

# Jetstar GDS Guide

## GDS Participation

This list shows which Jetstar Group airlines\* are available in each GDS:

- Amadeus (JQ, 3K & GK)
- Galileo (JQ, 3K & GK)
- Worldspan (JQ, 3K & GK)
- Apollo (JQ, 3K & GK)
- Sabre (JQ, 3K & GK)
- Abacus (JQ, 3K & GK)
- Travelsky (JQ & 3K)

\* The Jetstar Group of airlines includes:

JQ – Jetstar Airways

3K – Jetstar Asia

GK – Jetstar Japan

### NEW 15 APRIL 2024



- Jetstar will no longer confirm bookings made through GDS by Non-IATA agents. Please contact an IATA agency to make bookings & issue tickets for Jetstar flights.

## Holds (Time Limits)

Fare Class	Holds Time
All Classes	<ul style="list-style-type: none"> <li>• Hold for 5 days up to 9 days prior to departure</li> <li>• Hold for 1 day between 9-2 days prior to departure</li> <li>• No holds 2-0 days prior to departure. Instant payment / ticketing required.</li> </ul>

Jetstar will return the actual Holds (time limit) in an SSR after the booking has been committed.

- The hold applicable to the first sector governs the entire booking
- Original hold time remains the same regardless of changes made to the booking before payment
- For segments sold between 2-0 days prior to departure, instant payment / ticketing is required after booking commitment.
- Bookings can be made up until 2 hours prior to departure
- If a hold expires, flights need to be re-booked in a new PNR.

## Fare Structure

### Published GDS Fares

For sale on following routes (& vice versa): ADLDPS, AKLMEL, AKLOOL, AKLRAR, AKLSYD, AKLBNE, BNEDPS, CHCMEL, CHCOOL, CHCSYD, CNSDPS, DPSDRW, DPSMEL, DPSPER, DPSSIN, DPSSYD, DPSTSV, MELZQN, NANSYD, OOLWLG, OOLZQN, RARSYD, SYDZQN.

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 10kg per piece.
Change	Name, Time & Date changes permitted. Change fee + fare difference applies (per pax per sector)	Name, Time & Date changes permitted. Change fee + fare difference applies (per pax per sector)	Name, Time & Date changes permitted. No change fee Fare difference applies (per pax per sector)	Name, Time, Date, Origin & Destination changes permitted. No change fee Fare difference applies (per pax per sector)	Name, Time, Date, Origin & Destination changes permitted. No change fee Fare difference applies (per pax per sector)
Refund / credit	Not included	Not included	Not included	Refund Fee applies	Refund Fee applies
Fare rules	<a href="https://www.jetstar.com/au/en/help/articles/fare-rules">https://www.jetstar.com/au/en/help/articles/fare-rules</a>				

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## Fare Structure

### Published GDS Fares

For sale on all other routes.

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.
Change	Name, Time & Date changes permitted. Change fee + fare difference applies (per pax per sector)	Name, Time & Date changes permitted. Change fee + fare difference applies (per pax per sector)	Name, Time & Date changes permitted. No change fee Fare difference applies (per pax per sector)	Name, Time, Date, Origin & Destination changes permitted. No change fee Fare difference applies (per pax per sector)	Name, Time, Date, Origin & Destination changes permitted. No change fee Fare difference applies (per pax per sector)
Refund / credit	Not included	Not included	Cancel and hold in credit. Cancel segment before airport check-in opens, keep coupon in open 'O' status. When reinstating credit, exchange coupon according to Flex fare rules.	Refund Fee applies	Refund Fee applies
Fare rules	<a href="https://www.jetstar.com/au/en/help/articles/fare-rules">https://www.jetstar.com/au/en/help/articles/fare-rules</a>				

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

Business Starter fares and sale fares are not available through the GDS.

- Jetstar participates in interline fares of Jetstar interline partners. These are booked in classes I,Z,A,F,E,P or B in the economy cabin, and D in the business cabin.
- Jetstar does not accept waitlist bookings

## Ticketing on Qantas (QF-081)

In Australia, Korea and New Zealand, all Jetstar Group airlines permit QF-081 e-tickets to be issued for Jetstar fares. QF-081 will be the default validating carrier for these point-of-sale.

Settlement of Jetstar fares on QF tickets will be via BSP between QF and the ticketing agent.

Auto quoted fares are guaranteed, manual fare quotes are subject to audit.

When you commit a booking, Jetstar will respond with SSRs stating the ticketing time limit and the price of the Jetstar booking. Please note, this ticketing time limit will be enforced by Jetstar but the price returned via SSR is only charged by Jetstar in ticketless bookings. For ticketed bookings, the price in the GDS fare quote is the amount that will be settled through BSP.

Ticket re-issue is required (no revalidation) when changing Jetstar flights in itineraries that do not contain a QF sector.

### For ticketing support with QF ticketed bookings

- When the itinerary contains ONLY Jetstar flights, contact Jetstar Trade Support
- When the itinerary contains Jetstar and Qantas flights contact Qantas Agency Connect

Australia and Korea agents, [Click here](#) for more information about issuing Qantas tickets for Jetstar fares.

New Zealand agents, [Click here](#) for more information about issuing Qantas tickets for Jetstar fares.

## Ticketing on Hahn Air (HR-169)

The Jetstar group of airlines permit Hahn Air (HR -169) e-tickets to be issued for Jetstar fares in more than 100 countries (incl. NZ and SG). To see if Hahn is assigned as Jetstar's ticketing agent in your country, please consult your GDS.

In Jetstar's Hahn ticketing countries please ensure fare quotes have HR as the validating carrier. Settlement of Jetstar fares on Hahn tickets will be between the ticketing agent and Hahn Air through the ticketing agent's local BSP/ARC.

The amount charged will be the fare on the ticket. Fares auto quoted and issued on Hahn tickets are guaranteed. Ensure

that you commit the booking and receive a confirmation back from Jetstar before you issue the ticket. The segment will be in confirmed status (HK) and you will receive the Jetstar record locator with an SSR comment stating the booking is confirmed, along with the Holds (time limit) that you need to ticket the booking before cancellation, e.g. "SSR OTHS ITIN CONFIRMED

- MUST PROVIDE PAYMENT. SUBJ CXL ON/BEFORE 01JUL 0825Z WITHOUT PAYMENT". Please ignore any amount due SSR comment, e.g. JQ AMOUNT DUE JQ AUD185.50, if you are issuing a ticket.

Jetstar Trade support cannot issue or re-issue tickets. All ticket handling needs to be performed by the ticketing agent or your consolidator. Ticketing questions should be directed to your GDS or Hahn support desk ([service@hahnair.com](mailto:service@hahnair.com)).

## Forms of payment

### Ticketless bookings

Starting 1st July, Jetstar will no longer accept credit card payments through GDS. Agents has to pay for new booking by issuing either QF (081) or HR (169) ticket stock.

For existing ticketless bookings, any changes requiring payments, please contact Trade Support for assistance.

### Ticketed bookings

Please refer to the accepted payments methods of the ticketing carrier.

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## Passenger Details

- Ensure passenger name has a title. Jetstar supports the following titles: MR,MRS, MS,MISS,MSTR/MTR,DR,REV,PROF,CAPT
- If a party has two pax with the same name, differentiate them (e.g. by adding different title or middle initial), as bookings with duplicate passenger names will be rejected.
- Infants under 2 years of age at time of travel can travel without a seat (can be on accompanying adult's lap). Infants over 2 years of age must have a seat.
- Children under 12 years of age can be added as a CHD passenger type (please add DOB). Passengers exceeding that age must be added as an adult.

## SSR

- The following special services can be requested on Jetstar through the GDS with an SSR entry:

SSR	Description
INFT	Adding an infant under 2 years of age to a booking
WCHR	Pax are unable to walk to the Aircraft gate. Pax are required to be able to ascend and descend stairs without assistance.
WCHS	Pax are unable to ascend or descend stairs without assistance. May require assistance to the aircraft
WCHC	Pax are chair bound and may require assistance onto the aircraft
BLND	Blind passenger
DEAF	Deaf passenger
DOCS	Adding passenger passport data to the booking
DOCO	Adding passenger redress number for United States Secure Flight program

Other forms of special services can be requested directly through Jetstar Trade Support. Some services may require medical or dangerous goods clearance.

Please contact our Trade Support live chat team via the Trade Support or Travel Agents page at [jetstar.com](http://jetstar.com), to advise if the passenger is travelling with a wheelchair. Electric wheelchairs are considered dangerous goods and require airline approval. We recommend you complete the approval process at least 5 days before flight departure.

## Changes

### Ticketless bookings

Starting 1st July, for existing ticketless bookings, any changes requiring payments, please contact Trade Support for assistance.

### Ticketed bookings

Flight, date, time and name changes can be made through the GDS for ticketed bookings. Please refer to the fare rules for further details.

All changes require a ticket reissue with any penalty fees to be added.

- Jetstar may deny boarding for re-booked flights if tickets have not been re-issued.
- Use DU tax code to collect change fees for HR ticketed bookings.
- Raise a QF EMD to collect change fees for QF ticketed bookings.

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## Refund

- Refunds for ticketless bookings must be requested through Jetstar. They cannot be requested through your GDS.
- For ticketed bookings, eligible refunds can be requested via BSP link or through the GDS.

## Contact Information

It's important that you send Jetstar your passengers' contact details to enable us to contact them in the event of a disruption or delay. Please add their mobile number via SSR CTCM and email address via SSR CTCE using the following GDS key entry formats.

GDS	Key Entry
AMADEUS	SR CTCM-61412999999 SR CTCE-EMAILADDRESS//EMAIL.COM
GALILEO	>SI.P1/SSRCTCMJQHK1/61412999999 > SI.P1/SSRCTCEJQHK1/EMAILADDRESS//EMAIL.COM
APOLLO	>[:3SSRCTCMJQHK1/N1/61412999999 >[:3SSRCTCEJQHK1/ N1/EMAILADDRESS//EMAIL.COM
WORLDSPAN	>3SSRCTCMJQHK1/61412999999-1.1 >3SSRCTCEJQHK1/ EMAILADDRESS//EMAIL.COM-1.1
SABRE / ABACUS	3CTCE/EMAILADDRESS//EMAIL.COM-1.1 3CTCM/61412999999-1.1
TRAVELSKY	SSR CTCM JQ HK1 61412999999/P1 SSR CTCE JQ HK1 EMAILADDRESS//EMAIL.COM/P1

- Enter phone format as country dialling code first, then mobile/cell number with leading zero removed. e.g. If mobile number is 0412999999 with Australian dialling code +61, enter as 61412999999
- When entering an email address use:  
// in place of @  
.. in place of \_  
./ in place of -  
e.g. Email address EMAIL-ADDRESS\_1@EMAIL.COM needs to be entered as **EMAIL./ADDRESS..1//EMAIL.COM**
- Use the applicable carrier code in the key entry JQ/3K/GK
- Entries can be passenger associated (e.g. P1, N1, -1.1)

## Additional Contact Information – Australia

### Arrival city Post Code

Jetstar requires you to add in the Post Code of each traveller's residence / suburb in Australia. This is a new COVID -19 requirement to enable contact tracing by the respective states. Please add this in via a DOCA-R entry using the following GDS formats.

GDS	Key Entry
AMADEUS	SR DOCA JQ HK1-R-AUS-MEL-VIC-3000/P1
GALILEO	SI.P1/DOCA*R/AU//VIC//3000
APOLLO	@:3DOCA51/N1/R/AUS//MEL/VIC/3000
WORLDSPAN	3SSR DOCA JQ HK1/R/AU//VIC//3000-1.1
SABRE / ABACUS	3DOCA/R/AU/VIC/3000-1.1
TRAVELSKY	Not available

Use the applicable carrier code in the key entry JQ/3K/GK

- Entries can be passenger associated (e.g. P1, N1, -1.1)

## Email Itinerary Request

If you would like an email itinerary sent from Jetstar then add your email address as an OSI CTCE entry during booking creation using the following key entries. The email will be sent after payment / ticketing.

GDS	Key Entry
AMADEUS	OS JQ CTCE EMAILADDRESS//EMAIL.COM
GALILEO	>SI.JQ*CTCE EMAILADDRESS//EMAIL.COM
APOLLO	>[:3OSI JQ CTCE EMAILADDRESS//EMAIL.COM
WORLDSPAN	>3OSI JQ CTCE EMAILADDRESS//EMAIL.COM
SABRE / ABACUS	3OSI JQ CTCE EMAILADDRESS//EMAIL.COM
TRAVELSKY	Not available

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## Schedule Changes

We will notify you of a schedule change via ASC message (Advice of Schedule Change) which will queue your booking for action in your GDS. If the changes are acceptable, no further action is required (if a ticket is involved, you should reissue to update).

If the change is not suitable, please contact our [Trade Support live chat team](#) via the Trade Support or Travel Agents page at jetstar.com for alternative options.

## Ancillary Products and Services (Optional Extras)

The following optional extras are available at an additional cost and can be booked through the Agent Hub or our [Trade Support live chat team](#) via the Trade Support / Travel Agents page at jetstar.com.

### For all flights:

- Excess baggage
- Meals
- Selective seat assignment (exit row, front of cabin or general seating)
- Inflight vouchers
- Car seat (chst)

### For international B787 only:

- Inflight entertainment
- Hot meals (standard or VGML only) - must be pre-booked.
- Comfort pack

Products can be purchased on-board or at airports (excluding CHST), but subject to availability.

## Seating

All Jetstar flights have allocated seating. Seat preferences for all JQ/3K/GK fares can be requested through the Agent Hub or our [Trade Support live chat team](#) via the Trade Support / Travel Agents page at jetstar.com.

Seat requests can be made through the GDS via SSRs SEAT, NSST, NSSW and NSSA, for Jetstar sectors booked in one of our participating interline partner's fares. These bookings will be in classes I,Z,A,F,E,P,B or D on a JQ/3K/GK sector.

**Final seat allocation will be made at the airport.**

## Interline Carriers

Jetstar flights can be ticketed on the stock of our interline partners when a Jetstar fare is sold in combination with our partner's fares. Jetstar fare rules apply to the Jetstar sectors of these bookings.

- Some Jetstar classes (I,Z,A,F,E,P,B or D) can be sold as part of our interline partners through fares. Interline partner fare rules apply to these Jetstar sectors.
- Customers booked on Jetstar long haul international services on an interline through fare will usually receive complimentary food / non-alcoholic beverages, inflight entertainment and a comfort pack.
- All ticketing is on the interline partner's plate
- Please refer to the Travel Agents' Information Centre for further information on our Interline partners.