

## Bundle of the Month – Starter Plus

Since refreshing our bundle range last month, we wanted to introduce the stars themselves. Recently, we have been focusing on one bundle to talk through all their glory. This month we focus on our Starter Plus.

Our entry level bundle this is for the price savvy customer who isn't concerned about change, flexibility or points.

Starter Plus Includes:

- Includes 7kg carry-on baggage
- 20kg checked baggage
- Standard seat selection (subject to availability)
- In flight meal
- Change fee and fare difference will now apply for date, time and name changes\*.
- Qantas Points can be accrued on NZ DOM flights only.

*\*Customers may be entitled to a refund, or an alternative flight under the Australian Consumer Law or Conditions of Carriage, in which case no fees apply.*

To see our full range of bundles, inclusions & fare bundle T&C's, [click here](#)  
For our GDS guide and fare bundle availability and inclusions, [click here](#)

## Trade Support – Chat vs Phone

Quick quiz; what is the fastest way to get help/answers on Jetstar bookings... [Live Chat!](#)

If you aren't using chat already, we highly recommend it. Since the start of the year, average wait times are 1min 7 seconds (August specifically was 1min 20 seconds), it's the quickest, easiest, and most effective way to get your queries sorted.

By using the live chat channel, we can dedicate our phone lines to focus on more urgent/complex requests that often take more time. This will ensure that all your requests will get dealt with in the most efficient manner ensuring a better experience to you.

The Live Chat team are fully trained to deal with:

- Agency registration
- BSP settlement
- Remuneration
- Using the Agent Hub
- Reporting subscriptions
- Booking channels & much more

The Live Chat team is available from Monday to Friday 7am-7pm AEST / 9am-9pm NZST. Contact our Trade Support team [here](#).

*\*Note that the Trade Support team is handling trade-related enquiries only. Please do not get your customers to contact the team directly as they will be directed back to you, the original booker, which will result in an unpleasant experience.*

## Sunflower Lanyards – Have you seen them?

Originating in 2016 at Gatwick Airport, The Sunflower Lanyard Scheme is a discreet way for people with hidden disabilities to signal that they may need additional assistance or understanding in public spaces, including airports and onboard JQ flights. Now global, it has been adopted by many Australian airlines and airports, such as Jetstar (JQ only), and Melbourne Airport. Passengers wearing the sunflower-patterned lanyard can access support services, such as extra time during security checks or boarding, without having to explain their condition. The initiative aims to create a more inclusive and supportive environment for travellers with invisible disabilities.

Our team members are pretty good at identifying the sunflower and looking out for people, however if you or your customers require some additional assistance, we encourage you to speak to our team members on the ground.

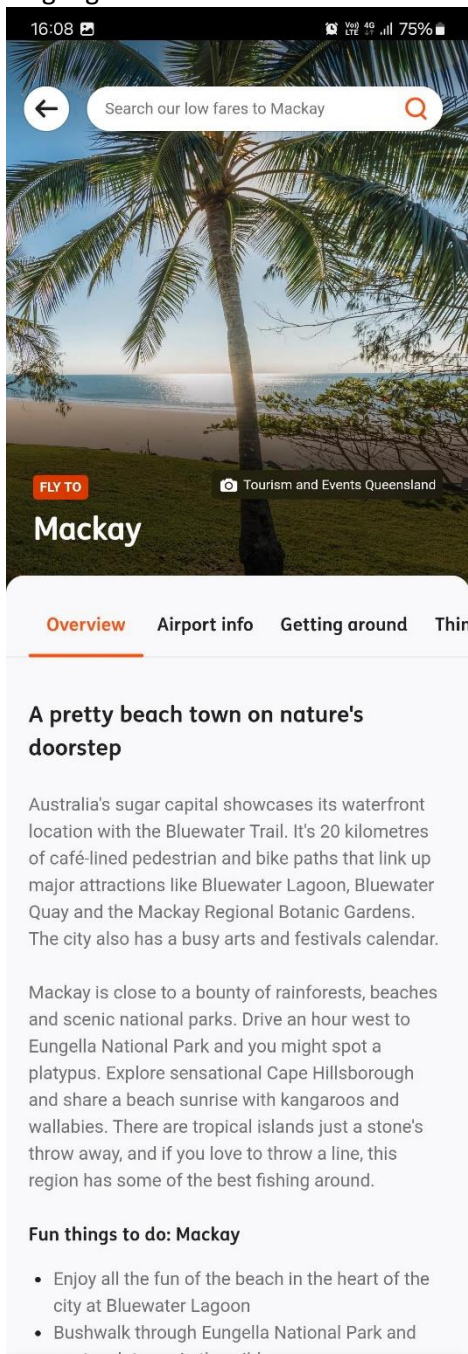
You can learn more about Hidden Disabilities Sunflower [here](#), or purchase products [here](#) to join the movement.



# Jetstar App Developments

We've been making some updates and improvements to our Jetstar Mobile App over the last few months that we wanted to share. These improvements may seem small; however, all contribute to Jetstar customers having a more personalised and smoother customer journey. Please see the below updates we have recently made.

- You can now use your GDS PNR's in the Jetstar Mobile App to manage your bookings and add ancillary, resend itinerary and online check-in
- In March we launched Fast Online Check Ins on the app and this month we achieved a major milestone by hitting 1,000,000 users of this feature!
- We are adding more Native destination capabilities meaning users will now have a better in app browsing experience. Currently only available in English, but we are working on other languages to become available which will appear within the app as they are loaded.



## 2024 Jetstar Sales Conference

At the end of August, we held our annual Jetstar sales conference in Bangkok, Thailand. This important event brings together all our sales teams and general sales agents (GSAs) who represent Jetstar in countries where we don't have a local presence. It's an important moment in our calendar, providing the chance to hear from key figures across the Jetstar network. With leaders like John Simeone (CEO, Jetstar Asia) and Masaru Kataoka (CEO, Jetstar Japan) in attendance, there was plenty of excitement about our achievements in FY24 and what lies ahead for FY25. Thank you for your continued support, and we look forward to another great year of flying with Jetstar!

