

Terms and Conditions

Where you make a contribution to offset carbon emissions on Jetstar flights, the following terms and conditions apply:

1. Carbon offsetting is a voluntary charge.
2. Your payment will include a GST component. The GST component of your payment will not be allocated towards greenhouse gas abatement projects.
3. Jetstar will not charge you a separate card payment fee for a carbon offset.
4. Your contribution and the applicable GST will not be refunded under any circumstances, including in the event we cancel your flight or where you fail to travel on your scheduled flight.
5. Jetstar will provide you with a tax invoice by email when you make your contribution. This will be provided as part of your normal itinerary receipt. Jetstar will not provide duplicate tax invoices.
6. The Jetstar carbon offsetting program has been accredited under the Australian Government's Greenhouse Friendly™ Program, however that program ceased on 30 June 2010. Jetstar is currently seeking accreditation under the Australian Government's new National Carbon Offset Standard (NCOS) described on the Department of Climate Change and Energy Efficiency (here - <http://www.climatechange.gov.au/en/government/initiatives/national-carbon-offset-standard.aspx>). Under NCOS, we are permitted to calculate your emissions for flights operated by both Jetstar and Qantas.
7. The method for calculating greenhouse gas emissions is different for the Jetstar and Qantas networks. The calculation methods both provide an emissions estimate only and should not be relied upon as an accurate record of the actual emissions. We accept no liability if the calculation of greenhouse gas emissions relating to your seat on your flight is incorrect or inaccurately reflects actual greenhouse gas emissions attributable to your seat on your flight.
8. Your contribution will be used to acquire Eligible Offset Units as defined under the NCOS and a proportion may be directed towards environmental research. We may at our discretion acquire Eligible Offset Units from certified greenhouse gas abatement suppliers of our choice. You are not able to direct us to allocate the funds to any particular greenhouse gas abatement projects or suppliers. In addition to acquiring Eligible Offset Units Jetstar may, at its discretion, use a portion of your contribution to fund environmental research of our choice.
9. While Jetstar has taken reasonable care to ensure that the information provided by us on the Jetstar website relating to carbon offsetting is correct, all information may be subject to change at any time without notice. Jetstar is not liable to you or anyone else if errors occur in the information on this web site or if that information is not up-to-date.
10. Jetstar reserves the right to suspend or terminate this carbon offsetting arrangement in its absolute discretion and at any time, without giving notice to you. This arrangement will be subject to any applicable legislative or other regulatory controls imposed by State and Federal Governments, whether existing now or at any time in the future.
11. These Terms and Conditions are effective as at 1 July 2010 and may be amended by Jetstar from time to time without giving notice to you.

You should also read the general terms and conditions that apply to use of the jetstar.com website