification requirements and limits of liquids, aerosols and gels in carry-on baggage.

Disruption Management

Easy options to find alternate solutions in the unfortunate event of a cancellation or delay. Passenger contact details are essential for the disruption portal.

- Jetstar will only use pax contact information to communicate vital schedule change updates
- When pax don't receive these updates, it has a negative affect on NPS



First name



Email address



Mobile phone number

Your flight status
Booking reference: RE9C8L

Departs Fri 14 Jul

OOL Gold Coast 10:20am / 10:20
JQ 11
NRT Tokyo (Narita) 6:30pm / 18:30

Your flight JQ 11 to Tokyo (Narita) has been cancelled due to engineering requirements.

Next steps

We have found the **best available replacement flights** to get you to your destination, available to book at the link below. Travelling Business Class? Earlier flight options may be available with economy seats. Chat with us online to discuss your options.

Please note, our customer service and airport teams will offer the same alternatives.

[Find free replacement flight](#)

[View options](#)

Choose a replacement flight date
Gold Coast → Tokyo

Select a date in the available range, then check your flight options. Please note, our customer service and airport teams will offer the same alternatives.

July 2023

MON	TUE	WED	THU	FRI	SAT	SUN
					1	2
3	4	5	6	7	8	
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

[View options](#)

[Find free replacement flight](#)

[Cancel](#)

Replacement flight

Select a free replacement flight for all passengers on your booking.

→ Gold Coast to Tokyo (Narita)
Saturday 15 July 2023
[Change date](#)

10:20am OOL - Departure → 6:30pm NRT - Arrival
Direct flight - 9hrs 10mins travel
[Details](#)

4:00pm OOL - Departure → 5:40pm NRT - Arrival
2 flights - 20hrs 40mins travel
[Details](#)

4:00pm OOL - Departure → 10:15pm NRT - Arrival
3 flights - 3hrs 15mins travel
[Details](#)

Operated by: → Jetstar Airways → Jetstar Japan

[View options](#)

[Confirm for all passengers](#)

[Select a different date](#)

Replacement flight

Select a free replacement flight for all passengers on your booking.

→ Gold Coast to Tokyo (Narita)
Saturday 15 July 2023
[Change date](#)

10:20am OOL - Departure → 6:30pm NRT - Arrival
Direct flight - 9hrs 10mins travel
[Details](#)

Operated by: → Jetstar Airways → Jetstar Japan

[View options](#)

[Confirm for all passengers](#)

[Select a different date](#)

Replacement flight confirmed

Your flights are updated
Booking reference: RE9C8L

Departs Sat 15 Jul

OOL Gold Coast 10:20am / 10:20
JQ 11
NRT Tokyo (Narita) 6:30pm / 18:30

Your updated itinerary will be sent to test@test.com.

Next steps
Check in to your flight

[Start check in](#)

If you have a bundle on your booking, go to [Manage Booking](#) to choose any replacement seats and meals.

Important information

Gold Coast to Tokyo (Narita)
Direct flight

Flight
JQ 11 Gold Coast to Tokyo (Narita)

Departure terminal
International terminal

Operated by
Jetstar Airways

[Bags, seats and extras](#)

Seats
Business Test: Not selected
Child Test: Not selected

Carry-on baggage
Business Test: 14kg
Child Test: 14kg

Checked baggage
Business Test: 0kg
Child Test: 0kg

In-flight entertainment
Business Test: Included
Child Test: Included

Comfort packs
Business Test: Included
Child Test: Included

Lounges



Lounge access¹ is only available for Business max bundle and Qantas Club members departing on international flights with a JQ, GK or QF code, where available.



Access is available from when check-in opens up until the flight starts boarding.

Lounge access is not available upon arrival at a destination, or when there is a connecting flight that does not include a Max bundle.²



Business Max passengers departing on international flights with a JQ or QF code receive access to partner lounges and Qantas Club lounge, where available.



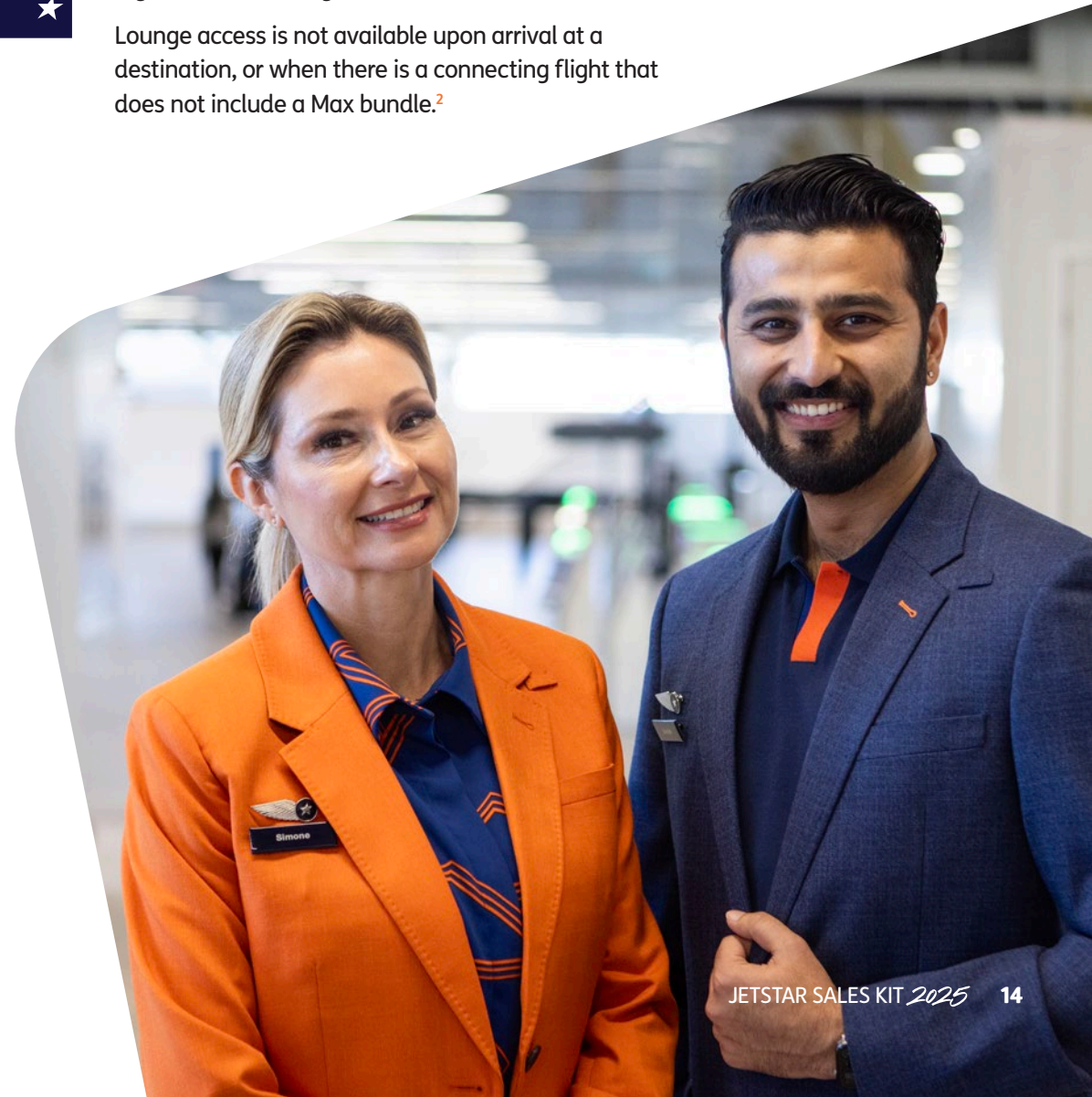
Qantas Club members whose next onward flight that day is a Jetstar operated flight with a JQ flight number will gain complimentary access to the Qantas Club, where available. Access is not available to Qantas partner airline lounges or associated lounges.

See more on **lounges**

Visit jetstar.com

¹ Lounge access and facilities are subject to availability. Please check your port of departure.

² Business Class passengers who haven't purchased a Max bundle will not receive lounge access, unless the lounge is a Qantas Club lounge and the passenger is a Qantas Club member.



Going with a group

Are your customers planning travel for a school or sports group, wedding party or conference? Our group fares for 10 or more passengers offer more flexibility and extras.



Convenient payment plan

Pay a deposit up front, then the final balance later¹



Shared baggage allowance

Share your baggage allowance among the group – handy if you're bringing sports gear



Dedicated support

You can count on support and booking assistance from our team



Flexibility with name changes

Not sure exactly who's coming? Make unlimited name changes, up to 24 hours before you fly



Added perks

Enjoy added flexibility and great extras like group seating and in-flight snacks²

For groups of 10 – 49 passengers, we can assist you with a quote within minutes! For large groups over 50+, please complete our request form and we will get back to you once our team has sourced availability & pricing (approx. 48 hours)

For further info, visit our [groups page](#) or contact the groups team:

Jetstar Group's Desk
AUSTRALIA

Hours: 0830 – 1730 AEST Mon-Fri
Email: groupreservations@jetstar.com
Phone: 1300 792 688

Jetstar Group's Desk
NEW ZEALAND

Hours: 1030 – 1930 NZST Mon-Fri
Email: groupreservations@jetstar.com
Phone: 0800 401 283

Jetstar Group's Desk
GREATER CHINA

Hours: 0900 – 1800 CST Mon - Fri
Email: cngroups@jetstar.com

Jetstar Group's Desk
**SOUTH EAST ASIA
& SOUTH ASIA**

Hours: 0900 – 1800 SGT Mon - Fri
Email: groups@jetstar.com

If you are based in Japan, please contact the local travel agencies for assistance on group bookings.

See more on **group bookings**

Visit jetstar.com

Get a group quote in minutes³

¹The exact date your deposit and balance will be due will depend on the country you make your booking from. Details will be in our email response to your booking query.

²In-flight snack is based on per passenger per journey travelling on Domestic Australia flights and consists of a snack and non-alcoholic beverage of water, tea or coffee.

³Please read the Group Bookings Terms and Conditions

Flying with the family

We know travelling with the family can get complicated. Lots of families fly with Jetstar and we're always happy to help make their trip easier. Help families get organised ahead of their flights by adding extras such as checked baggage, kids' meals and in-flight entertainment.



Pregnancy

If your customer is in the third trimester of their pregnancy, they will need to carry documentation from a doctor stating it's safe for them to fly.

See more on **pregnancy & flying**

Visit jetstar.com



Young passengers travelling alone

While we love kids, we don't have the systems, staff or facilities required to take responsibility for unaccompanied children.

See more on **young passengers travelling alone**

Visit jetstar.com



Seating

To keep the family close, seat selection must be purchased (if not included in a bundle) for passengers to be seated together. If your customers choose not to select their seats, they will be randomly assigned at check-in, at no additional cost. We do our best to seat families together when we allocate seating, but can't offer any guarantees.

Infants do not require an allocated seat if customers are happy to nurse them on their lap. A small fee applies on some flights. Customers can also purchase a seat for their infant or bring a car seat on board for them to sit in, so long as the car seat meets strict requirements. Passengers must contact us by phone to add a car seat to their booking, as a limited number can be fitted on each flight.¹

Customers flying internationally on a Boeing 787 can request a bassinet. [See more at jetstar.com](https://jetstar.com). If your customer plans to nurse an infant on their lap, they are not able to travel in an exit row. Any passengers less than 15 years old also cannot travel in an exit row.



Baggage

When travelling with infants (under 2 years) or small children, customers are welcome to bring a pram, stroller, portable cot, and highchair as checked baggage, for free, regardless of fare and in addition to any checked-baggage allowance. Infants not occupying a seat don't have a carry-on baggage or checked-baggage allowance.

See more on **family travel**

Visit jetstar.com

Sustainability

Net zero emissions by 2050 & interim 2030 targets.

At Jetstar we want to make a positive contribution to the communities and environment we operate in. Here are some ways we're making a difference.

Our interim 2030 targets set a strong trajectory for our path to net zero by 2050.



25 per cent reduction in net emissions from 2019 levels by 2030



10 per cent of Sustainable Aviation Fuel (SAF) in fuel mix by 2030



Average of 1.5 per cent per year fuel efficiency improvements to 2030



Zero single-use plastics by 2027¹



Zero general waste to landfill by 2030²

1. Excludes items required for medical or health and safety reasons.

2. Excludes quarantine waste, a highly regulated and specialised waste stream with limited waste diversion pathways. All waste associated with international ports (inbound and outbound) is treated as quarantine waste.

CARBON OFFSETS

Local offset portfolio projects



Supporting positive outcomes for indigenous and regional communities

REDUCING WASTE

Zero single use plastics by 2027



Zero general waste (excluding quarantine waste) to landfill by 2030

FLEET RENEWAL

Investing in next generation lower emission aircraft



23 A321NEO-LR in Jetstar's fleet as of 31 July 2025



5 A320NEO currently flying



12 A321NEO-XLR will be added to Jetstar's fleet

Learning & Development

Do you want to learn about selling Jetstar?

At Jetstar, we are passionate about making sure you have all the tools to help you educate your customers on what they need to know about flying with us. Jetstar has developed a new program that we are rolling out to keep you informed and updated on how to sell our award-winning low-cost carrier – our **Jetstar MaSTARs program!**

On the first Wednesday of every month Jetstar will be running a session aimed at those new to the industry or those who just want a refresher on how best to sell Jetstar. This session will focus on giving you an overview of our product and providing you with the tools to have a wholistic conversation about selling your favourite LCC – Jetstar!

On the third Wednesday of each month Jetstar will host a MaSTARclass session which will appeal to travel professionals of all levels – it will be a deep dive into a specific topic. These sessions will be 30 minutes or less and hosted on Microsoft Teams with a member of Jetstar's Australian sales team.

Simply attend 3 (out of 5) of our live monthly sessions to be eligible to WIN our Jetstar MaSTAR's Trivia!

The trivia session will be hosted in month 6 (December) and the questions will be based on your prior 5 months of learning.

JUL-DEC 2025 MASTARS SESSIONS

JULY 16
Jetstar bundles

AUGUST 20
GDS bookings

SEPTEMBER 17
Post booking / Manage booking

OCTOBER 15
Specific Assistance

NOVEMBER 19
At the airport /Holiday peak

DECEMBER 17
Jetstar Trivia

All sessions run from 10:00am to 10:30am AEST.

See more on **Learning & Development**

Visit **jetstar.com**

Contact us

Check out Jetstar's Travel Agent Information Centre

For detailed information about Jetstar policies, products, customer experience and travel agent support tools visit <https://www.jetstar.com/au/en/travel-agents>

AUSTRALIA

Jetstar Trade Support

Hours: 0700 – 1900 AEST Mon-Fri

Live Chat:

<https://www.jetstar.com/au/en/travel-agents/trade-support>

Email: sales@jetstar.com

Phone: 1300 042 394



Jetstar Groups Desk 0830 – 1730 AEST Mon - Fri

Email: groupreservations@jetstar.com

Phone: 1300 792 688

Quotes:

www.jetstar.com/au/en/flights/group-bookings



Jetstar Ticketing Support

For ticketing questions related to wholly Jetstar itineraries, contact Jetstar Trade Support via Live Chat or call **1300 042 394** if travel is imminent.

For support related to tickets with Qantas and Jetstar fares, please refer to the Qantas Agency Connect site or call **1300 655 234** if travel is imminent.

NEW ZEALAND

Jetstar Trade Support

Hours: 0900 – 2100 NZST Mon-Fri

Live Chat:

<https://www.jetstar.com/nz/en/travel-agents/trade-support>

Email: sales@jetstar.com

Phone: 0800 284 510



Jetstar Groups Desk 1030 – 1930 NZST Mon - Fri

Email: groupreservations@jetstar.com

Phone: 0800 401 283

Quotes:

www.jetstar.com/nz/en/flights/group-bookings



Jetstar Ticketing Support

For ticketing questions related to wholly Jetstar itineraries, contact Jetstar Trade Support via Live Chat or call **0800 284 510** if travel is imminent.

For support related to tickets with Qantas and Jetstar fares, please refer to the Qantas Agency Connect site or call **0800 731 313** if travel is imminent.

SOUTH EAST ASIA & SOUTH ASIA

Jetstar Trade Support

Hours: 0500 – 1700 SGT Mon-Fri

Live Chat:

<https://www.jetstar.com/sg/en/travel-agents/trade-support>

Email: sales@jetstar.com

Phone - Philippines: 1800 1491 0104 (PLDT Landline only)

Phone - Singapore: 800 492 2058

Phone - Singapore: +61 3 8668 8277



Jetstar Groups Desk 0900 – 1800 SGT Mon - Fri

Email: groups@jetstar.com

Quotes:

www.jetstar.com/sg/en/flights/group-bookings



Jetstar Ticketing Support

For ticketing questions related to wholly Jetstar itineraries, contact Jetstar Trade Support via Live Chat or call Others **+61 3 8668 8277** if travel is imminent.

For support related to tickets with Qantas and Jetstar fares, please refer to the Qantas Agency Connect site.

GREATER CHINA

Jetstar Trade Support

Hours: 0900 – 1800 CST Mon - Fri

Live Chat:

<https://www.jetstar.com/cn/zh/travel-agents/trade-support>

Email: sales@jetstar.com

Phone: 4001529937



Jetstar Groups Desk 0900 – 1800 CST Mon - Fri

Email: cngroups@jetstar.com

Quotes:

www.jetstar.com/cn/zh/flights/group-bookings



Jetstar Ticketing Support

For ticketing questions related to wholly Jetstar itineraries, contact Jetstar Trade Support via Live Chat or call Others **4001529937** if travel is imminent.

For support related to tickets with Qantas and Jetstar fares, please refer to the Qantas Agency Connect site.

Keep up-to-date with **Jetstar news**

Sign up to **Trade Mails**