Sales kit 2023
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, 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).
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 5,000 flights to over 85 places – across Australia, New Zealand, Asia and the Pacific? Or that we've helped raise over AUD $10 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 250 million passengers.

We have one of the Asia Pacific’s largest low fares networks by revenue. Jetstar-branded carriers operate more than 5,000 flights a week to more than 85 destinations.

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**.
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 or register with our live chat team.

- **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.

- **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
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.
Why your customers will love us

At Jetstar, we pride ourselves on our award-winning products and 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 (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

1 Qantas 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

At JETSTAR

WE PRIDE OURSELVES

ON OUR AWARD WINNING

PRODUCTS + SERVICES
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
- Investing in next generation, lower emission aircraft
- 18 A321neoLR to enter Jetstar’s fleet by end 2024
- Burn ~15% less fuel than aircraft they’re replacing
- First A321neoLR entered service July 2022

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 and Korea can now ticket Jetstar group airlines (JQ, 3K, GK) on QF-081 tickets
- 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 and Starter Max fares are both available in lower GDS classes, making pricing more competitive

### Published GDS Fares

<table>
<thead>
<tr>
<th>Fare Type</th>
<th>Starter</th>
<th>Starter +20kg</th>
<th>Starter Flex</th>
<th>Starter Max</th>
<th>Business Max</th>
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<tbody>
<tr>
<td>Fare Classes</td>
<td>C</td>
<td>H</td>
<td>K,L,M,N,O</td>
<td>Q,R,S,T,V,Y</td>
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<tr>
<td>Included baggage</td>
<td>Nil</td>
<td>20kg</td>
<td>Nil</td>
<td>30kg</td>
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<tr>
<td>Cabin baggage</td>
<td>7kg combined weight 1 main + 1 small item</td>
<td>7kg combined weight 1 main + 1 small item</td>
<td>14kg combined weight 1 main + 1 small item</td>
<td>7kg combined weight 2 main + small item</td>
<td>14kg combined weight 2 main + small item</td>
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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

Jetstar’s international long-haul services are operated by a fleet of Boeing 787-8 aircraft. Enjoy a more advanced inflight experience on the 787 Dreamliner with larger windows, comfortable seating, cleaner air, and less cabin noise.

**BOEING 787-8**
- **Number of Passengers**: 335
  - 21 business, 314 economy
- **Number in Fleet**: x11
  - Jetstar Airways (JQ)

**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 (LR)**
- **Seating Configuration**: 3-3
- **Number of Passengers**: 232
  - Economy
- **Number in Fleet**: x18
  *subject to change by end of 2024*

Get to know us a little better by learning about the impressive fleet servicing our long- and short-haul flights.
Where we fly

See jetstar.com to see where we fly

1 Published as of Feb 2023, recommencement dates may vary per route and are subject to change
Flex bundle
Change is good, now it’s easy

1. For changes made on the day of your scheduled flight departure and prior airport check-in opening, free to move to another available flight departing on the same day and route subject to availability.
2. Fare difference may apply.
3. Subject to availability.
5. You can bring one main item plus one small item like a laptop bag, handbag or backpack, with a combined weight of 14kg. The small item must fit under the seat in front of you. No single item can weigh more than 10kg.

For NZ Flex bundle inclusions, visit jetstar.com/nz/en/flex
Get to know Jetstar Fares

<table>
<thead>
<tr>
<th></th>
<th>Starter</th>
<th>Flex Bundle</th>
<th>Plus Bundle</th>
<th>Max Bundle</th>
<th>Business Starter</th>
<th>Business Max Bundle</th>
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<td>Carry-on baggage</td>
<td>7 kg</td>
<td>14 kg</td>
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<td>Food and drink</td>
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<td>Qantas Points can be earned on NZ domestic flights</td>
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<td>Earn loyalty points or a Jetstar Flight Rewards Voucher</td>
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Key:
- ✅ Included
- + Not included but available to purchase on selected flights
- ✗ Not included and not available for purchase

1. Carry-on baggage: size & weight limits apply - max 2 items - one large item up to 10kg, and one smaller item to fit under seat in front. No single item can weigh more than 10kg.
2. Additional checked baggage is available for purchase up to 40kg per passenger. Conditions apply.
3. Included on long haul international 787 Dreamliner flights and Domestic New Zealand flights over 45 minutes. Not available on Domestic Australia flights.
4. For changes made on the day of your scheduled flight departure and prior airport check-in opening, free to move to another available flight departing on the same day and route subject to availability.
5. All changes are subject to Fare Difference at time of change, except same day time changes with the Flex bundle.
6. Flights will be refunded in the form of a credit voucher. Starter Max bundles made via the GDS (Global Distribution System) channel will receive refunds for cancellations in cash only at a fee per passenger per booking. Refunds for ticketless GDS Starter Max fares must be requested through Jetstar. GDS Starter Max fares issued on an airline partner ticket will need to be referred to that partner airline to process the refund. GDS bookings issued on a Hahn ticket can request a refund via BSP link.
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.
9. Access to the Qantas Club for eligible Qantas Club members, Qantas Frequent Flyer Gold and Platinum members, where a Qantas Club is available.
10. Qantas Club or partner lounges where available.

Jetstar Airways Pty Ltd - ABN: 33 069 720 243.

See more on Economy fares and bundles and Business Class fares and bundles at jetstar.com, including fare rules and fees and charges.
**Baggage**

**Carry-on**
Customers get 7kg of carry-on baggage included free in every Jetstar fare (or 2 x 7kg if flying Business Class). Subject to availability you can purchase an extra 7kg for a total of 14kg carry-on over 2 items, or purchase a flex bundle that includes 14kgs carry-on.

**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.

In-flight entertainment

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

» 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.

See our latest menus and more on food and drinks at jetstar.com
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 Plus, Max or Business Max bundle, select your customer’s loyalty program and enter their membership number.

» See more on frequent flyer partners at jetstar.com

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, BA, FJ, KL, QR, LX, TK, UA, LH) between connecting international flights. Both are subject to all flights being booked in one GDS PNR.

» See more on airline partners at jetstar.com
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 JAL and Qantas. 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.

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).

Excess baggage – International
International to international connections: Carrier checking-in for initial leg will charge excess baggage for all connecting international sectors.
e.g. DRW-SIN (3K operating) connecting to SIN-HEL (AY operating): PAX will be charged by 3K at DRW for excess baggage from DRW-HEL.

Boarding pass for connecting flights
Only connecting Jetstar International to Qantas International flights and vice versa.
International to International on Partner Airlines:
QF, EK, AA, LAW, AY, UL.

787 flights longer than 5 hours
SIN-PER & SIN-DRW receive a $10 on-board credit.
All other services include a meal, snack before arrival, amenity kit, 1 hot and 1 cold beverage (excluding alcohol), in-flight entertainment.

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
(chack 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

Domestic flights from international terminals*

Jetstar (JQ) on Boeing 787 aircraft

48 hours before departure
3 hours before departure
2 hours before departure
50 min before departure

Online check-in opens
Airport check-in / bag drop opens
Go through security & immigration
Be ready at your boarding gate

Jetstar (JQ) on A320 and A321 aircraft

48 hours before departure
3 hours before departure
2 hours before departure
40 min before departure

Online check-in opens
Airport check-in / bag drop opens
Go through security & immigration
Be ready at your boarding gate

Domestic flights from domestic terminals

Jetstar (JQ), Jetstar Japan (GK)

48 hours before departure
2 hours before departure
1 hour before departure
30 min before departure

Online check-in opens
Airport check-in / bag drop opens
Go through security
Be ready at your boarding gate

Jetstar (JQ) and Jetstar Japan (GK) on A320 and A321 aircraft

48 hours before departure
3 hours before departure
2 hours before departure
40 min before departure

Online check-in opens
Airport check-in / bag drop opens
Go through security & immigration
Be ready at your boarding gate

See more on checking in at jetstar.com

*Passengers should note identification requirements and limits of liquids, aerosols and gels in carry-on baggage.
Lounge access is available for Economy Starter Max passengers 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.

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

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

2 Business 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
New inclusions for AU domestic group travel. Now includes Standard seat per sector and an inflight snack & hot beverage per journey.

Group travellers
Group travellers on AU domestic routes now receive Standard seat allocation and an inflight voucher.³

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

¹ The 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.
² Checked baggage allowance will depend on the country you make your booking from. Details will be in our email response to your booking query.
³ When travelling on connecting domestic flights an inflight voucher is issued for the first sector only.
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

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

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.
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
A chance to have your say
Open exclusively to travel agents, Co-Pilots is your chance to join the Jetstar community and help us shape the future of how Jetstar works with travel agents.

You know what your clients want, need and expect from us – and we’d love to hear it.

As a member of Co-Pilots, you’ll have access to exclusive offers, be first to hear about business improvements and enter to be in the running to win great prizes.

Keep up to date
Receive the latest monthly updates and newsletters and see the difference Co-Pilots is making to Jetstar.

Enjoy exclusive Jetstar offers and prizes
What better way for you to recommend Jetstar to clients than enjoying more chances to fly with Jetstar?

Contact to Co-Pilots team
connect@jetstarcopilots.com

See more on Jetstar Co-Pilots

Jetstar Co-Pilots is an industry-only community designed for travel agents to provide feedback directly to Jetstar through surveys and face-to-face forums.
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: Monday to Friday 08:00 – 17:00 AEST
Live Chat: Click here
Email: sales@jetstar.com
Phone: 1300 042 394

New Zealand
Hours: Monday to Friday 10:00 – 19:00 NZST
Live Chat: Click here
Email: sales@jetstar.com
Phone: 0800 284 510

Jetstar’s Groups desk

Australia
Hours: Monday to Friday 08:30 – 17:30 AEST
Email: groupreservations@jetstar.com
Phone: 1300 792 688
Quotes: Click here

New Zealand
Hours: Monday to Friday 10:30 – 19:30 NZST
Email: groupreservations@jetstar.com
Phone: 0800 401 283
Quotes: Click here

Ticketing Support

For ticketing questions related to wholly Jetstar itineraries contact Jetstar Trade Support via Live Chat or call 1300 042 394 if travel is imminent.

For support related to tickets with Qantas and Jetstar fares, please refer to the Qantas Agency Connect site or call 13 17 11 if travel is imminent.

Check out Jetstar’s Travel Agent Information Centre