

Travel Agent FAQs

Booking Jetstar Fares via the GDS and Ticketing on Qantas (QF-081) for point of sale NEW ZEALAND.

Effective - Wednesday 19 April 2023

What's new?

From Wednesday, 19 April 2023, New Zealand based travel agents will be permitted to book Jetstar (JQ), Jetstar Asia (3K) and Jetstar Japan (GK) flights via their GDS and issue their customer's ticket on QF (081) ticket stock without the need for a Qantas fare on the ticket.

Additionally, from 7 March 2023, the GDS tariff on Jetstar fares changed and now includes the ability to book Jetstar's Flex bundle (replacing our Starter Plus bundle) on most routes.

Where the Flex bundle is not available, our Starter Plus bundle will remain available for sale on select routes - including all trans-Tasman and Rarotonga flights.

Background

Until now, if a travel agent wanted issue a Jetstar Group (JQ, 3K or GK) itinerary they would follow the ticketless booking process via the GDS, plate to HR or book via Jetstar.com.

From 19 April 2023, the following Jetstar Group itinerary types can be issued on QF tickets:

- Domestic Jetstar only fares (Australia and New Zealand)
- Domestic Jetstar & Qantas fares (Australia only)
- International Jetstar only fares
- International Jetstar & Qantas fares – on select routes
- Jetstar Japan and Jetstar Asia fares are permitted

Are the Jetstar fares available for ticketing now?

Yes, from 19 April 2023, the updated Jetstar fares are loaded and the applicable fare rules are available for you to view via your GDS. The fare will quote and be filed in your PNR ready for ticketing. Not all Jetstar fares are available for sale through the GDS. **Fares are subject to availability at time of booking.**

Where do agents go for help?

For ticketing support for tickets issued for wholly Jetstar fares please – contact [Jetstar Trade Support](#) via Live Chat or call 0800 284 510 if travel is imminent (Mon to Fri 10:00 to 19:00 NZST). For non-urgent queries, email sales@jetstar.com

For ticketing support for tickets issued with a combination of Qantas and Jetstar fares, please refer to the [Qantas Agency Connect](#) site or call 0800 731 313 if travel is imminent.

Where Can I Get Further Information?

For all Qantas policies regarding issuing and servicing QF tickets refer to the [Qantas Agency Connect Site](#)

For all Jetstar policies regarding the carriage of JQ customers refer to [Jetstar – Travel Agents](#)

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The following FAQs apply to Jetstar Group (JQ, 3K and GK) fares issued on Qantas (QF-081) tickets.

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Booking and Ticketing

Updated fare summary (select routes apply):

Fare Type	Starter	Starter +20kg	Flex	Starter Max	Business Max
Fare Classes	C	H	K,L,M,N,O	Q,R,S,T,V,Y	J
Included baggage	Nil	20kg	Nil	30kg	30kg
Cabin baggage	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 10kg per piece.	7kg combined weight 1 main + 1 small item	14kg combined weight 2 main + small item Main items must not weigh more than 10kg per piece.
Fare rules	https://www.jetstar.com/au/en/help/articles/fare-rules				

For additional information, please refer to the Jetstar [GDS help guide](#).

Can a Jetstar fare issued on 081 ticket stock be held in credit?

Yes, Jetstar Flex fares only. As per GDS fare rules, this is not possible on Starter, Starter Plus, Starter Max or Business fares unless approved by Jetstar under extenuating circumstances, outside of fare rules.

When holding a Flex fare in credit, you must cancel the existing segment before airport check in opens, with ticket coupon remaining open. Rebooking of future travel **MUST** occur within ticket validity. When rebooking, book new segment on a Flex fare under old ticket, exchanging old coupon.

I have booked a Flex fare. How does my client catch an earlier or later flight on the same day?

When utilising this unique feature of the Flex bundle, you are able to make this flight change via the GDS, alternatively by contacting [Jetstar Trade Support](#) or the airport service desk.

When reissuing in the GDS rebooking can be in O, N, M, L, K, Q, R, S, T, V or Y to allow the for same day change without penalty.

From 30 April, passenger will be able to manage this flight change using [Manage My Booking](#) on jetstar.com

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Which routes will the Starter Plus bundle remain available on?

ADLDPS, AKLMEL, AKLOOL, AKLRAR, AKLSYD, AKLBNE, CHCMEL, CHCOOL, CNSDPS, DPSDRW, DPSMEL, DPSPER, DPSSIN, DPSSYD, DPSTSV, MELZQN, NANSYD, OOLWLG, OOLZQN, RARSYD, SYDZQN.

Starter Plus will remain available for purchase on these routes, using booking classes **K, L, M, N & O**.

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 per piece.
Fare rules	https://www.jetstar.com/au/en/help/articles/fare-rules				

Refer to the Jetstar website or GDS fare rules for fare inclusions, change fees and refund rules.

Which Global Distribution System (GDS) can I use?

This offering is available for users of Amadeus, Travelport – Galileo, Sabre, Worldspan, Apollo, Abacus and Travelsky (for Jetstar-JQ and Jetstar Asia-3K flights only).

Can I waitlist a JQ flight that is not showing available in the GDS?

No, Jetstar does not permit waitlists. You should book Jetstar flights from available inventory as showing in the GDS.

How do I enter my customers contact details?

Your customer's email address and mobile number should be added to the booking in accordance with IATA regulation 830d so that your customer can be contacted in case of a cancellation or disruption to their flight. Refer to [Customer Contact Details](#) guidelines on the Qantas Agency Connect site or the [Jetstar GDS Guide](#) on the Jetstar Agent Hub for the required GDS entries.

Do credit card service fees apply? (OB Fee)?

Yes –all QF (081) tickets issued in New Zealand incur card fees which are collected off ticket and receipted using the OB code. Refer to Card Payment (OB) Fees on the Qantas Agency Connect site for details.

What happens if my customer no-shows on a Jetstar flight issued on Qantas 081 ticket stock?

If the Jetstar fare rule does not permit no-show, the ticket coupon will be automatically updated to P status within 72 hours of scheduled departure. If a coupon needs to be updated urgently prior to the change of status, please contact Qantas Agency Connect on 0800 731 313.

For Qantas flights, refer to the applicable Qantas fare rule.

For additional information, please refer to the Jetstar [GDS help guide](#).

Can all Jetstar fares be booked and ticketed through the GDS?

No. Some sale & bundle fares are not available in the GDS.

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Does Commission apply?

For combined Qantas and Jetstar fares on eligible routes, base BSP commission applies.

Will I earn BSP commission for Jetstar international sectors ticketed on 081? No BSP commission will be earned for Jetstar only itineraries. Commission rates will default to QF BSP levels so you will need to adjust the commission level to 0% when issuing the ticket. If you issue the ticket with commission it will be paid, but you will receive an ADM for the commission amount.

Are Jetstar and Qantas fares interchangeable?

No. Currently Qantas fares can only be reissued to Qantas fares and Jetstar fares can only be reissued to Jetstar fares.

Can I get a waiver of a Jetstar fare rule?

The Fare Rule Waiver service request on the Qantas Agency Connect site for ticketing time limit, change fee, expired fare and ticket validity cannot be used for Jetstar fares issued on Qantas tickets. For Jetstar only itineraries, please contact [Jetstar Trade Support](#).

Can I revalidate a Jetstar fare issued on a Qantas ticket?

No. The revalidation process will not work in your GDS for Jetstar fares.

For changes to a fare (in accordance with fare rules) ticket reissue is always required. An authority code from Jetstar is required for changes outside of fare rules.

How do I manage tickets impacted by schedule change?

For involuntary schedule changes, an authority code is required. Please contact [Jetstar Trade Support](#) for an Authority code to reissue without penalty. This authority code MUST be included in the ticket endorsement box to avoid an ADM.

For Qantas schedule changes, please refer to [Qantas Schedule Change Policy](#).

What happens if I make an error when issuing Jetstar fares on Qantas tickets?

Agency Debit Memos (ADMs) are issued by Qantas to recover amounts that should have been remitted to us relating to the booking, ticketing and servicing of Qantas tickets. Refer to [ADM Information](#) on the Qantas Agency Connect site for the reasons ADMs are raised and for the ADM Dispute process.

If the ADM has been raised and you wish to dispute it as the fare reassessment was provided to you by Jetstar Trade Support, please do so via BSPlink within 15 days of receipt of the ADM.

What is the ticketing time limit and can I place a Jetstar flight on hold?

For combined Qantas and Jetstar fares, the most restrictive ticketing time limit (TTL) applies, and this is advised in the fare quote.

What is the validity of a Qantas ticket?

New Zealand domestic tickets issued on Qantas (QF-081) are valid for 12 months from date of original issue by which time all travel must be completed.

Qantas international tickets issued on Qantas (QF-081) are valid for 12 months from date of issue for travel to commence.

This will apply to Jetstar fares issued on 081 ticket stock.

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Is there a time restriction on refunding Jetstar fares issued a Qantas ticket?

Refunds can only be processed in accordance with Jetstar fare rules. No Qantas ticket can be refunded after 13 months from date of issue.

How do I issue the 081 ticket?

Please issue as per your current ticketing arrangements. It is **important** to note if you are issuing a ticket that you must **not** include credit card payment details or your JQ Agency credit account details (OSAG) in any SSR as you would do for JQ GDS un-ticketed bookings, as this will result in a duplicate charge.

Can I still use Hahn (HR) for my ticketing?

Yes, plating to HR is still an option for NZ based travel agents.

Please note: QAC **cannot** assist with any HR tickets. QAC will only be able to assist with tickets including a QF fare which have been issued on 081 ticket stock.

Infants and Children

How do I book an Unaccompanied Minor (UMNR)?

Jetstar do not carry unaccompanied minors. For more information, refer to Jetstar's [Young Person Travelling Alone \(YPTA\)](#) Policy. For Unaccompanied Minors on Qantas only itineraries refer to [Unaccompanied Minor and Young Passenger](#) on the Qantas Agency Connect site.

Do I need to issue a ticket for an infant travelling on a New Zealand domestic fare?

Jetstar charges an NZ\$15.00 fee for an infant travelling on New Zealand Domestic flights. This will auto-price for you in the GDS and you will need to issue a ticket for the infant.

Do I need to issue a ticket for an infant travelling on an Australian domestic fare?

Unlike Qantas, Jetstar charges an A\$30.00 fee for an infant travelling on Australian Domestic flights. This will auto-price for you in the GDS and you will need to issue a ticket for the infant. Applies to Jetstar only and combined Jetstar and Qantas domestic fares.

How do I book an infant (0 – 2 years) who becomes a child mid journey?

You make the booking as per the infant's age on the outbound flight. For an infant who turns 2 after the first outbound flight, but before the return flight, they will be considered an infant for their entire journey. This applies only if both outbound and inbound flights are in the same booking and the infant does not occupy a seat.

How do I book a child (2 – 11 years) who becomes and adult mid journey?

You make the booking as per the child's age on the outbound flight. For a child who turns 12 after the first outbound flight, but before the return flight, they will be considered a child for their entire journey. This applies only if both outbound and inbound flights are in the same booking.

Making Changes

Can a customer make voluntary date/time changes to bookings?

The fare rule of the fare component that is changing applies. If changing multiple fare components, the most restrictive fare rule applies. You need to reprice the ticket and collect additional fare, taxes, charges and change fees then reissue the ticket.

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Who do I contact if I require assistance with a fare reassessment?

If you need assistance with a fare reassessment for a ticket that contains Jetstar flights only, contact [Jetstar Trade Support](#). For tickets containing a combination of Jetstar and Qantas fares, please submit a Fare Quote or Reassessment online form on the Qantas Agency Connect site.

How do I collect a Change Fee?

Raise an EMD-S to collect any change fees. The Reason for Issuance Sub-code (RFISC) is 98I (I for India) for the QF fee. If you are collecting a JQ fee the Reason for Issuance Sub-code is 993. If both QF and JQ sectors are being changed, the change fee will be collected on a single EMD using the QF RFISC. Refer to [Change Fee Information](#) on the QAC site.

For combined Qantas/Jetstar itineraries how is the change fee applied?

For combined Qantas and Jetstar itineraries, one Qantas change fee will apply.

For Jetstar only itineraries ticketed on Qantas 081 paper, change fees will be applied in accordance with Jetstar fare rules.

How do I process a name correction?

Pre-ticketing, changes of 3 characters or less can be corrected by the agent in their GDS as per current process for both Jetstar only and combined Jetstar and Qantas itineraries.

For Jetstar only itineraries post ticketing, contact [Jetstar Trade Support](#) for assistance. You need to create a new booking for your customer in the correct name. Rebook the same booking class as originally ticketed and contact [Jetstar Trade Support](#) if that class is no longer available. Issue a new ticket and refund the original ticket through BSPlink using an authority provided by Jetstar.

For combined Qantas and Jetstar itineraries post ticketing, please refer to [Name Correction and Name Change](#) on the Qantas Agency Connect site.

How do I process a name change?

Name changes are not permitted on international itineraries. Please refer to [Name Correction and Name Change](#) on the Qantas Agency Connect site.

For Jetstar only domestic itineraries, create a new booking in the new name and reissue the ticket in accordance with fare rules, collecting any additional fare, tax and applicable change fees. When EMD-S is raised for a name change fee, use an RFISC (instead of EFIC) 993.

For combined Qantas and Jetstar Australian domestic itineraries, refer to [Name Correction and Name Change](#) on the Qantas Agency Connect site.

How do I apply for a refund?

Refer to the Qantas Refund Policy for guidance on when to refund through your GDS or via BSPlink.

For Jetstar fares where a refund is allowed within the fare rules for a [refund fee](#) (e.g. Starter Max fare and Business Class and Business Class with Max Bundle) then you must deduct the refund fee from the amount being claimed (fee is per person per segment).

For tickets containing Jetstar only and combined Qantas and Jetstar Australian domestic fares, the rules of each fare component apply.

For tickets containing combined Qantas and Jetstar international fares, the most restrictive conditions apply to the entire ticket.

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How do I make a compassionate claim for refund?

For Jetstar only tickets, please contact [Jetstar Trade Support](#).

For Qantas and Jetstar combined itineraries please contact Qantas Agency Connect.

Your customer will need to supply the appropriate supporting documentation (e.g., Medical or death certificate etc.) for any compassionate claims. The claim will be assessed, and you will be advised of the outcome.

If approved, an authority number will be provided to include in the refund application to be processed through BSPlink. Alternatively, you will be given an authority number to hold the fare in credit and reissue without a fee (fare difference may apply).

Schedule Change and Disruption

How are Schedule Changes and Disruptions Handled?

For tickets containing combined Jetstar and Qantas fares, there is no change to current processes. Follow the procedure on the Qantas Agency Connect site for other airline schedule changes on QF (081) tickets and for an authority to reissue your customer's ticket to reflect the new flight/s.

For tickets containing Jetstar only fares, contact [Jetstar Trade Support](#) for an authority to reissue your customer's ticket.

What do I do if a schedule change does not suit my customer?

Refer to the [Qantas and Other Airline Schedule Change Policy](#) for guidance.

For Jetstar fares - agents will need to contact [Jetstar Trade Support](#) for an involuntary reissue waiver code. For Qantas fares, source waiver code via the Qantas Agency Connect portal.

Do Qantas Commercial Policies apply to Jetstar flights?

In general, Qantas commercial policies apply to Qantas flights only.

For customers impacted by a major event, check [here](#) to see if Jetstar has an Extenuating Circumstances Policy (ECP) in place.

If there is no ECP to cover your clients' concerns, contact [Jetstar Trade Support](#) for re-accommodation and reissue assistance.

For all other schedule changes refer to the relevant schedule change policy.

Specific Needs/Assistance

If your customer requires assistance when travelling with Qantas or Jetstar, refer to the relevant information provided on Qantas Agency Connect under [Specific Needs](#) and for Specific Assistance on Jetstar visit our [Agent Information Centre](#). Contact the operating airline for any further advice, information and assistance.

Booking Ancillary Services

How do I service seat and baggage requests?

For Jetstar flights, please process through [Manage Booking](#) on Jetstar.com. You may need to allow up to 90 mins after ticketing to add any of these requests and payment can only be made by credit card.

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For fares booked prior to 30 April, you may need to contact [Jetstar Trade Support](#) to add ancillary items.

For Qantas flights, refer to the Qantas Agency Connect site for instructions on how to book these services via your GDS.

Can baggage be transferred from Jetstar to Qantas?

Current baggage arrangements apply and will not change. Jetstar Australian domestic connections do not allow transfer of baggage.

Jetstar New Zealand Domestic flights connecting to Jetstar or Qantas/Partner International services do not allow transfer of checked baggage.

However, there are some exceptions. Connecting international Jetstar flights and flights with Qantas/partner airlines, allow for bags to be transferred where both international flights were purchased on the same booking/ticket.

Note, our check-in staff will let you know if your baggage will be transferred. You may still need to check in at the connecting airport to obtain your next boarding pass before check-in closes.

For further information, please refer to [Jetstar Baggage Transfers](#) or [Interline and Through Checked Baggage](#) on the Qantas Agency Connect site.