

The image shows the tail fin of a Jetstar aircraft against a clear blue sky. The tail fin is white and features the Jetstar logo, which consists of a large orange star and the word "Jetstar" in a dark blue, stylized font. The aircraft's wing is visible in the lower right, extending towards the right edge of the frame.

# Sales kit 2024

**Jetstar** 

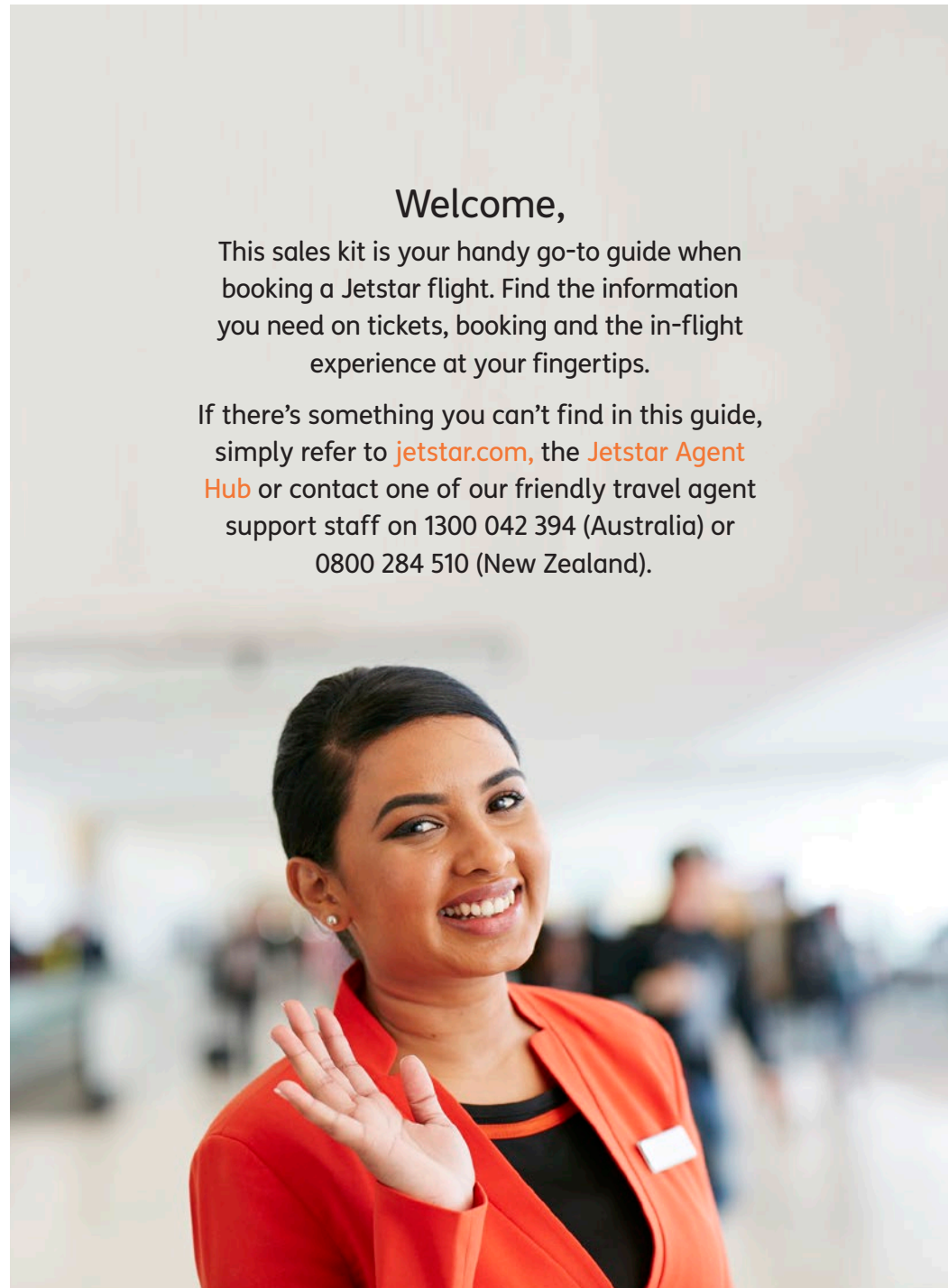
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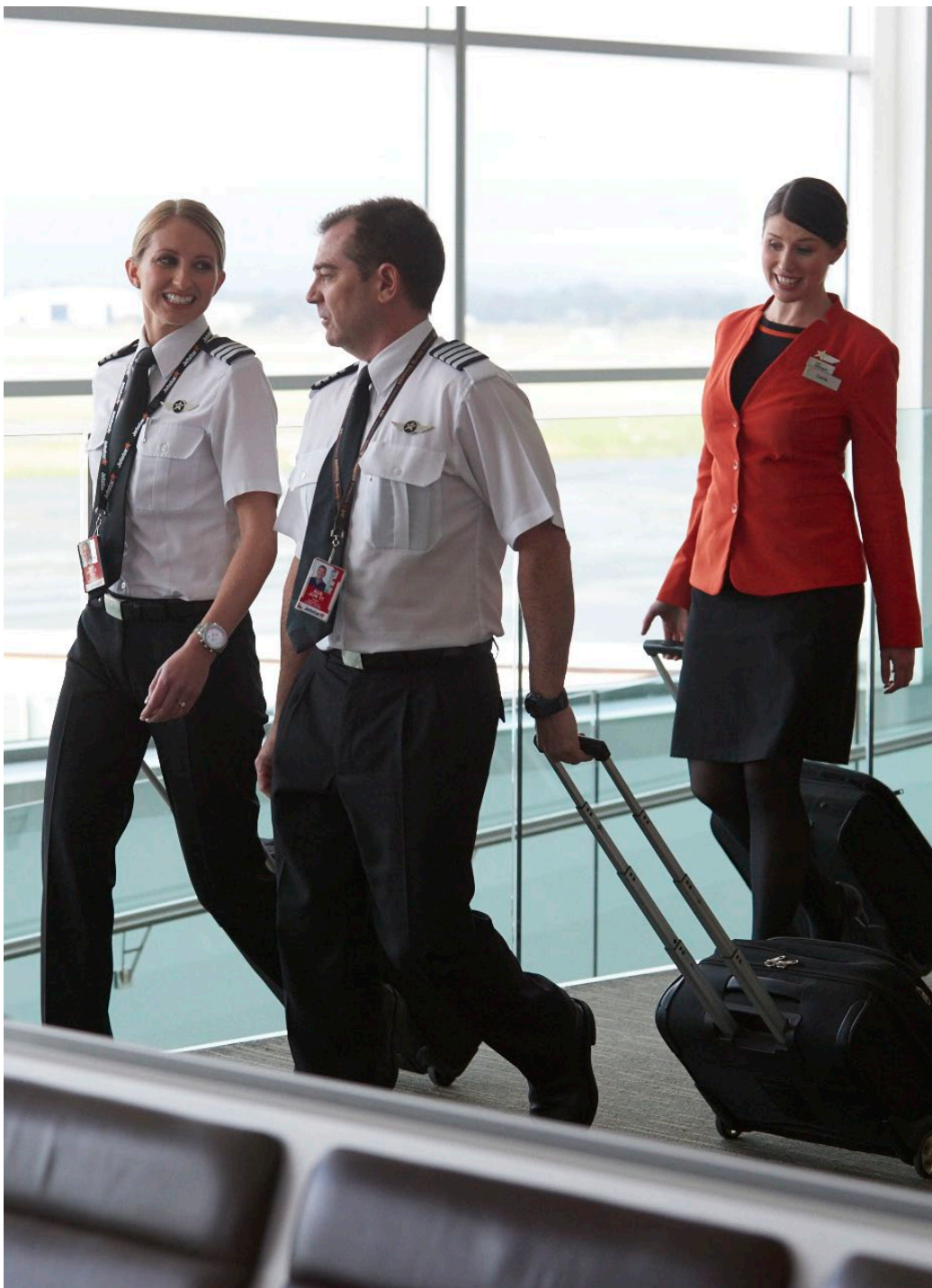
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## Welcome,

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).





# Who are we?

## About us

Hi there, we're Jetstar!

We'd love to tell you a bit about ourselves – who we are, what we do, and what's important to us.

You may know us for our truly famous low fares. But did you also know that each week we send more than 5,000 flights to over 85 places - across Australia, New Zealand, Asia and the Pacific? Or that we've helped raise over AUD \$10 million through our StarKids program?

## Jetstar Group

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 250 million passengers.

We have one of the Asia Pacific's largest low fares networks by revenue. Jetstar-branded carriers operate more than 5,000 flights a week to more than 85 destinations.

The group consists of:

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

[Jetstar Asia Airways](#), based in Singapore and managed by Newstar Holdings, majority-owned by Singapore company Westbrook Investments (51 per cent), with the Qantas Group holding the remaining 49 per cent.

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

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

# Why choose Jetstar?

As a registered agent of Jetstar, you'll get access to our highly competitive low fares and award winning service through your preferred booking channels, including the Jetstar Agent Hub.

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.

As a registered agent of Jetstar, you will enjoy:



## Bookings made easy

We want to make your reservation process as simple as possible, so the choice is yours - book Jetstar flights and products via the [Jetstar Agent Hub](#), [GDS](#) or your preferred booking system.



## Remunerable gross fares

Book remunerable gross fares via the Agent Hub or booking systems connected to Jetstar via API (select markets only). See more on Remuneration at the Travel Agent Information Centre at Jetstar Agent Hub or register with our live chat team on the [Trade Support page](#)

**BSP**

## BSP settlement

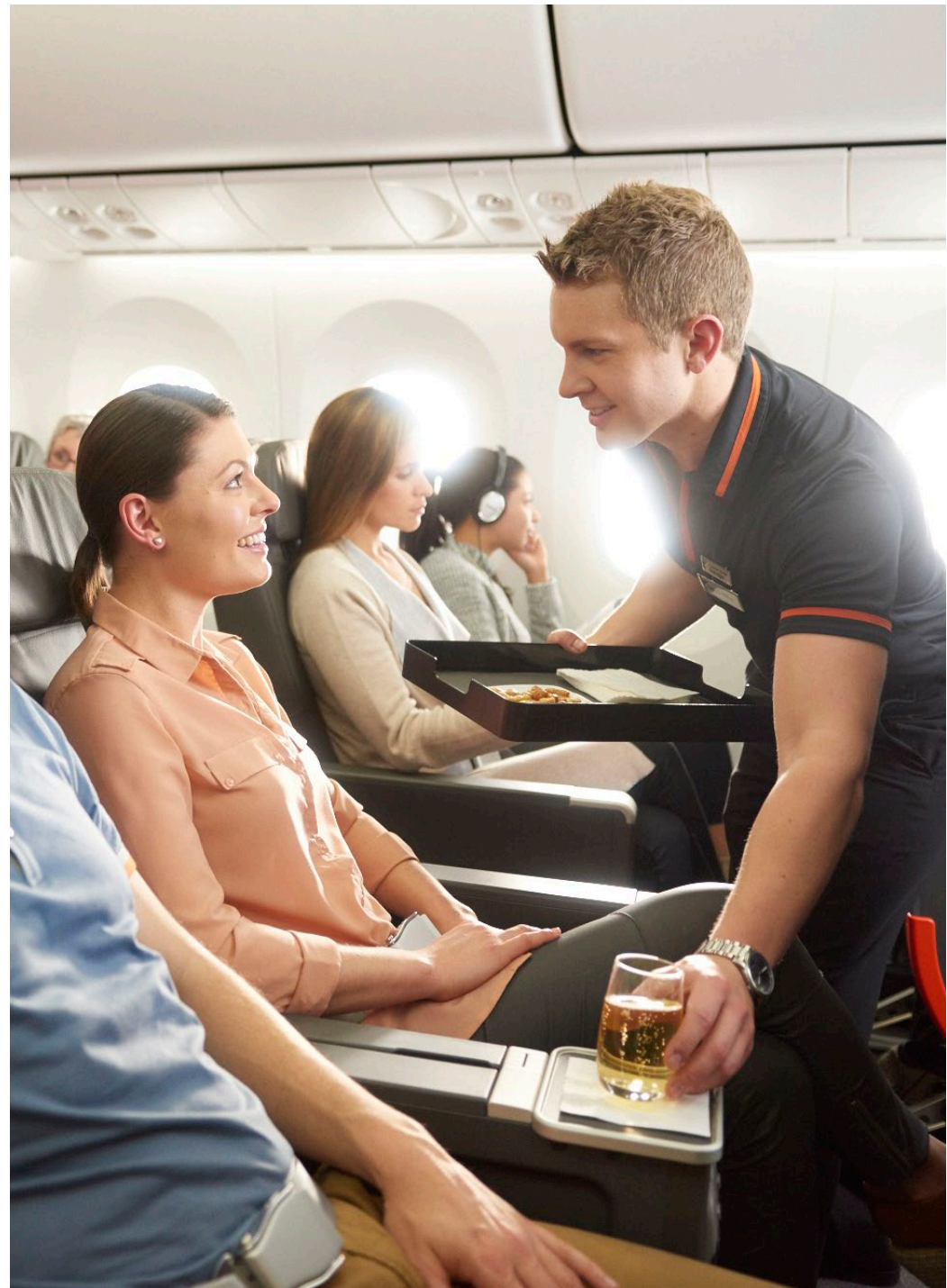
BSP settlement for IATA agents via all travel agent booking channels is available in select markets. See more on BSP settlement at the Travel Agent Information Centre or contact our Trade Support live chat team on the [Trade Support page](#)



## Dedicated travel agent support

A team of highly skilled and dedicated travel agent support staff are available on live chat. See contact details at Travel Agent Information Centre

» To register as an agent, visit [jetstar.com/agents](https://jetstar.com/agents)



# 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.

**Your flight status**

Departs Mon 26 Mar

MEL Melbourne (Tullamarine) 5:45am / 05:45hr

JQ 500

SYD Sydney 7:10am / 07:10hr

DELAYED 1 HR 45 MIN

Your flight JQ 500 to Sydney has been delayed due to operational requirements.  
Your updated departure time is 7:30am / 07:30hr

**Next steps**  
Stay on this flight and accept the updated departure time.

[Find an alternative flight](#) [Accept 7:30am departure](#)

Flight JQ111 13/12/2017 from Melbourne is cancelled. Go to [jst.io/8uasyq](http://jst.io/8uasyq) to check your flight options. We're sorry your flight has been cancelled.

Jetstar

Travel Alert: There are several travel alerts. [Check Jetstar's travel alerts](#)

**Your flight status**

Departs Wed 13 Dec

MEL Melbourne (Tullamarine) 7:00am / 07:00hr

JQ 222

ADL Adelaide 7:55am / 07:55hr

CANCELLED

Your flight JQ 222 to Adelaide has been cancelled due to engineering requirements.

**Next steps**

[Select a replacement flight](#)

**Replacement flight**

Melbourne (Tullamarine) to Adelaide  
Wednesday 13 December 2017

6:00am MEL - Departure → 6:50am ADL - Arrival  
Direct flight - 1hr 20mins travel  
[Details](#)

8:00am MEL - Departure → 8:55am ADL - Arrival  
Direct flight - 1hr 25mins travel  
[Details](#)

4:10pm MEL - Departure → 5:00pm ADL - Arrival  
[more flights](#)

ⓘ This flight is with Qantas. There are no additional fees for selecting this flight.

Select a replacement flight

[Confirm](#)

Jetstar

Replacement flight confirmed

**Your flights are updated**

Departs Wed 13 Dec

MEL Melbourne (Tullamarine) 8:00am / 08:00hr

QF 123

ADL Adelaide 8:55am / 08:55hr

ON TIME

ⓘ Qantas will send you the itinerary for this flight.

Your updated itinerary will be sent to [name.surname@jetstar.com](mailto:name.surname@jetstar.com)

# Why your customers will love us



At Jetstar, we pride ourselves on our award-winning products and service. We strive to create a better experience for our passengers from the moment they choose to book with us.

With Jetstar, your customers can:

- Check-in online (for domestic and selected international) or via airport kiosks to avoid airport queues (domestic only)
- Purchase extra leg room or upfront seating for added comfort and quick boarding
- Pre-purchase food, drink and entertainment, and sit back to enjoy our award-winning on-board service
- Receive SMS notifications in the event of a delay of more than 30 minutes or cancellation before check-in
- Access to Qantas Club Lounges where available (Qantas Club members and Business Max passengers only) to enjoy complimentary food and drink, and to relax in a quiet place
- Earn Qantas Points<sup>1</sup> on eligible fares



<sup>1</sup>Qantas Points can be earned on eligible fare types on Jetstar Airways (JQ), Jetstar Asia (3K) and Jetstar Japan (GK). You must be a member of the Qantas Frequent Flyer Program to earn Qantas Points. A joining fee may apply. The earning of Qantas Points is subject to the Terms and Conditions of the [Qantas Frequent Flyer Program](#)

# Sustainability

Whether in the air or on the ground, we're committed to minimising our environmental impact at every step

## Net zero emissions by 2050 & interim 2030 targets

### Carbon offsets

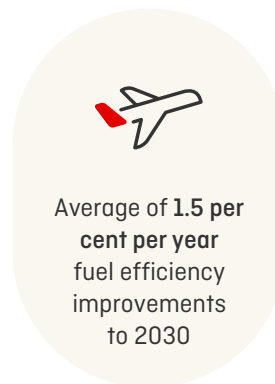
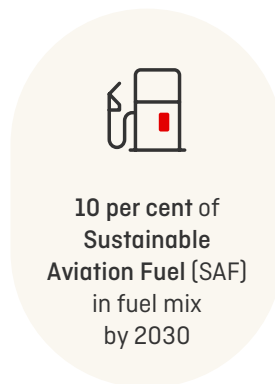
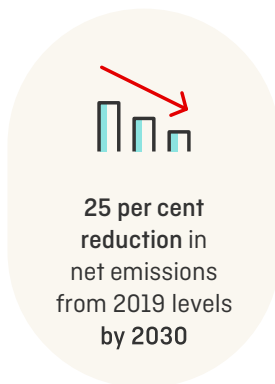
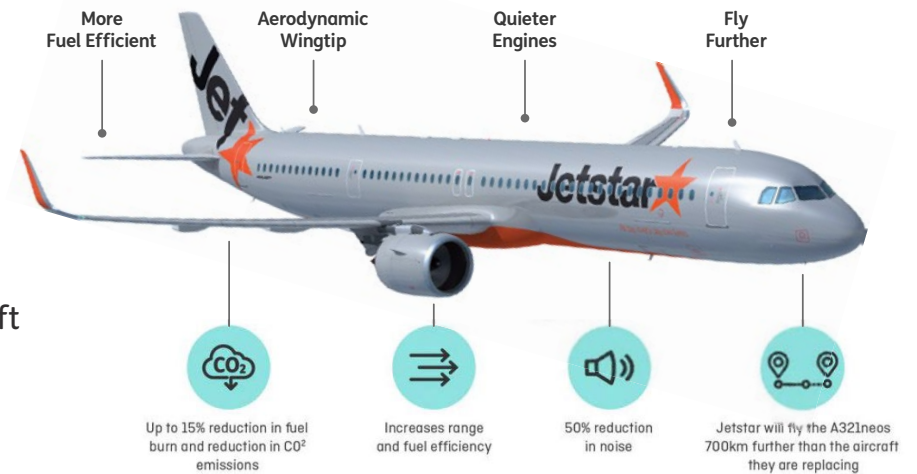
- Local offset portfolio projects
- Supporting positive outcomes for Indigenous and regional communities

### 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
- 18 A321NEO-LR to enter Jetstar's fleet by end 2024
- Burn ~15% less fuel than aircraft they're replacing
- First A321NEO-LR entered service July 2022



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.

# Making it easier to book Jetstar in GDS

## You can now ticket Jetstar fares in GDS on QF-081 tickets

- Travel agents in Australia and Korea can now ticket Jetstar group airlines (JQ, 3K, GK) on QF-081 tickets
- Itineraries containing Jetstar or a combination of Qantas & Jetstar can be ticketed on QF-081
- Jetstar's GDS tariff now includes a Starter fare without baggage (C class)
- Starter Plus and Starter Max fares are both available in lower GDS classes, making pricing more competitive

### Published GDS Fares

Fare Type	Starter	Starter +20kg	Starter Plus	Starter Max	Business Max
Fare Classes	C	H	K,L,M,N,O	Q,R,S,T,V,Y	J
Included baggage	Nil	20kg	20kg	30kg	30kg
Cabin baggage	7kg combined weight 1 main + 1 small item	7kg combined weight 1 main + 1 small item	7kg combined weight 1 main + 1 small item	7kg combined weight 1 main + 1 small item	14kg combined weight 2 main + small item Main items must not weigh more than 7kg piece.
Fare rules	<a href="https://www.jetstar.com/au/en/help/articles/fare-rules">https://www.jetstar.com/au/en/help/articles/fare-rules</a>				



## Did you know?

Qantas Club Members are entitled to access the Qantas Club lounge when their next flight that day is with Jetstar.



# 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**



SEATING CONFIGURATION

**3-3**

NUMBER OF PASSENGERS

**220**  
economy

NUMBER IN FLEET

**x8**

**AIRBUS**  
**A320-200**



SEATING CONFIGURATION

**3-3**


NUMBER OF PASSENGERS

**186**  
economy

NUMBER IN FLEET

**x95**

**AIRBUS**  
**A321 NEO**  
(LR)



SEATING CONFIGURATION

**3-3**

NUMBER OF PASSENGERS

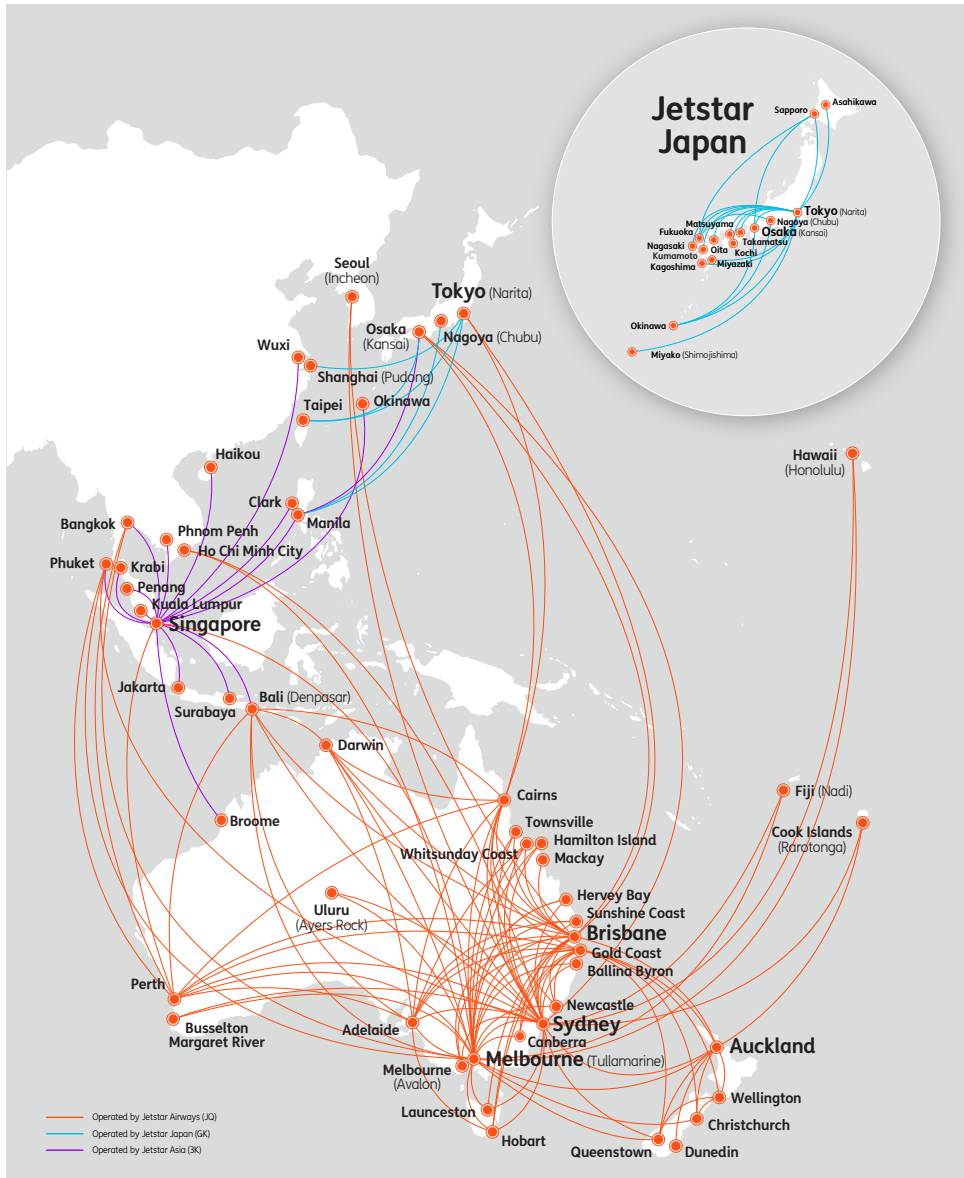
**232**  
economy

NUMBER IN FLEET

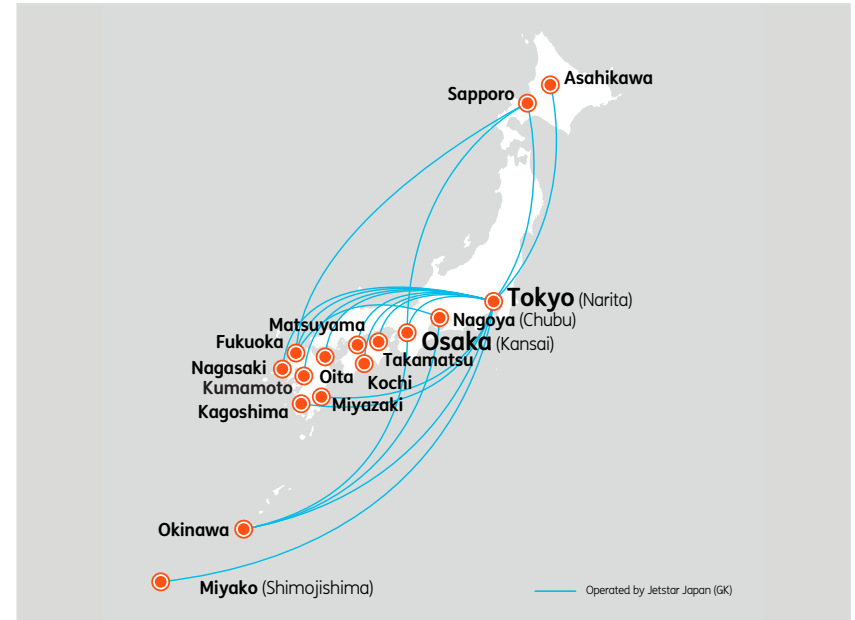
**x18**  
by end of 2024\*  
\*subject to change

# Where we fly<sup>1</sup>

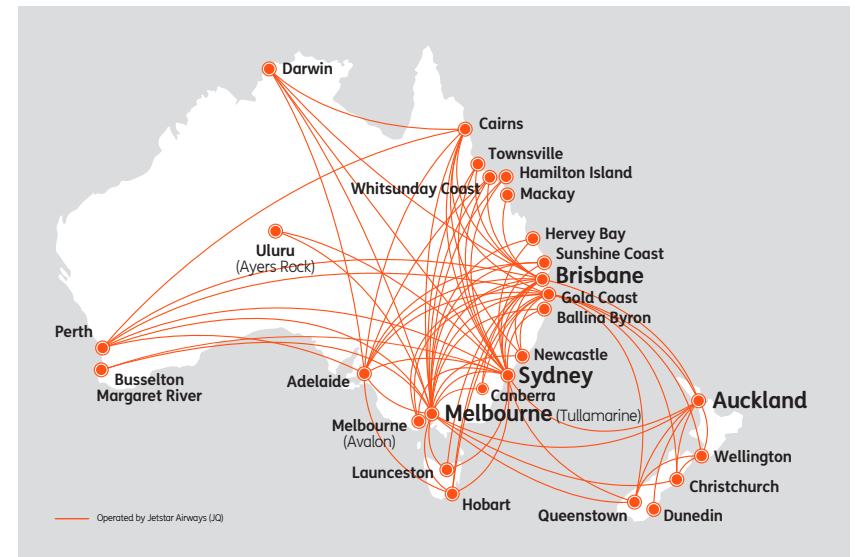
## INTERNATIONAL



## DOMESTIC JAPAN



## AUSTRALIA & NEW ZEALAND



» See [jetstar.com](https://jetstar.com) to see where we fly

<sup>1</sup>Published as of Apr 2024, recommencement dates may vary per route and are subject to change



# Flex bundle

Change is good, now it's easy



Free change on day of flight -  
Fly forward/fly back<sup>1</sup>



No change fees for  
date, time or name  
changes until 3 hours  
before departure<sup>2</sup>



Select upfront or  
standard seating<sup>3</sup>



Cancel your flight and  
receive a credit  
voucher<sup>4</sup>



14kg carry on  
baggage<sup>5</sup>

» For NZ Flex bundle inclusions, visit [jetstar.com/nz/en/flex](https://jetstar.com/nz/en/flex)

1. For changes made on the day of your scheduled flight departure and prior airport check-in opening, free to move to another available flight departing on the same day and route subject to availability 2. Fare difference may apply 3. Subject to availability 4. Refund of full amount in Jetstar credit vouchers. Conditions apply. 5. You can bring one main item plus one small item like a laptop bag, handbag or backpack, with a combined weight of 14kg.

# Get to know Jetstar Fares

	Starter	Flex Bundle	Plus Bundle	Max Bundle	Business Starter	Business Max Bundle
<b>Seat selection</b>	+	✓ <small>Standard selection or upfront where available<sup>1</sup></small>	✓ <small>Standard selection</small>	✓ <small>Up-front and extra legroom where available</small>	✓	✓
<b>Carry-on baggage</b>	7kg	14kg <small>combined weight<sup>1</sup></small>	7kg	7kg	14kg <small>combined weight<sup>1</sup></small>	14kg <small>combined weight<sup>1</sup></small>
<b>Checked baggage</b>	+	+	20kg	30kg	30kg	30kg
<b>Food and drink</b>	+	✓ <small>Meal or in-flight voucher<sup>3</sup> on selected flights</small>	✓ <small>Meal or in-flight voucher on selected flights<sup>3</sup></small>	✓ <small>Meal or in-flight voucher on selected flights<sup>3</sup></small>	✓	✓
<b>In-flight entertainment</b> <small>Available on 787 Dreamliner only</small>	+	+	+	+	✓	✓
<b>Comfort pack</b>	X	X	X	X	✓	✓
<b>Free change on day of flight<sup>4</sup></b> <small>Included in the fare or bundle price</small>	X	✓	X	X	X	X
<b>No fees for date, time or name changes<sup>5</sup></b>	X	✓	✓	✓	✓	✓
<b>Refundable<sup>6</sup></b>	X	✓ <small>Issued as credit voucher</small>	X	✓ <small>Issued as a credit voucher</small>	X	✓ <small>Issued as a credit voucher</small>
<b>Frequent flyer points</b>	X <small>Qantas Points can be earned on domestic NZ flights<sup>7</sup></small>	X <small>Qantas Points can be earned on NZ domestic flights<sup>7</sup></small>	✓ <small>Earn loyalty points<sup>8</sup> or a Jetstar Flight Rewards Voucher<sup>8</sup></small>	✓ <small>Earn loyalty points<sup>8</sup> or a Jetstar Flight Rewards Voucher<sup>8</sup></small>	X	✓ <small>Earn loyalty points<sup>8</sup> or a Jetstar Flight Rewards Voucher<sup>8</sup></small>
<b>Lounge access<sup>9</sup></b>	X	X	X	X	X	✓ <sup>10</sup>

1. Carry-on baggage: size & weight limits apply - max 2 items - one large item up to 10kg, and one smaller item to fit under seat in front. No single item can weigh more than 10kg.
2. Additional checked baggage is available for purchase up to 40kg per passenger. Conditions apply.
3. Included on long haul international 787 Dreamliner flights and Domestic New Zealand flights over 45 minutes. Not available on Domestic Australia flights.
4. For changes made on the day of your scheduled flight departure and prior airport check-in opening, free to move to another available flight departing on the same day and route subject to availability
5. All changes are subject to Fare Difference at time of change, except same day time changes with the Flex bundle.
6. Flights will be refunded in the form of a credit voucher. Starter Max bundles made via the GDS (Global Distribution System) channel will receive refunds for cancellations in cash only at a fee per passenger, per booking. Refunds for ticketless GDS Starter Max fares must be requested through Jetstar. GDS Starter Max fares issued on an airline partner ticket will need to be referred to that partner airline to process the refund. GDS bookings issued on a Hahn ticket can request a refund via BSP link.
7. Qantas Points and Status Credits for members of affiliated frequent flyer programs.
8. 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.
9. Access to the Qantas Club for eligible Qantas Club members, Qantas Frequent Flyer Gold and Platinum members, where a Qantas Club is available.
10. Qantas Club or partner lounges where available

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

## Key:

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

» See more on [Economy fares and bundles](#) and [Business Class fares and bundles](#) at [jetstar.com](http://jetstar.com), including [fare rules](#) and [fees and charges](#).

# Baggage



## Carry-on

Customers get 7kg of carry-on baggage included free in every Jetstar fare (or 2 x 7kg if flying Business Class). Subject to availability you can purchase an extra 7kg for a total of 14kg carry-on over 2 items, or purchase a flex bundle that includes 14 kgs carry-on.



## Checked

Add checked baggage up to 40kg to your customer's booking to save on baggage charges at the airport. Some fares and bundles include checked baggage. No single bag or item can weigh more than 32kg.



## Oversized

An oversized item handling fee applies to any bag or item longer than one metre. This includes surfboards, skis and golf bags. The fee doesn't apply to mobility and assistive devices, medical equipment or infant items.

» See more on baggage at [jetstar.com](https://jetstar.com)

Size and weight restrictions apply for all baggage types.

# Seats

To pre-allocate from Jetstar's wide range of seats, log onto Manage Booking at [jetstar.com](https://jetstar.com) or edit the booking via the [Jetstar Agent Hub](#).



## Standard seat selection

Window, aisle or with friends and family – secure your customer's preferred seat at the time of booking.



## Up-front seating

To get on and off the plane quickly, book your customer in our up-front seats.



## Extra leg-room

Extra leg-room seats are located in the exit rows of our aircraft. Passengers sitting here must meet specific requirements in order to assist in an emergency.

» See more on seats at [jetstar.com](https://jetstar.com)

Seating selection is subject to availability, not guaranteed, and a fee may apply.

# Food and drinks

Our inflight food and drinks menu offers a range of hot and cold meals and snacks including meat-free, vegan, gluten-free and gluten-friendly options. Passengers can also choose from a range of hot drinks, soft drinks or something from the bar.

Food isn't included with our Starter fares, but you can purchase a meal, snack or drink on selected flights. Whilst you can purchase on board (card payment only), we do recommend you pre-purchase to get the meal of your choice, plus pre-purchase is cheaper! Included in most of our fare bundles is food and drink, or a meal deal where you can choose on board from the inflight menu.



» See our latest menus and more on food and drinks at [jetstar.com](http://jetstar.com)



## In-flight entertainment

Movies, TV, games and music – there's something for everyone! In-flight entertainment is only available on our 787 Dreamliner aircraft.

» See our entertainment guide and more on in-flight entertainment at [jetstar.com](http://jetstar.com)



## Comfort pack

Your Business Class customers will arrive refreshed with this touch-of-luxury comfort pack.

Packed in a handy reusable case, it includes: inflatable neck support pillow, lip balm and hand cream, toothbrush and toothpaste, earplugs, socks, eye mask, and a Jetstar pen. Your customers will also receive a blanket, for use for the duration of the flight.

» See more on our comfort pack at [jetstar.com](http://jetstar.com)

Individual items in comfort pack may vary between flights. 787's comfort pack and IFE- not available on Domestic Australia flights.



## Frequent flyer partners

Jetstar has teamed up with Qantas Frequent Flyer, Emirates Skywards, and JAL Mileage Bank to give your customers more choice when it comes to airline loyalty programs.

Book a Plus, Max or Business Max bundle, select your customer's loyalty program and enter their membership number.

» See more on [frequent flyer partners at jetstar.com](https://www.jetstar.com)



## 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, BA, FJ, KL, QR, LX, TK, UA, LH) between connecting international flights. Both are subject to all flights being booked in one GDS PNR.

» See more on [airline partners at jetstar.com](https://www.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 JAL and Qantas. 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.<sup>1</sup>



## 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.



## 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).



## Excess baggage – International

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

e.g. DRW-SIN (3K operating) connecting to SIN-HEL (AY operating): PAX will be charged by 3K at DRW for excess baggage from DRW-HEL.



## Boarding pass for connecting flights

Only connecting Jetstar International to Qantas International flights and vice versa.

International to International on Partner Airlines:  
QF, EK, AA, LAW, AY, UL.



## 787 flights longer than 5 hours

SIN-PER & SIN-DRW receive a \$10 on-board credit.

All other services include a meal, snack before arrival, amenity kit, 1 hot and 1 cold beverage (excluding alcohol), in-flight entertainment.

» See more on [airline partners](#) on the [Jetstar Agent Hub](#)

<sup>1</sup> 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



## Counter check-in

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

## Domestic flights from domestic terminals

Jetstar (JQ), Jetstar Japan (GK)



## Domestic flights from international terminals\*

Jetstar (JQ) on Boeing 787 aircraft



Jetstar (JQ) on A320 and A321 aircraft



## International flights\*

Jetstar (JQ) on Boeing 787 aircraft



Jetstar (JQ) and Jetstar Japan (GK) on A320 and A321 aircraft



» See more on checking in at [jetstar.com](http://jetstar.com)

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



# Lounges



Lounge access<sup>1</sup> is available for Economy Starter Max passengers departing on international flights with a JQ, 3K, GK or QF code, where available.



Business Max passengers departing on international flights with a JQ, 3K or QF code receive access to partner lounges and Qantas Club lounge, 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.<sup>2</sup>



Qantas Club members whose next onward flight that day is a Jetstar operated flight with a JQ or 3K 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 at [jetstar.com](https://jetstar.com)

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

<sup>2</sup> 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.



## Stress-free payment

Pay a deposit and pay the final balance later.<sup>1</sup>



## Unlimited changes

Not sure exactly who's coming? Make unlimited name changes at no additional cost, up until 24 hours before departure.



## Baggage allowance

Checked baggage allowance per person included, plus carry-on baggage as per our carry-on baggage limits.<sup>2</sup> Baggage allowance can be shared among the group – handy for teams with sports gear.



## Inclusions

New inclusions for AU domestic group travel. Now includes Standard seat per sector and an inflight snack & hot beverage per journey.



## Group travellers

Group travellers on AU domestic routes now receive Standard seat allocation and an inflight voucher.<sup>3</sup>

» See more on group bookings and get a group quote in minutes at [jetstar.com](https://jetstar.com) or email Jetstar Groups on [groupreservations@jetstar.com](mailto:groupreservations@jetstar.com)

<sup>1</sup>The 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.

<sup>2</sup>Checked baggage allowance will depend on the country you make your booking from. Details will be in our email response to your booking query.

<sup>3</sup>When travelling on connecting domestic flights an inflight voucher is issued for the first sector only.

# 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 and flying with Jetstar at jetstar.com](https://www.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 at jetstar.com](https://www.jetstar.com)



## 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.

# Flying with the family cont.



## 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.<sup>1</sup>

Customers flying internationally on a Boeing 787 can request a bassinet. [See more at 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.

» [See more on family travel at jetstar.com](#)



## Food and drinks

We don't carry any baby food on our flights, so customers will need to bring any food for their infant with them. The food will count towards a passenger's carry-on baggage allowance. Our planes aren't fitted with fridges so unfortunately we're unable to store any perishable food.

Customers are welcome to breastfeed their infant whenever they need to.

We encourage customers to bring any bottles of milk or formula with them, as we only have small UHT milk sachets on board. Our cabin crew are happy to help heat up baby bottles when time permits. Please advise customers that heating a bottle may take time, as our planes are not fitted with microwave ovens, and we're unable to heat bottles during food and drinks service.

For older children, we have a range of drinks and snacks available. For ease, your customers can pre-purchase meals.

» [See more on family travel at jetstar.com](#)

# Co-Pilots



Jetstar Co-Pilots is an industry-only community designed for travel agents to provide feedback directly to Jetstar through surveys and face-to-face forums.

## A chance to have your say

Open exclusively to travel agents, Co-Pilots is your chance to join the Jetstar community and help us shape the future of how Jetstar works with travel agents.

You know what your clients want, need and expect from us – and we'd love to hear it.

As a member of Co-Pilots, you'll have access to exclusive offers, be first to hear about business improvements and enter to be in the running to win great prizes.



## Keep up to date

Receive the latest monthly updates and newsletters and see the difference Co-Pilots is making to Jetstar.



## Enjoy exclusive Jetstar offers and prizes

What better way for you to recommend Jetstar to clients than enjoying more chances to fly with Jetstar?



## Contact to Co-Pilots team

Questions? Comments? Feedback? We loving hearing from our travel agents. Or register for our next survey.

[connect@jetstarcopilots.com](mailto:connect@jetstarcopilots.com)

» See more on [Jetstar Co-Pilots](#)

# Contact us

Jetstar's Travel Agent support team are here to help

**The fastest way to contact Jetstar Trade support is via live chat**

## Australia

**Hours:** Monday to Friday 08:00 – 17:00 AEST  
**Live Chat:** [www.jetstar.com/au/en/travel-agents](http://www.jetstar.com/au/en/travel-agents)  
**Email:** [sales@jetstar.com](mailto:sales@jetstar.com)  
**Phone:** 1300 042 394

## New Zealand

**Hours:** 08:00 – 22:00 NZT  
**Live Chat:** [www.jetstar.com/nz/en/travel-agents](http://www.jetstar.com/nz/en/travel-agents)  
**Email:** [sales@jetstar.com](mailto:sales@jetstar.com)  
**Phone:** 0800 284 510

**Jetstar's Groups desk operates Monday to Friday 08:30 – 17:30 AEST**

## Australia

**Email:** [groupreservations@jetstar.com](mailto:groupreservations@jetstar.com)  
**Phone:** 1300 792 688  
**Quotes:** [www.jetstar.com/au/en/groupbookingform](http://www.jetstar.com/au/en/groupbookingform)

## New Zealand

**Email:** [groupreservations@jetstar.com](mailto:groupreservations@jetstar.com)  
**Phone:** 0800 401 283  
**Quotes:** [www.jetstar.com/au/en/groupbookingform](http://www.jetstar.com/au/en/groupbookingform)

## 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 13 17 11 if travel is imminent.

## Check out Jetstar's Travel Agent Information Centre

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

