

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 foreground, extending from the bottom left towards the right.

Sales kit

Jetstar 

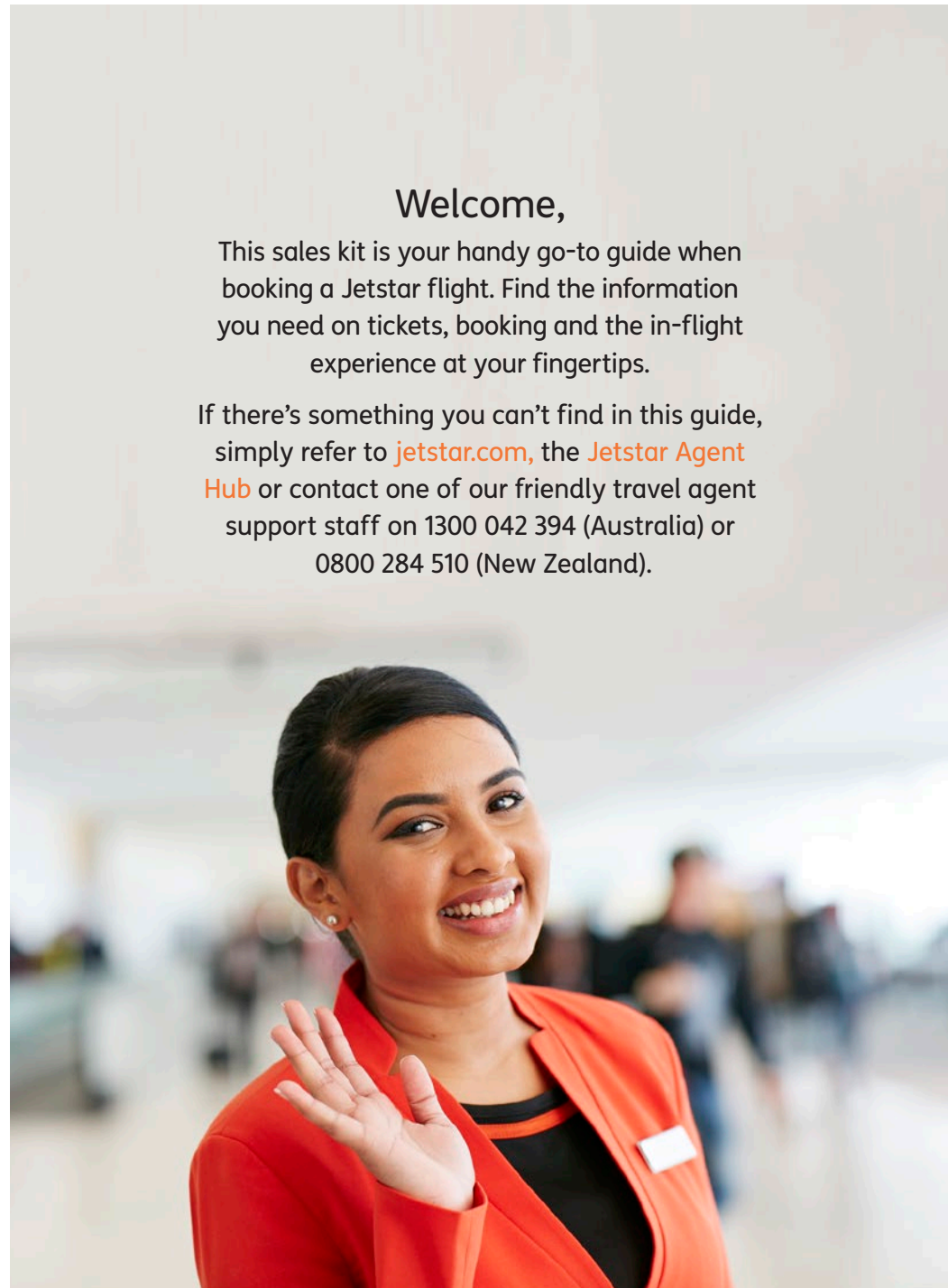
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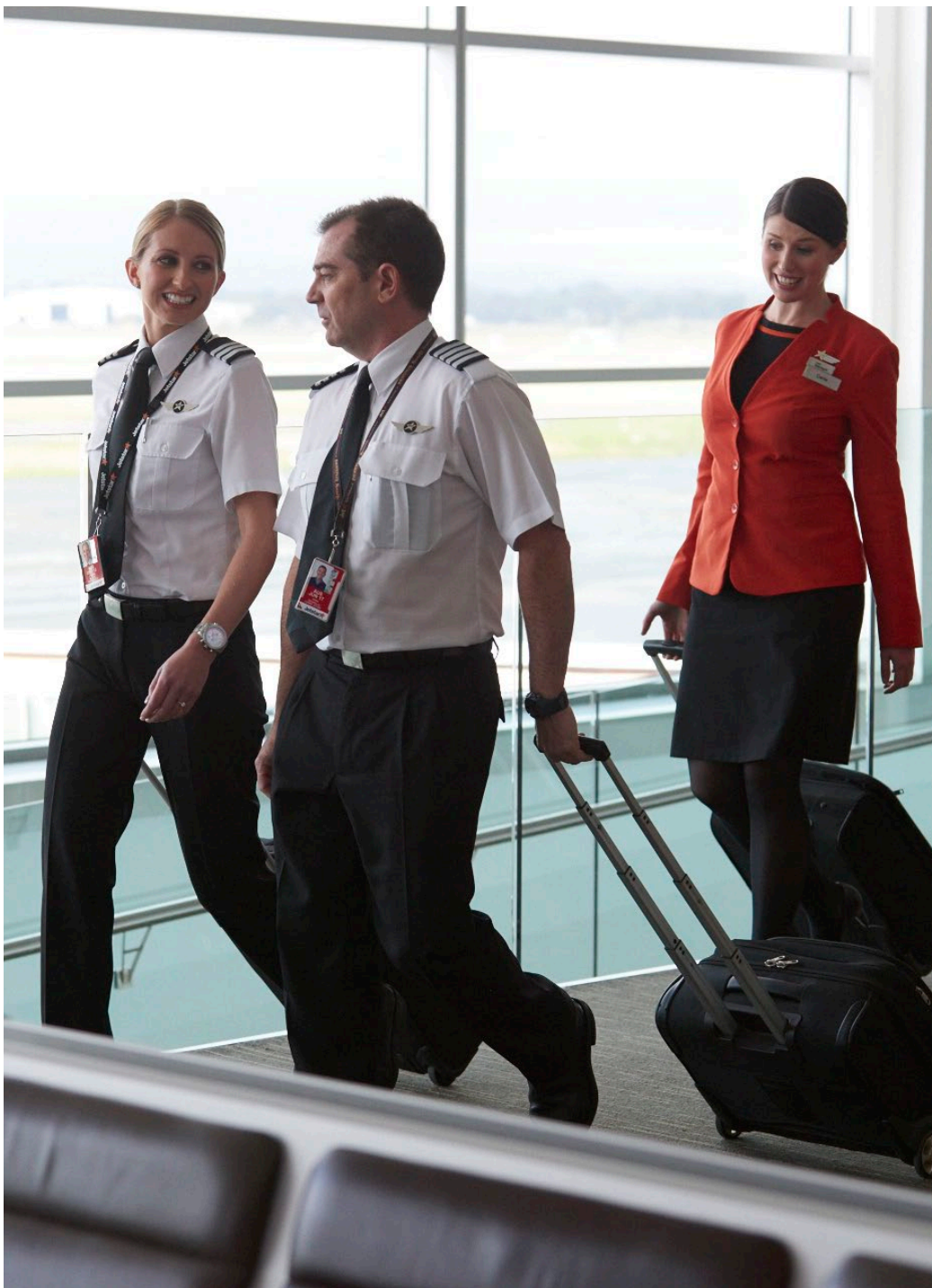
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Welcome,

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 3,000 flights to over 65 places* - across Australia, New Zealand, Asia and the Pacific? Or that we've helped raise over AUD \$14 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 400 million passengers.

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.

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](#).

*As of May 2024.

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

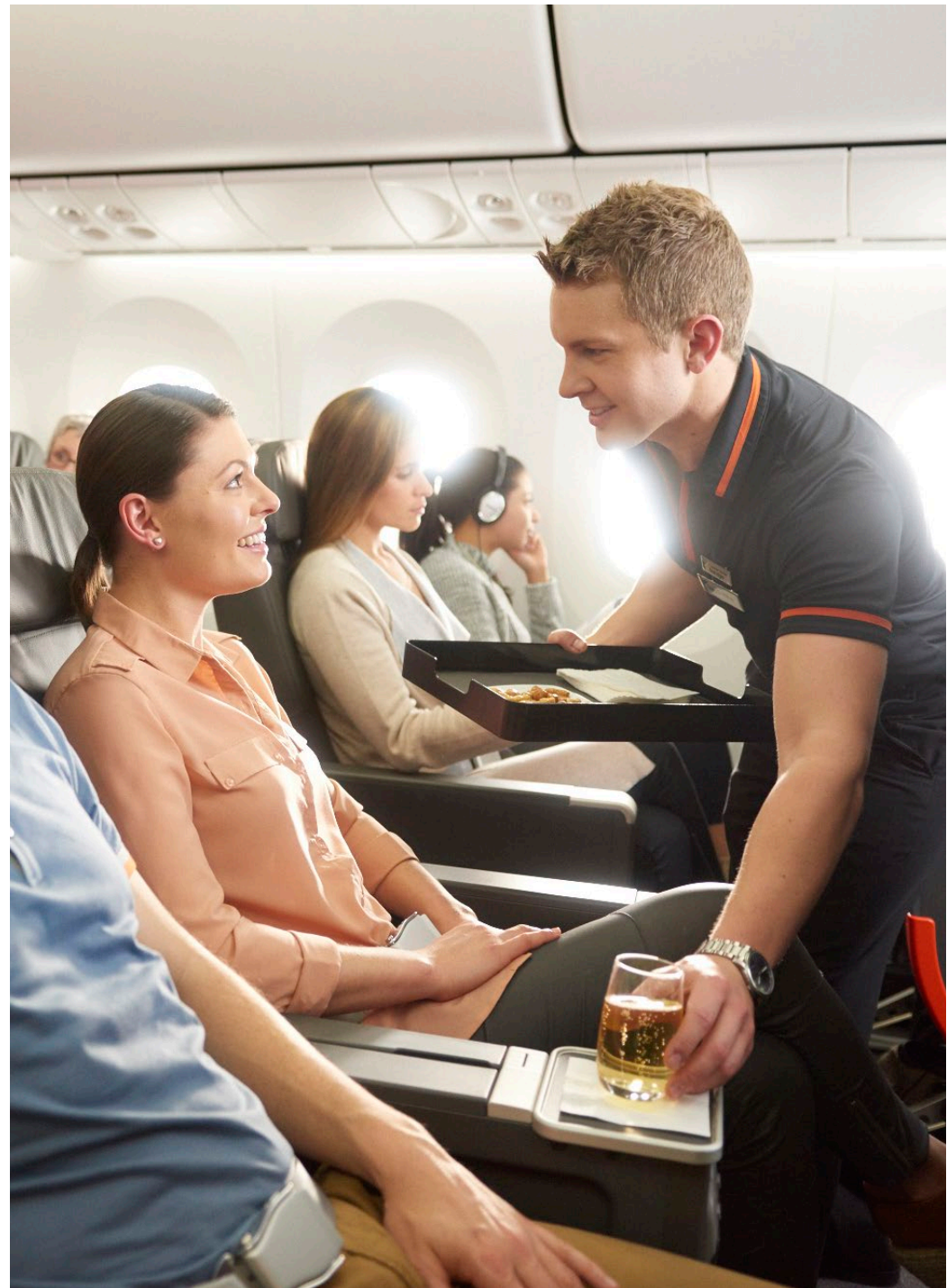
BSP settlement for IATA agents via all travel agent booking channels is available in select markets. See more on BSP settlement at the Travel Agent Information Centre or contact our Trade Support live chat team on the [Trade Support page](#)



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



Why your customers will love us

Don't just take our word for it

See all our awards here

» jetstar.com/au/en/about-us/our-awards



At Jetstar, we pride ourselves on our award-winning 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:

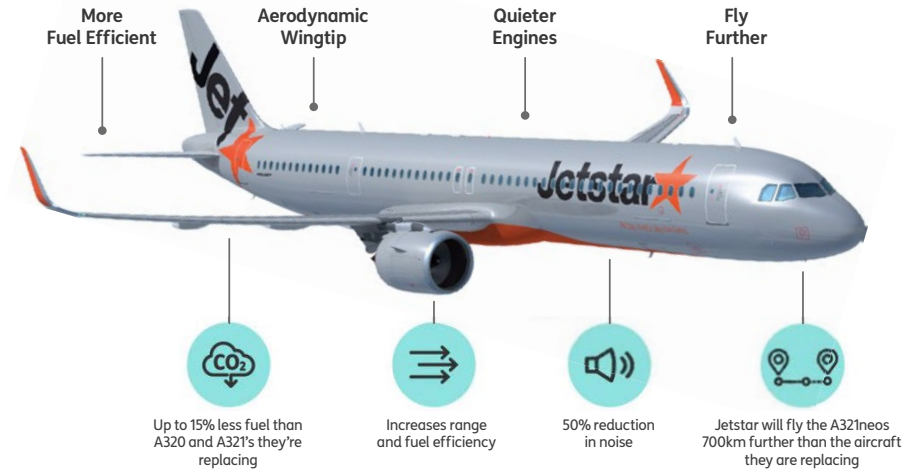
- Check-in online (for domestic and selected international) or via airport kiosks to avoid airport queues (domestic only)
- Purchase extra leg room or upfront seating for added comfort and quick boarding
- Pre-purchase food, drink and entertainment, and sit back to enjoy our award-winning on-board service
- 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 when your next onward flight is with Jetstar (Qantas Club members and Business Max passengers only) to enjoy complimentary food and drink, and to relax in a quiet place
- Earn Qantas Points¹ on eligible fares



¹Qantas 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

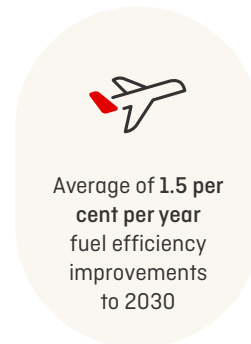
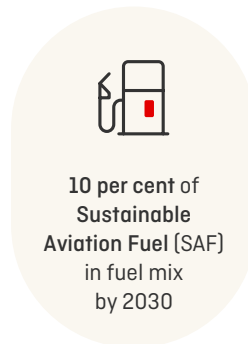
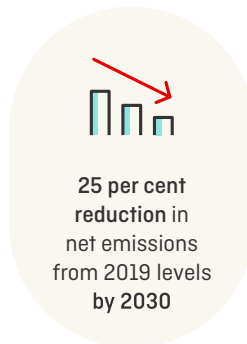
- Local offset portfolio projects
- Supporting positive outcomes for Indigenous and regional communities

Reducing waste

- Zero single use plastics by 2027
- Zero general waste (excluding quarantine waste) to landfill by 2030

Fleet renewal

- We're expecting to receive more than 40 new aircraft by 2030, with a mix of longer-range A321neo LR and XLRs, as well as an initial order of 10 new A320neos to refresh our domestic fleet.
- Burn up to 15% less fuel than A320 and A321's they're replacing.
- We're also revamping our 787 Dreamliners – replacing all the seating, doubling business capacity, introducing Wi-Fi, and installing lie-flat crew rest areas to allow for longer flights. The current seat back screens will be removed, a change facilitated by the rollout of inflight wi-fi and content streaming to personal devices, and the new RECARO seats and exterior paint will also weigh less to further reduce overall aircraft weight and fuel burn.



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, New Zealand and Korea can now ticket Jetstar group airlines (JQ, 3K, 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
- Jetstar's GDS tariff now includes a Starter fare without baggage (C class)
- Starter Plus, Flex and Starter Max fares are available in lower GDS classes, making pricing more competitive

Published GDS Fares

Fare Type	Starter	Starter +20kg	Starter Plus*	Flex	Starter Max	Business Max
Fare Classes	C	H	K,L,M,N,O	K,L,M,N,O	Q,R,S,T,V,Y	J
Included baggage	Nil	20kg	20kg	Nil	20kg	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	14kg combined weight 2 items max (1 main + 1 small item) Main item must not weigh more than 10kg	7kg combined weight 1 main + 1 small item	14kg combined weight 2 items max (1 main + 1 small item) Main item must not weigh more than 10kg
Fare rules	https://www.jetstar.com/au/en/help/articles/fare-rules					

» Please refer to the GDS guide for more information, visit <https://www.jetstar.com/ /media/files/agenthub/gds-guide.pdf>

*Starter Plus for sale on following routes (& vice versa): ADLDPS, AKLMEL, AKLOOL, AKLRAR, AKLSYD, AKLBNE, BNEDPS, BKKPER, CHCMEL, CHCOOL, CHCSYD, CNSDPS, DPSDRW, DPSMEL, DPSPER, DPSSIN, DPSSYD, DPSTSV, HKTPER, MELZQN, NANMEL, NANSYD, OOLWLG, OOLZQN, PERSIN, RARSYD, SYDZQN.

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 NEO (LR)



SEATING CONFIGURATION

3-3

NUMBER OF PASSENGERS

232
economy

NUMBER IN FLEET

x18

by end of 2024*

*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

x8

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*

20

*as at May 2024, subject to change.

AIRBUS A320 NEO



SEATING CONFIGURATION

3-3

FLYING RANGE

UP TO **6,300km**

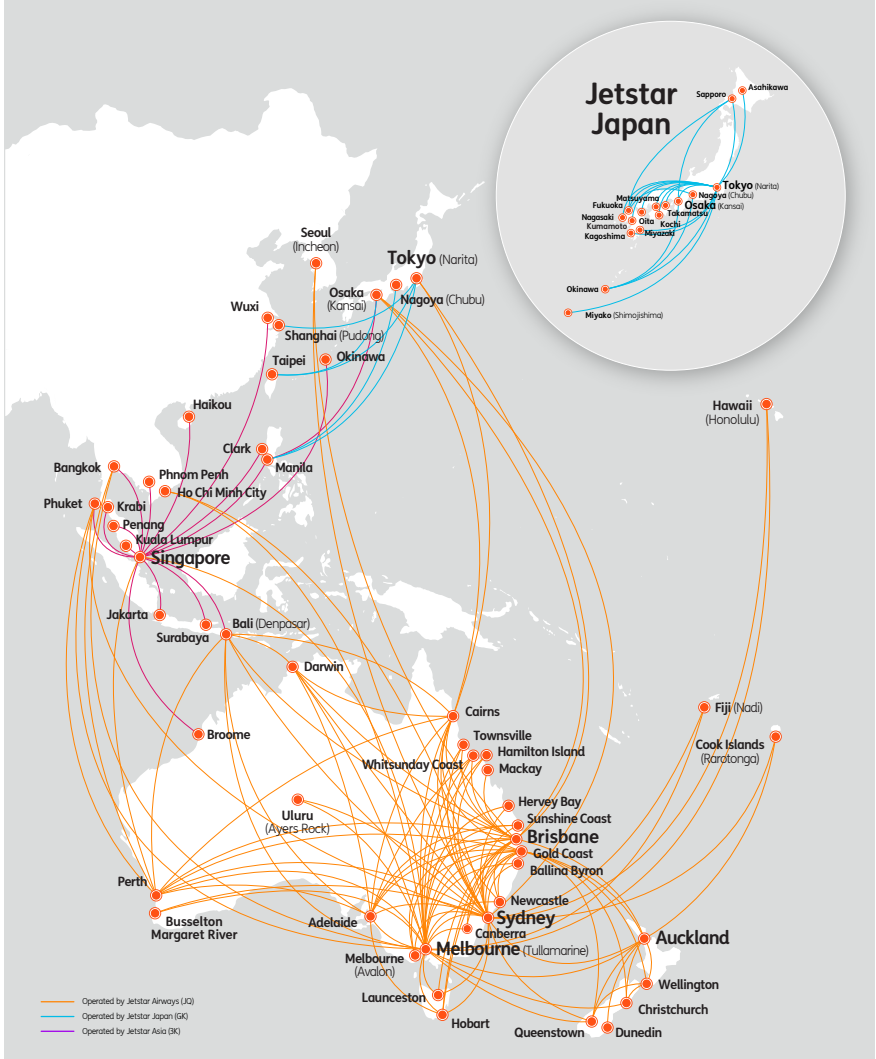
NUMBER ON ORDER*

10

*as at May 2024, subject to change.

Where we fly¹

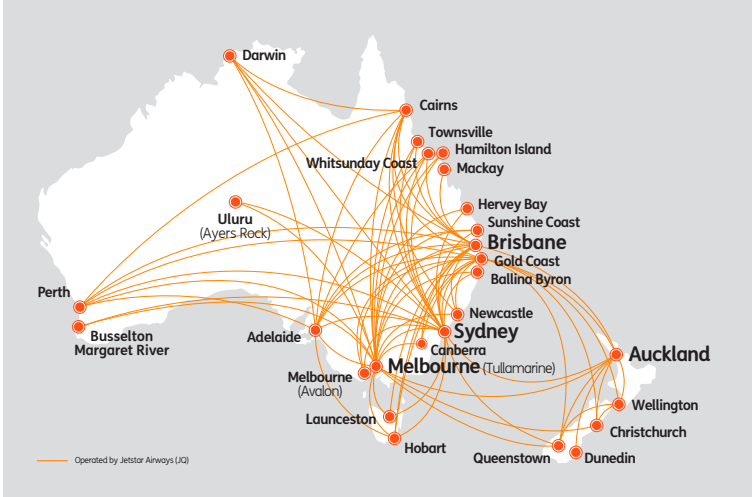
INTERNATIONAL



DOMESTIC JAPAN



AUSTRALIA & NEW ZEALAND



» See jetstar.com to see where we fly

¹Published as of May 2024, commencement dates may vary per route and are subject to change



Bundles with Flex

Change is good, now it's easy



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



No change fees for date, time or name changes until 3 hours before departure



Cancel your flight and receive a credit voucher



Select upfront or standard seating

	Flex	Flex Plus
Seat selection (subject to availability)	✓ standard / upfront	✓ upfront / extra legroom
Carry-on baggage ¹	7kg combined weight	7kg combined weight
Checked baggage ²	\$	20kg
In-flight Food & Drink	NZ DOM / JQ LHI only ³ in-flight meal / voucher	✓ in-flight meal / voucher
Catch an earlier or later flight on same day ⁴	✓ subject to availability	✓ subject to availability
No fees for date, time or name changes ⁴	✓	✓
No fees for origin / destination changes ⁴	x	✓
Refundable ⁵	✓	✓
Qantas Frequent Flyer Points ⁶	✓ Points ⁷ or Voucher ⁸	✓ Points ⁷ or Voucher ⁹

(Jetstar Agent Hub / API only. For GDS bundles, download 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](#)). 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. Food & Drink is not induced on all other routes. 4. All fee-free changes are subject to Fare Difference at the time of change, except same day time changes with the Flex and Flex Plus bundle. 5. Flights will be refunded in the form of a credit voucher. 6. Earn [Qantas Frequent Flyer Points](#) on all New Zealand Domestic fares, including Starter fares. 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.

Baggage



Carry-on

Customers get 7kg of carry-on baggage included in every Jetstar fare, or purchase +7kg for a total combined weight of 14kg carry-on baggage (size & piece limits apply - max 2 items - select routes only). If you are flying Business Class, 14kg carry-on is included in your fare (maximum 10kg for a single item).



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

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 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

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

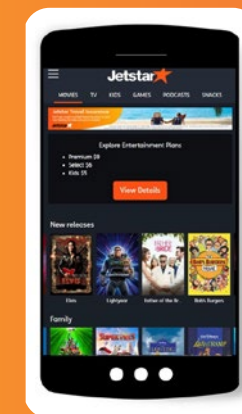


In-flight entertainment

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

Additionally, Jetstar is introducing streaming to your personal device on select A321neo and A320 aircraft (subject to availability).

» See our entertainment guide and more on in-flight entertainment at 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

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 Flex, Flex Plus 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)

*For NZ Domestic flights only, earn Qantas Frequent Flyer Points on all fares, including Starter fares.



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 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 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.



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.



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).



787 flights longer than 5 hours

On all Jetstar flights, passengers either receive a meal or snack (and beverage), or an inflight meal deal (to be redeemed for items on the inflight menu).

Amenity kit and blankets are only provided on JQ long haul international flights.

Business class includes meals, refreshments, alcoholic & non-alcoholic beverages, amenity kit & blanket, IFE, and lounge access at all ports except NRT.

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

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






Counter check-in

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




Departing from a domestic terminal

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

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

Departing from an international terminal*

Jetstar Airways (JQ) 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 before flight
-  **2 hours**
before departure **Go through security & immigration**
-  **50 min**
before departure **Be ready at your boarding gate**
● Boarding gate closes 20 min before flight

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

*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.

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 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 options](#)

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



Lounges



Lounge access¹ is only available for Business max bundle and Qantas Club members 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.²



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

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

²Business 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.¹



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.² Baggage allowance can be shared among the group – handy for teams with sports gear.



Inclusions

Groups packages include a complimentary in-flight snack and non-alcoholic beverage on each journey (DOM AU flights only).³ You can also pre-purchase additional in-flight meals and snacks to ensure everyone gets the meal of their choice. If you're unsure of your group's preferences, you can always purchase an In-Flight Meal Deal instead and they can decide on board.



Seating

Group travellers receive standard seat selection included in their fare. (subject to availability)

» See more on group bookings and get a group quote in minutes at jetstar.com or email Jetstar Groups on groupreservations@jetstar.com

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.

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

³In-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

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.¹

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](#)

Learning & Development

Do you want to learn about selling Jetstar?

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!

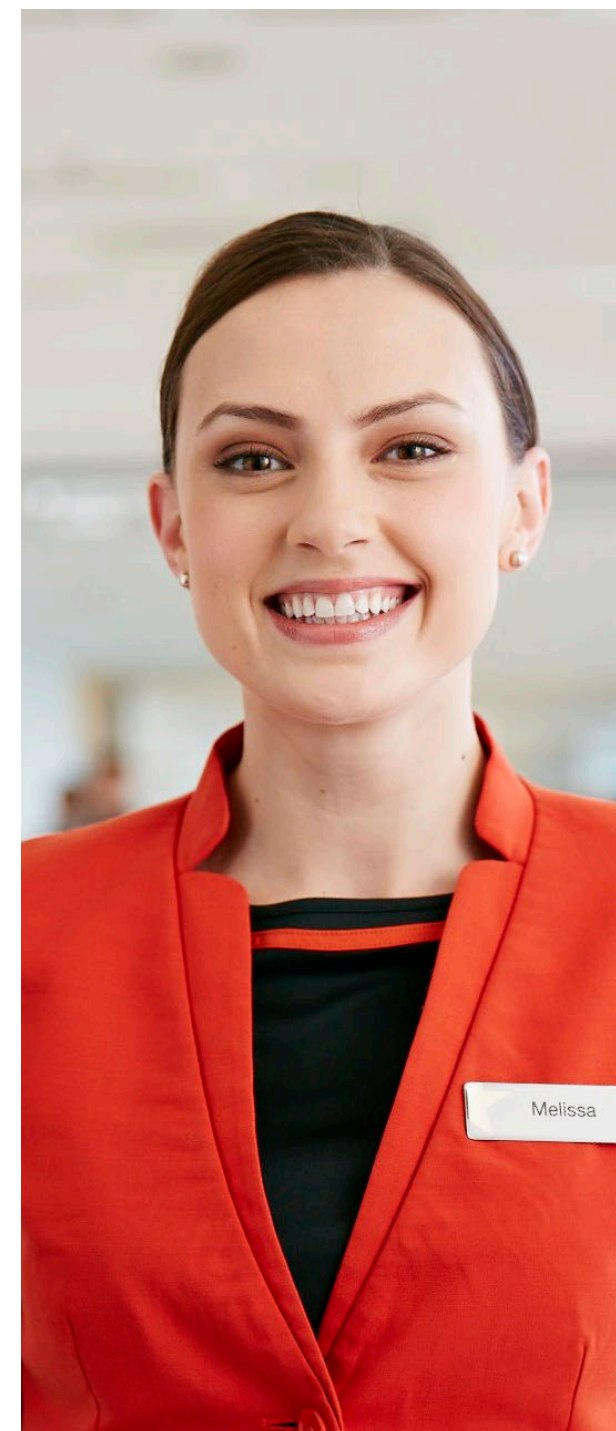
On the third Wednesday of each month Jetstar will host a Masterclass session which will appeal to travel professionals of all levels which will be a deep dive into a specific topic.

These sessions will be 30 minutes or less and hosted on Microsoft Teams with a member of Jetstar’s Australian sales team. See the dates and topics of both of these sessions shown below.

» Sign up here:

<https://www.jetstar.com/au/en/travel-agents/information-centre/learning-and-development>

Date	New Starter Training	Date	Masterclass
05/06/24	New starter training	19/06/24	Bundle changes
03/07/24	New starter training	17/07/24	Post booking - manage booking, servicing, check-in etc
07/08/24	New starter training	21/08/24	Travel agent support
04/09/24	New starter training	18/09/24	GDS
02/10/24	New starter training	16/10/24	Disrupt management
06/11/24	New starter training	20/11/24	Baggage
04/12/24	New starter training	18/12/24	Specific assistance
08/01/25	New starter training	22/01/25	Where we fly
05/02/25	New starter training	19/02/25	Jetstar fleet
05/03/25	New starter training	19/03/25	Family travel
02/04/25	New starter training	16/04/25	Lounges & QFF
07/05/25	New starter training	21/05/25	Carry on baggage
04/06/25	New starter training	18/06/25	Fleet



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: 0700 – 1900 AEST Mon-Fri

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

Email: sales@jetstar.com

Phone: 1300 042 394

New Zealand

Hours: 0900 - 2100 NZT Mon-Fri

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

Email: sales@jetstar.com

Phone: 0800 284 510

Jetstar's Groups desk operates Monday to Friday 0830 – 1730 AEST (1030 - 1930 NZT)

Australia

Email: groupreservations@jetstar.com

Phone: 1300 792 688

Quotes: <https://www.jetstar.com/au/en/flights/group-bookings>

New Zealand

Email: groupreservations@jetstar.com

Phone: 0800 401 283

Quotes: <https://www.jetstar.com/nz/en/flights/group-bookings>

Ticketing Support

For ticketing questions related to wholly Jetstar itineraries, contact Jetstar Trade Support via Live Chat or call 1300 042 394 in Australia or 0800 284 510 in New Zealand 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 in Australia or 0800 731 313 in New Zealand 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>

To keep up-to-date with the latest Jetstar news, [signup to our Trade Mails](#)