

Jetstar Bundle Refresh

We have listened to our customers' feedback and redesigned our fare bundles to better align to our customers' needs. We have focused on creating great value for our customers and we have introduced [Qantas Business Rewards](#) to selected bundles.

For information about our refreshed bundles, click [here](#).

Join this month's masterclass focused on our new bundle range next Wednesday (19JUN24), sign up [here](#).

New Route Launches

Brisbane – Bangkok (BNEBKK) – We are excited to announce our third direct service to Bangkok from Brisbane International Airport (BNE) on our B787. Departing 3x weekly (WED, FRI & SUN) and launching Sunday 15 DECEMBER 2024 we are excited to connect Brisbane to the bustling city of Bangkok. Subject to regulatory and government approval.

Jetstar's PER Terminal Changes

From 2 September 2024, Jetstar domestic flights will shift to Terminal 2 at Perth Airport, joining the carrier's international flights in the Airport Central precinct and providing quicker and more convenient connections between its services for customers.

Jetstar's customer care team will reach out to customers directly if an existing booking is affected by this terminal change. For more information please see [here](#).

Jetstar's Celebrates 400M PAX

As many if you know Jetstar celebrated our 20 years since our first flight departed from Newcastle to Melbourne. Since then, Jetstar has flown more than 400 million customers across Australia, New Zealand, Asia and the Pacific. To further the celebrations, we know more than half of those customers flew for less than \$100!

Pax Contact Numbers in PNR

A reminder to ensure pax contact details are added into all PNR's at time of booking. This will ensure that the pax are contacted should there be any changes that may impact departures of their upcoming flights. This is essential when pax may be travelling outside of business hours or last-minute changes that allow that comms to go directly to the passengers.

Prepaid Agent Top Up Request Form

Finance have requested a small change in process for all prepaid to ups, please add 'Top Up <IATA/TID/Organisation ID>' to your reference/payment details eg **Top Up 32XXXXX2**

Please ensure your finance teams are made aware of these changes in process. The prepaid Agent Top Up Request Form has been updated on the [Jetstar Information Centre](#) under 'Travel Agent Tools'.

Exit Row Seating Requirements

What's Changing – From **13MAY24**, the Exit Row Requirements have been updated for all Jetstar Brands.

New Requirements – If you or a member of your party has been allocated a seat in an emergency exit row, the below requirements must be met.

- be at least 15 years or older
- be in good health when you are checking in, boarding, and during your flight
- be willing to assist in an emergency
- be able to understand or speak English – English or Japanese is accepted for Jetstar Japan (GK) flights
- understand and comply with exit row instructions given by crew
- be uninjured and in good physical condition, and able to reach, open and move quickly through an exit in an emergency
- be able to throw out the 15kg (approx. 33lbs) exit door in an emergency
- not have an infant on your lap
- if you are a parent or guardian, you must not sit in an exit row if you have unaccompanied children seated elsewhere
- if you are a carer or an accompanying passenger for someone who does not meet Jetstar's Independent Traveller requirements, you must not sit in an exit row seat
- not require an extension seat belt
- not be travelling with someone who requires your assistance in an emergency
- not have an amputated or prosthetic limb, require a mobility aid or be travelling with a Service dog
- not have a hearing impairment that is not corrected by use of a hearing aid/device, which must be worn during taxi, take-off and landing for Jetstar Airways (JQ) and Jetstar Japan (GK)
- not be hearing impaired for Jetstar Asia (3K)
- not have a visual impairment that is not corrected by use of spectacles/glasses/contact lenses, which must be worn during taxi, take-off, and landing
- not be in the third trimester of pregnancy (more than 28 weeks gestation) for Jetstar Airways (JQ) or Jetstar Japan (GK)
- not be in any stage of pregnancy for Jetstar Asia (3K)
- be able to stow all carry-on baggage in the overhead lockers for take-off and landing

The cabin crew may not be able to determine whether you'll be able to meet the above requirements without your help.

If you've booked an exit row seat but think you'll be unable to meet the above criteria, please ask to be resealed. You can make another seat selection at "Manage my booking".