



Jetstar Customer Service Plan - United States

We are Australia's leading low fare airline dedicated to offering you everyday low fares to enable more people to fly more places more often.

We also aim to meet your expectations every time you fly and so we continue to invest in our business and will always strive to provide you with an exceptional level of service.

With this Customer Service Plan, we want you to know what you can expect when you choose to fly with us from the United States. Below we set out our commitment to you and provide links to our website where more detailed information is available.

1. Lowest fare availability

For the lowest fare currently available directly from Jetstar for your chosen itinerary, book on our website at Jetstar.com. All flight bookings made via our telephone reservations service or at an airport ticket counter will incur service fees in addition to the fare.

2. Keeping you informed

We can't control all the elements. Bad weather, technical problems, operational and other issues can sometimes cause flight delays or even cancellation or diversion of the flight plan. If this happens, while we're doing all we can to fix the problem we will keep you informed of developments as information becomes available and we will tell you the choices that are available to you.

This will include providing timely updates in the boarding gate area as soon as it is staffed, at airport display boards where we can control them, on board the aircraft if you have boarded, via our telephone reservation service if you call and on our website at Jetstar.com.

We will notify you in a timely manner of any schedule changes affecting your flights. We will use the contact details you provided in your booking or if you booked through a travel agent we will notify the travel agent.

3. Delivering your baggage

Jetstar understands the importance of getting you safely to your destination on time, every time, with your baggage.

If we do misplace your baggage we will do everything reasonable to locate your bags and return them to you within twenty-four hours or as soon as possible.

If your bags are delayed significantly, we will offer you assistance in the form of emergency expenses. We will apply the limits of liability provided for in the international Convention or other law that applies to the carriage of your baggage. In the unlikely event that your baggage is lost while in our care we will refund any fee you have paid us to carry that baggage.

For more information refer to our [Baggage Page](#)

4. Ticket refunds

Where a ticket refund is due in accordance with the applicable fare rules or Jetstar Conditions of Carriage, we will provide you with this refund promptly and in accordance with applicable laws OR within 20 days for cash or cheque purchases or within 7 days for credit card purchase.

Refunds will be paid to the customer who paid for the ticket, unless they provide authorisation in writing to pay someone else. Unless agreed otherwise, the ticket refund will be paid in the same way and in the same currency in which the ticket was purchased.

To find out more about cancellation please refer to the [fare rules](#) provided to you at the time of purchase and our [Conditions of Carriage](#).



5. Welcoming passengers with specific needs

Jetstar aims to provide a travel experience that is comfortable and hassle free, while ensuring the safety of passengers and our staff.

Jetstar will do all it can to provide information and assistance to passengers with specific needs in a non-discriminatory way, including in the event of a tarmac delay. We will comply with our obligations under the US Department of Transportation Rule on Non-Discrimination on the Basis of Disability in Air Travel.

To assist us in making any necessary arrangements for your travel please provide us with all relevant information about your specific needs before you travel:

- A. If you book on Jetstar.com, you are able to advise us of certain specific needs when making your booking. These include:
 - a. Travelling with a wheelchair
 - b. Travelling with a service dog
 - c. If you are blind or have a vision impairment
 - d. If you are Deaf or have a hearing impairment
 - e. If you require the use of an upper torso restraint in-flight

For any other specific need requirements, please review our [specific needs](#) page on Jetstar.com before you make your booking and contact our [Jetstar contact centre](#) immediately after you have purchased your ticket.

- B. If you book by telephone (see our [contact us page](#) for numbers) you can provide the information to the Sales Consultant who makes your booking.
- C. If you book through a travel agent you can provide the information to the travel agent who can provide the information to us by using the relevant International Air Transport Association (**IATA**) codes. Please ask your travel agent to confirm to you that your specific needs have been recorded by Jetstar or you can confirm directly with Jetstar on one of our [contact numbers](#).

If you do not provide advance notice of your specific needs we may not be able to meet your request. This should not prevent you from travelling on your scheduled flight, but may affect the level of service we are able to provide.

6. Meeting your needs during tarmac delays

We are committed to on time departures so that we can get you to your destination on time.

If, despite our efforts, an aircraft is delayed on the tarmac, Jetstar has processes in place to ensure we are addressing your essential needs.

Find out more in our [Tarmac Delay Plan](#)

7. Oversales and Denied Boarding

Airline flights may be overbooked. This means there may be a slight chance that there are more reservations than available seats on your flight, even though you are holding a confirmed ticket. This may be because of commercial overbooking or restrictions being imposed due to weather conditions or for other safety reasons.

In these circumstances we will not deny you a seat without first asking for volunteers who are willing to give up their confirmed seat in exchange for compensation for a specified amount, and travel on a later, specified flight. Volunteers will not be entitled to any further payment, refund or compensation.

If there are not enough volunteers, we may need to deny boarding to one or more passengers involuntarily.



If you are denied boarding involuntarily due to an overbooking of our flight for which you have a valid ticket and a confirmed reservation, we will provide compensation as required by law provided that you have met our check-in deadline and other travel requirements and we have not placed you on another flight that arrives within one hour of your original flight schedule. We will provide you with a written explanation of your rights and monetary compensation.

8. Our policies and services

To help you prepare for your flight we provide you with information on our policies and services on our website Jetstar.com, and if you ask our telephone reservations or airport staff.

You can view the aircraft type that operates your flight by visiting our [schedules page](#) on Jetstar.com and referencing the “equip” column.

Find out more about our standard seat configuration and location of lavatories, please view appendix 1 of the document.

Some Jetstar Bundles earn Qantas Frequent Flyer Points and Qantas Status Credits. To find out more about the Qantas Frequent Flyer Program, please see Qantas.com for more information. If you would like to know which fares and bundles are eligible to earn Frequent Flyer Points and Qantas Status Credits on Jetstar services, please visit our [fare and bundle types page](#) on Jetstar.com

9. Cancellations and misconnections

In the event that your journey does not go according to plan, we will do all that we can to assist.

If your flight is cancelled or delayed we will keep you informed and if you have a connecting flight on the same ticket we will assist with arrangements for your next flight. If we are unable to make arrangements that are suitable, you will be provided with a full refund for the affected flight or flights.

10. Complaints response

We value your opinion as your feedback helps us to identify and address issues with our service.

You can submit a complaint or feedback [online at Jetstar.com](#) or by writing to us at:

Jetstar Customer Care
PO Box 635
SUNSHINE VIC 3020

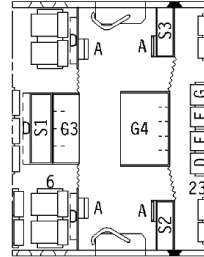
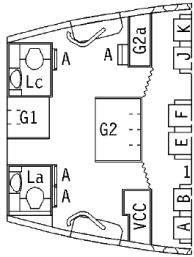
We will acknowledge your feedback at least within 30 days and provide you with a substantive response within at least 60 days.

While we endeavour to resolve your complaint as quickly as we can, every case is different and some more complicated matters may take longer to resolve.

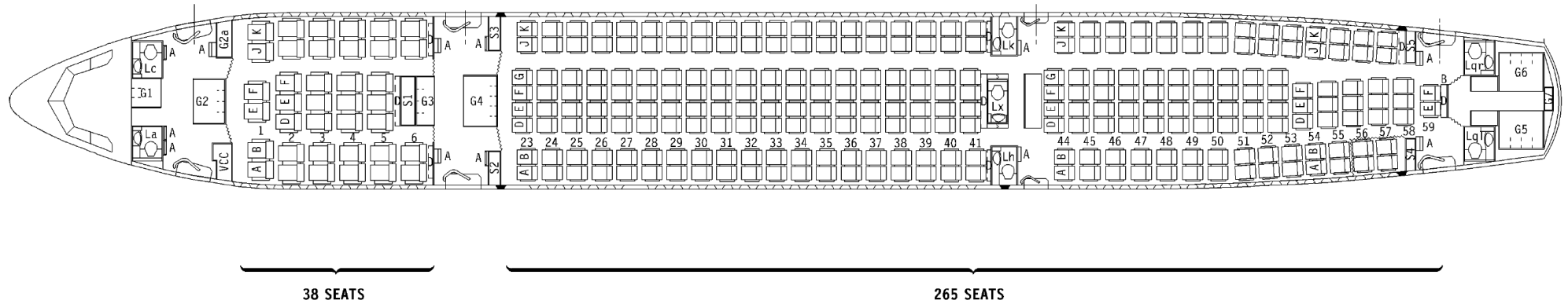
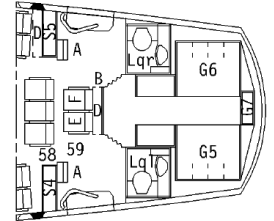


Appendix 1 – Aircraft Seat Maps

A330 – 303 seats

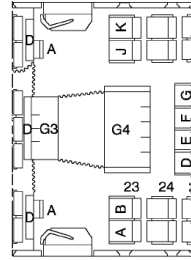
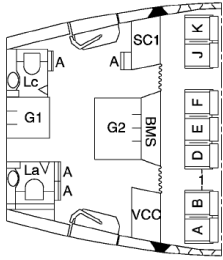


- A** CABIN CREW SEAT (12 x)
- B** BUSTLE (1 x)
- D** DOGHOUSE (7 x)
- G** GALLEY (8 x)
- L** LAVATORY (7 x)
- S** STOWAGE (5 x)
- VCC** VIDEO CONTROL CENTRE (1 x)

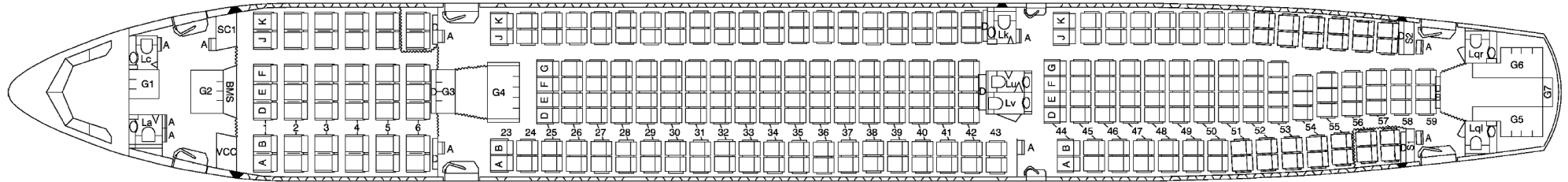
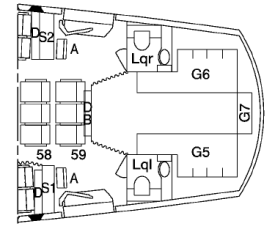
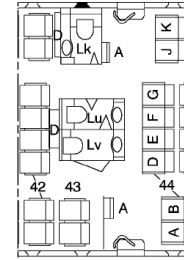




A330 – 310 seats



- A** CABIN CREW SEAT (10 x)
- B** BUSTLE (1 x)
- BMS** STOWAGE (1 x)
- D** DOGHOUSE (8 x)
- G** GALLEY (7 x)
- L** LAVATORY (7 x)
- S** STOWAGE (3 x)
- VCC** VIDEO CONTROL CENTRE (1 x)

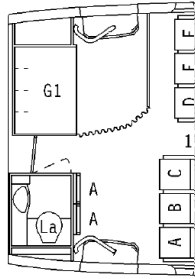


42 SEATS

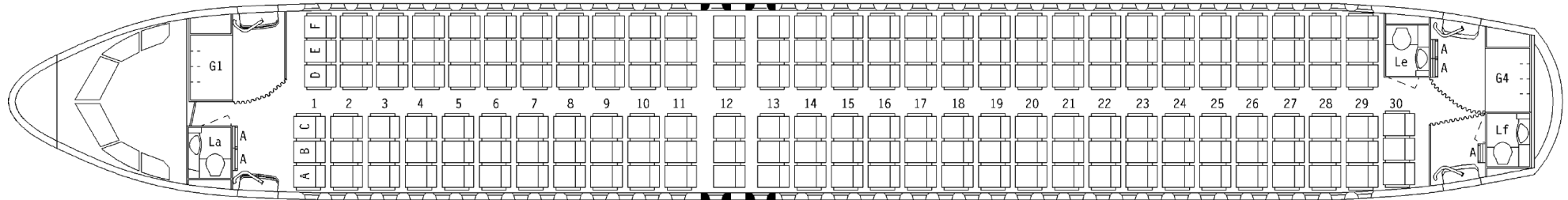
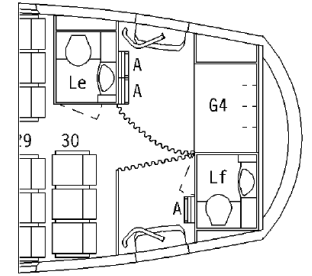
268 SEATS



A320 – 177 seats



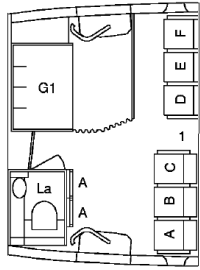
- A** CABIN CREW SEAT (5 ×)
- G** GALLEY (2 ×)
- L** LAVATORY (3 ×)



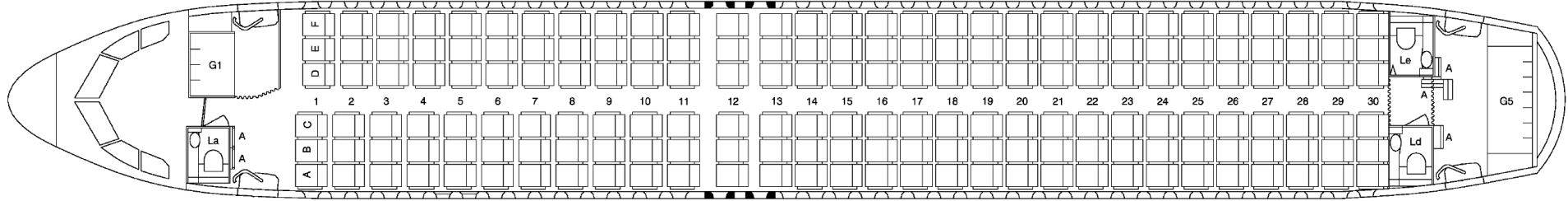
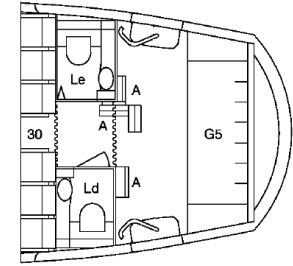
177 SEATS



A320 – 180 seats



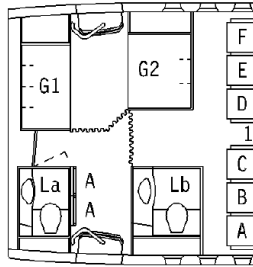
- A** CABIN CREW SEAT (5 ×)
- G** GALLEY (2 ×)
- L** LAVATORY (3 ×)



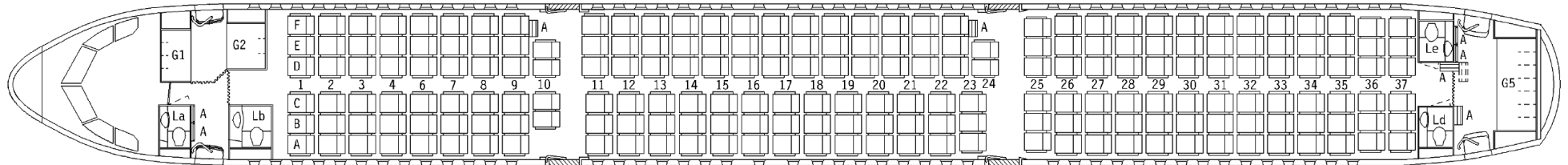
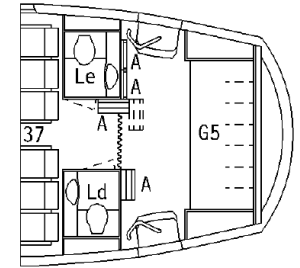
180 SEATS



A321 – 210 seats



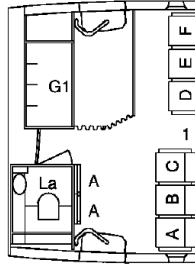
- A** CABIN CREW SEAT (8 ×)
- G** GALLEY (3 ×)
- L** LAVATORY (4 ×)



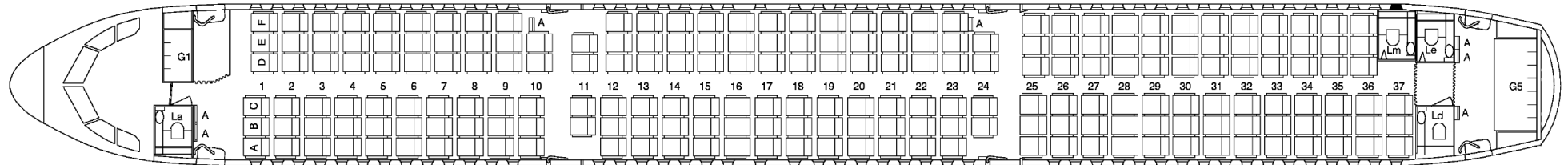
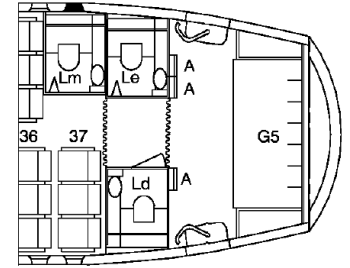
210 SEATS



A321 – 214 seats



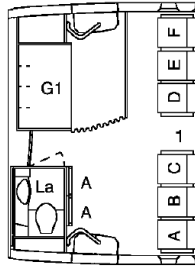
- A** CABIN CREW SEAT (7 ×)
- G** GALLEY (2 ×)
- L** LAVATORY (4 ×)



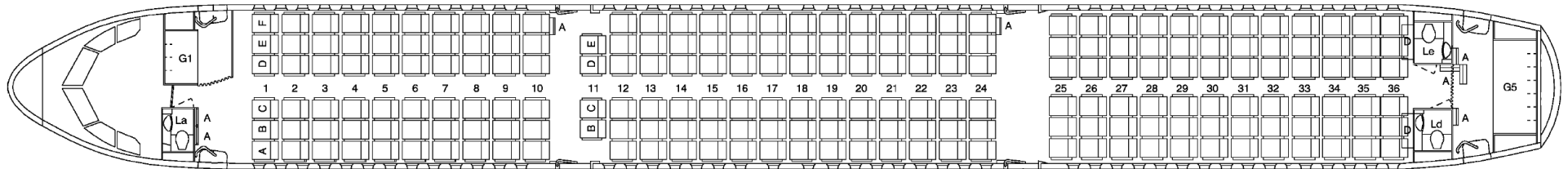
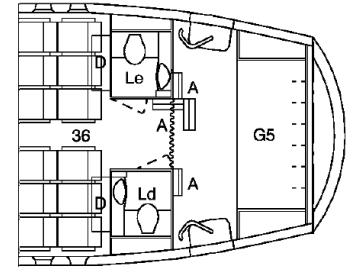
214 SEATS



A321 – 214 seats - Alternate



- A** CABIN CREW SEAT (7 ×)
- G** GALLEY (2 ×)
- L** LAVATORY (3 ×)



214 SEATS