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Jetstar Customer Guarantee

As part of our low fares, good times promise, Jetstar is committed to providing you with the best flight experience for the best price.

You also have our absolute commitment that your safety is our highest priority.

We strive to make every part of your experience with us as straight-forward and as pleasant and enjoyable as possible. That's why we have over 7,000 people doing their very best, all day, every day to get you to where you want to go.

Unfortunately, there are times for every airline when things don't go to plan, often because we have your safety as our highest priority. If you are inconvenienced as a result, we think it's important to know what you can expect from us, and that you know we will always be helpful, fair, open and consistent.

That's why we've created our 10 point Jetstar Customer Guarantee, so that in the unlikely event something does affect your journey with us, you know exactly what to expect.

1. Your safety is our highest priority
2. We commit to provide the lowest fares with our 'Price Beat Guarantee'
3. Our team are always here to help, 24 hours a day, 7 days a week
4. We'll let you know your choices if your flight is changed before you travel
5. We'll keep you updated and provide options if things don't go to plan on the day
6. You will get what you paid for
7. You can have confidence in how quickly we will respond to an issue
8. You can have confidence in how quickly we will refund your money
9. We share your passion for protecting our environment
10. We commit to the privacy of your personal information

This Jetstar Customer Guarantee applies to all flights operated by our Australian, New Zealand and Singapore businesses. The commitments in this Jetstar Customer Guarantee apply in addition to any rights you have under our Conditions of Carriage or under law.

1. Your safety is our highest priority

With our heritage as part of the Qantas Group, you can expect our absolute commitment to safety as our first priority, in everything we do.

2. We commit to provide the lowest fares with our 'Price Beat Guarantee'*

At Jetstar, we're committed to providing you with great, low fares – all day everyday.

That's why, **if you find a published internet airfare on another airline that is lower than the lowest available Jetstar fare on the same route at a comparable time on Jetstar.com, call us to book with Jetstar and we will beat the other airline's fare by 10%.** *Click here for more detailed information and full conditions.

3. Our team are always here to help, 24 hours a day, 7 days a week

We absolutely value the custom of every single person who chooses to fly Jetstar, and appreciate everyone has a choice in their travel arrangements. We believe you are entitled to expect professional and courteous service at all points of contact with us.

We understand that the requirements of all our customers may differ, including our customers with a disability, and so we provide a range of special assistance services to ensure that travelling with Jetstar is a consistent and hassle-free travel experience.

If you need assistance with anything at the airport, our staff are there to help. That's why we continually invest in customer service training for all our team, who are there to look after you if you have any problems.

If you ever need to talk to us about anything, we commit to our customers that our Call Centre will be open 24 hours a day, seven days a week, 52 weeks a year. We also commit that we will have a decision-maker available in our Call Centre to address your query on the call. If you are not satisfied with their decision, we commit to explaining all alternate Jetstar options available to you.

If we fail to meet this commitment, call us and we'll provide you with a \$50 Jetstar travel voucher (click here for full conditions).

4. We'll let you know your choices if your flight is changed before you travel

We always try to minimise any schedule changes before you're due to travel and appreciate the impact that this is likely to cause our customers. Schedule changes are however made for many reasons – including reasons outside of our control; for example, airport runway works, or unplanned aircraft maintenance.

When we do cancel or reschedule your flight before you're due to travel with us, we do know it's important that you know in advance of any changes.

For schedule changes or a flight cancellation made before your day of departure, which delays your travel plans by more than 30 minutes, we commit to:

- advise you or your travel agent by email, SMS and/or phone call, using the relevant contact details provided in your booking;
- if you are not available and your voicemail is active, we will leave you a message; and
- send you the new flight details to the email address in your booking; and
- if your flight is cancelled, offer alternative transport arrangements to get you to your destination at no additional cost to you, usually on the next available Jetstar flight before or after your booked flight.

If we fail to meet this commitment, call us and we'll provide you with a \$50 Jetstar travel voucher.

5. We'll keep you updated and provide options if things don't go to plan on the day

Many things can happen, and issues may arise on the day you're travelling with us. Some of these may be within our control or some may not, like the weather or air traffic congestion.

We know that in situations like this, sharing information is really important, and we are committed to ensuring we deal with every issue that arises - fairly, openly and consistently.

Delays and Cancellations on the day of Departure

All airlines at some time experience delays or flight cancellations at very short notice. At Jetstar your safety is always our highest priority, so sometimes we will have to delay or cancel your flight to ensure your travel is safe.

We certainly understand the impact this can cause, and our firm commitment to minimising cancellations is evidenced by Jetstar having one of the lowest cancellation rates of any major airline in Australia over the first five years of its operation. At Jetstar we never cancel flights on the day of departure for commercial reasons, or when we have not sold enough seats.

However, despite all the efforts we make, it is sometimes unavoidable that a flight is delayed or that we have to cancel a flight on the day you're due to travel. In such circumstances, it's important that you know what to expect, so we're focussed on keeping you informed about the status of departure times with regular announcements at the airport.

If on the day you're due to travel we have confirmed a delay of more than 30 minutes or we cancel your flight, and we are aware of the delay or cancellation more than two hours before the scheduled departure time, then we commit to:

- advise you or your travel agent via SMS and/or time permitting a phone call, using the relevant contact details provided in your booking;
- if you are not available and your voicemail is active, we will leave you a message; and
- if your flight is cancelled, offer alternative transport arrangements to get you to your destination at no additional cost to you, usually on the next available Jetstar flight before or after your booked flight.

If we fail to meet this commitment, call us and we'll provide you with a \$50 Jetstar travel voucher.

A seat on your booked flight is no longer available to you

On rare occasions a seat may not be available to you on your booked flight. This may be due to last minute aircraft changes to smaller aircraft, weight restrictions due to weather, seat inoperability, or very rarely overbooking of flights.

In the unlikely event that this happens, we commit to:

- always try to get you to your destination on the next available Jetstar flight on the day you were due to depart; or
- if we cannot do so, we will arrange another flight option for you on another airline on the same day, or the next available Jetstar flight, or a refund.

If we fail to meet this commitment, call us and we'll give you a \$100 Jetstar travel voucher.

6. You will get what you paid for

We believe that air travel is all about choice, and you should be able to pay for only the services and products that **you** choose.

We offer you the opportunity to select from our 'buy on board' range or, on selected services, you can also choose to 'pre-pay' to enjoy products like in-flight entertainment, meals, comfort packs, 'Extra Leg Room' seats or 'Up Front' seats. [Click here for the full details.](#)

In the unlikely event that you don't receive the 'pre-pay' options as promised, call us and we will refund the purchase price of the product.

7. You can have confidence in how quickly we will respond to an issue

Every single Jetstar employee is a customer too, and we know from our own experience of other organisations' customer service, that not knowing where you can find help when you have an issue can be really frustrating.

If you have a problem regarding your travel with us, we will try to resolve the issue at your first point of contact with us.

If we are unable to resolve your issue on the spot, we will refer you to our Call Centre where we have a dedicated Customer Assistance Team to support you to solve more complicated issues over the phone.

If we still can't resolve the issue to your satisfaction and you wish to write a formal complaint, [click here](#) or see the "Contact Us" link at the bottom of our homepage at www.jetstar.com for our address. If you prefer, formal complaints can also be sent to us online at www.jetstar.com/CustomerFeedback.

We commit to having a dedicated Customer Care Team who is there to resolve all formal complaints we receive from our customers fairly, openly and consistently.

We understand that getting a prompt response when you have a complaint is important, that's why we commit to:

- send you a dated acknowledgement of your written complaint within 24 hours of the receipt of the complaint by our Customer Care Team; and
- respond within 15 business days of receipt of your original correspondence.

If we fail in our commitment, call us and we'll send you a \$50 Jetstar travel voucher.

8. You can have confidence in how quickly we will refund your money

Where we've offered you a refund, we know that getting your money back in a timely manner is important too. That's why we commit to completing any refund within 15 business days of agreeing to it, assuming your account details are valid.

If we haven't kept this promise, call us and we will provide you with a \$50 Jetstar travel voucher, in addition to your refund amount.

9. We share your passion for protecting our environment

We constantly strive to be one of the most environmentally responsible airlines in the world.

We do this through our successful carbon offset program, our focus on sustainable business practices, and with one of the most modern, fuel-efficient aircraft fleet in the skies, we always try to minimise our impact on the environment.

We are doing this together.

Last year, Jetstar customers paid nearly one million dollars to offset more than 70,000 tonnes of carbon emissions, equivalent to taking more than 15,000 cars off the road. Jetstar invested the carbon offset funds in water-saving initiatives to save over five billion litres of water. We also offset all the airline travel of our staff travelling for work.

If you have an idea about how we can improve our environmental efficiency, and we adopt that idea, we commit to donating \$10,000 to World Vision through our StarKids programme (you can tell us your idea here).

10. We commit to the privacy of your personal information

We respect the information you provide us when you make a booking, and will take all reasonable steps to prevent unauthorised access to that information.

Our Privacy Policy, available at www.jetstar.com/terms or through our Call Centre, explains how we handle your personal information.

You have the right to access and correct the personal information we hold about you.

If you wish to gain access to your personal information, make a complaint about a possible breach of your privacy, or you have any query on how your personal information is collected or used, please forward your request, complaint or query to our Customer Care Team. Details of where you can write to us can be found by clicking the "Contact Us" link at the bottom of our homepage at www.jetstar.com.

We commit to:

- send you a dated acknowledgement of your written request within 24 hours of the receipt of the query by our Customer Care Team; and
- respond within 15 business days of receipt of your original correspondence.

If we fail to meet this commitment, call us and we will provide you with a \$50 Jetstar travel voucher.

Keeping our promises and commitments

Keeping promises is incredibly important to all of us at Jetstar.

We are committed to ensuring that we are always straight-forward and honest with all of our communications with customers and that all our dealings are executed with the greatest integrity.

We are committed to continuously improving what we do and how we do it. That's why your feedback is so important to us. If you wish to provide feedback to Jetstar, you may do so via our [feedback form](#) or by contacting our Call Centre.

We encourage you to read our Conditions of Carriage and your Fare Rules, found at www.jetstar.com/terms, which provide more details of our terms and conditions. In addition, this web page provides additional information that may assist you in your travels with us, including our privacy policy. The commitments in this Jetstar Customer Guarantee apply in addition to any rights you have under our Conditions of Carriage or under law.

We will publish our progress and performance against all of our commitments every year, and for every commitment we don't deliver 99% of the time, in addition to the consequences outlined above, we will donate \$20,000 to World Vision through our StarKids programme. More information on StarKids can be found [here](#).

Jetstar Customer Guarantee Summary

Promise	Commitment	Consequence
Your safety is our highest priority	Absolute commitment to safety	100% commitment
We commit to provide the lowest fares with our 'Price Beat Guarantee'	All day, every day, low fares	Price Beat Guarantee – beat competitors by 10%*
Our team are always here to help, 24 hours a day, 7 days a week	Call Centre open 24/7, 365 days per year with decision-maker available and to explain other options if you are not satisfied with the resolution	\$50 Jetstar travel voucher
We'll let you know your choices if your flight is changed before you travel	Communication promise and providing alternative travel options for cancellations	\$50 Jetstar travel voucher
We'll keep you updated and provide options if things don't go to plan on the day	<u>Delays and Cancellations</u> Communication promise and providing alternative travel options for cancellations <u>Booked Flight not available</u> Commitment to get you to your destination or refund	\$50 Jetstar travel voucher \$100 Jetstar travel voucher
You will get what you paid for	Provide products as purchased	Refund of purchase price
You can have confidence in how quickly we will respond to an issue	Written acknowledgment of receipt of complaint within 24 hours and response within 15 business days	\$50 Jetstar travel voucher
You can have confidence in how quickly we will refund your money	Refund amount due within 15 business days	\$50 Jetstar travel voucher
We share your passion for protecting our environment	Promote ideas to improve our environmental efficiency	For each idea we adopt we will donate \$10,000 to StarKids
We commit to the privacy of your personal information	Written acknowledgement of receipt of privacy query within 24 hours and response within 15 business days	\$50 Jetstar travel voucher

*[Click here](#) for details and full conditions.

Voucher information

Vouchers can be used within three months of the issue date for travel within 12 months for the person named on the voucher. Vouchers can be used in one transaction only. They are not transferrable and not redeemable for cash ([click here for full conditions](#)).