



Passengers who are Deaf or hard of hearing, blind or have low vision, or are travelling with a service dog

We're here to make your journey a smooth one. If you request assistance from us, we can assist you from the airport check-in counter, through the terminal, onboard the aircraft and to the baggage claim area. We'll also provide an individual safety briefing.

Our [Disability Access Facilitation Plan](#) outlines the ways we can assist you.

Making a booking

The most important thing to do is to make sure you request assistance at [Jetstar.com](https://www.jetstar.com) when making your booking or through our [Contact Centre](#) before you travel.

Completing this checklist does not guarantee that we'll be able to provide the assistance you've requested. If you don't let us know in advance, we may be unable to accommodate your needs or preferences due to operational constraints.

Prepare for your trip

You may need to get medical clearance if you:

- are travelling with oxygen;
- need to use an assistive device during the flight (e.g. dialysis machine); or
- have certain types of medical conditions.

You can find the medical clearance forms at [in-flight health](#).

Travelling independently

It's important that you can travel independently and be able to carry out some important tasks on board by yourself. If you're travelling with us independently, you must meet [specific travel requirements](#).

You can still fly with us if you don't meet these requirements – you'll just need to travel with an accompanying passenger or carer who can assist you.

At the departure airport

Please make sure to introduce yourself to the staff at the check-in and departure gate.

Give yourself plenty of time to check-in at the airport. We recommend checking in at least 1.5 hours before your flight is scheduled to depart for domestic flights and 2 hours before for international flights.

So you can be one of the first to board, please be at the boarding gate at least 50 minutes before your flight. We'll provide assistance from check-in to the boarding gate if you request it.

On your flight

Once on board, our cabin crew will provide you with an individual safety briefing and will be available if you need any help.

At your destination

We are happy to assist you with disembarking from the aircraft after other passengers have exited and with making your way to the baggage claim area.

➔ Checklist please see page 2



Assistance checklist

It's not essential but filling in this checklist and bringing it with you will help us understand your needs on the day you travel. When you complete this checklist, you may be including personal and sensitive information. Please keep a hold of it to protect your privacy, and do not leave it with our staff or on board the aircraft. You can check out our privacy policy at www.jetstar.com/au/en/privacy-policy.

Are you?

- Deaf or hard of hearing
- Blind or have low vision
- Travelling with a service dog

Will you need our assistance to travel within the airport or on the aircraft?

- I do not need a staff member to assist me.
- I need a staff member to assist me.
- I have someone to assist me in the terminal and on the aircraft.

We can assist you to the baggage claim area after your flight. If you require assistance with onward travel, please make sure you arrange for someone to meet you.

How would you like our team to communicate with you?

- Written with pen and paper
- Verbally
- I will lip-read – please make sure I can see what you're saying.
- Increase volume
- At usual volume

Travelling with a service dog:

You can find out more information by visiting [Travelling with a service dog](#).

Are you travelling with a:

- Guide dog
- Hearing dog
- Assistance dog

Is your service dog accredited by an organisation or trainer listed on the Assistance Dogs International website or Queensland Government Approved trainers and training institutes list (Australia-based only)

- Yes
- No – but I have a letter of approval from Jetstar to travel with my service dog in the aircraft cabin.
- No – My service dog is not accredited by an organisation or trainer listed on the Assistance Dogs International website or Queensland Government-approved trainers and training institutes list and I do not have an approval letter issued by Jetstar.

You'll need to apply for approval at least 14 days before your flight departs by emailing customer.advocacy@jetstar.com with:

- Your full name
- The booking reference; and
- The name of the trainer or organisation that accredited your dog and any other documentation you'd like us to consider.

On the day of travel, please have with you your service dog's ID and ensure they wear their identifying vest, harness or medallion.

