

Updated Travel Information

How we are keeping you safe



Fly Well is an initiative to ensure customers can enjoy safe air travel with peace of mind, as well as a compilation of requests to flyers. As a program of the Jetstar Group as a whole, we will be progressively rolling out this initiative, based on feedback from our customers.

1. Cleanliness of cabin

Cabin air is taken from outside the aircraft, circulated within the cabin and changed every two to three minutes. In addition, all Jetstar Japan A320 aircraft are fitted with hospital-grade High Efficiency-Particulate Arrestors (HEPA) filtration systems which filter 99.999% of dust particles and airborne contaminants such as viruses and bacteria, significantly reducing the risk of virus spread.

2. Mandatory wearing of a mask when boarding Jetstar Japan flights

From 20 May, as a COVID-19 infection prevention measure, excluding child under seven years-old and customers who are unable to use masks for medical reasons, it is mandatory to wear a face mask.

Customers will need to wear a face mask from a check-in counter area until disembarkation from the aircraft.

Available mask examples:

- General mask which are sold at pharmacies or supermarkets
- Surgical mask
- Handmade mask

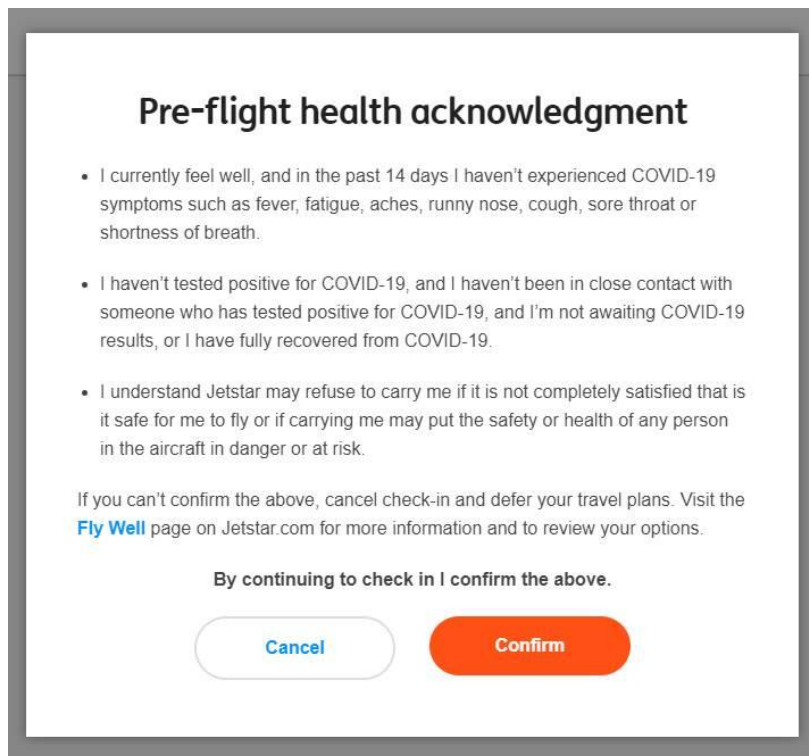
※Items such as face shields or mouth shields that cover your mouth and nose are not accepted to be used alone. You will still be required to wear a mask to completely cover your mouth and nose.

3. Disinfection of aircraft cabin

Jetstar Japan has been disinfecting our aircraft with specific disinfectant during the overnight hours in Japan. Applicable areas include seat tables, window, arm rests, around seat, lavatories including door knob, sinks and/or any areas where customers may touch during a flight. (Due to aircraft rotation requirements, this action may not be performed after each flight)

4. Pre-flight health acknowledgment

As one of the preventive measures for COVID-19, Jetstar has included a Customer Acknowledgement for all in Check-in channels (Airport, online, self-service)* where customers are asked to confirm their fitness to travel. If customers cannot confirm required fitness or feel fever or shortness of breath, Jetstar may ask you to defer your travel plans. Please visit the "[Live Chat](#)" on [Fly Well page](#) if you wish to change your booking.

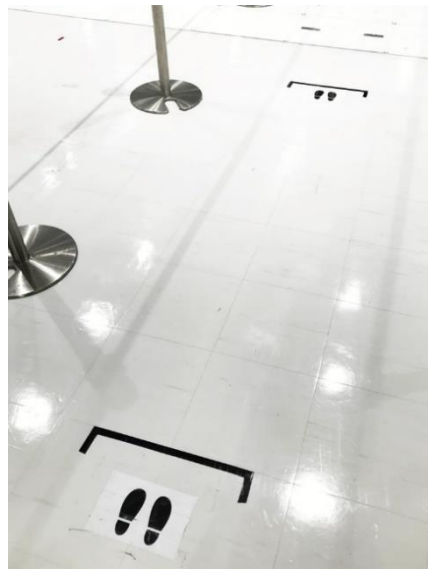


(Sample) Screen shot of pre-flight health acknowledgment by online check-in

* Pre-flight health acknowledgment shall soon be implemented at airports and Kiosks (as of 2020 August 5)

5. Securing social distancing

At the check-in counters and boarding gates at some airports, vinyl sheets have been placed to prevent infection of the novel coronavirus. Jetstar Japan would like to ask for your cooperation to secure social distance with other customers and wait at the foot markings placed at two meter intervals when in a queue. In addition, please keep your distance from others as much as possible when boarding and disembarking the aircraft, and when using the lavatory.



6. Airport Ground Staff to Wear Face Masks

For our customers comfortableness, our airport ground staff are wearing face masks during operating hours.

7. Cabin Crew to Wear Face Masks and Gloves

As a precautionary measure, cabin crew are wearing face masks and gloves on international and domestic flights. Cabin crew may also be wearing face shields.

8. Inflight service

Changes for customers with Plus or Max Bundles

For customers who have purchased a plus or max bundle with your booking, we are temporarily offering a selected limited range of snacks and beverages which you can use your JPY500 inflight food and beverage voucher towards.

9. Strengthening Quarantine Measures

Airports around the world including Japan have progressively announced that quarantine measures will be strengthened and may mandate health checks for passengers.

In response to the request from MLIT and/or local governments, the body temperature of passenger will be checked with thermography at some airports. Please be noted that passenger may be asked to refrain from flying depending on the health condition.

Jetstar Japan would also like to ask our passengers to wear a face mask on board. We appreciate your understanding and cooperation.

For details, please refer to the information posted by each airport, ministry, health institutions, etc.

[Ministry of Health, Labour and Welfare](#) – About Quarantine

[Ministry of Foreign Affairs of Japan](#) - Information on the Novel Coronavirus Diseases

● Strengthening the quarantine when entering Japan

The Ministry of Health, Labor and Welfare asks to take below actions before and after entering Japan for those who stayed in the "quarantine strengthening target area (* 1)" since when the areas were announced by the Ministry of Health, Labor, and Welfare, or those who have stayed in the "entry restricted area (* 2)" in the past 14 days from the entry to Japan.

- Even if your health condition is good, you will be asked to isolate for 14-days from the day of entering Japan at the place designated by the quarantine director (such as home), and not to use the public transportation (such as train, bus, taxi or aircraft (domestic flights)), including transportation from airports.
- With this reason, before entering Japan you will need to secure a place to stay for 14 days and the private transportation to the place.
- When entering Japan, the quarantine officer will register your quarantine place and your transportation from the airport.

Also, for those, who have stayed in the entry restricted area announced by Japan government in the past 14 days from the entry to Japan, will need to take PCR testing upon arrival. Until the PCR test results are available, the passenger will have to wait at a home, at the airport, or at a facility designated by the quarantine station. The number of passenger subject to PCR inspection is rapidly increasing due to the expansion of the target areas. For this reason, it is necessary to wait for several hours from arrival to entry and about one to two days until the result is confirmed. In addition, even if those passengers will be allowed to enter Japan by PCR negative results, they will be required to avoid unnecessary or not urgent going out, and be required to stay at home or your own secured accommodation, etc. They

are also subject to health check by health agencies.

When waiting for test results at home, the passengers must be no symptoms and be able to travel without using public transportation (railway, bus, taxi, aircraft (domestic flight), etc.) Please secure transportation like private car by family or working company or arranging a rental car by yourself, etc. Moving to an accommodation reserved is not available until the results of the inspection are known.

*1: Quarantine strengthening target areas

All countries or areas except (*2) Designated areas of immigration restrictions under the Immigration Control Act.

*2: Designated areas immigration restrictions under the Immigration Control Act

Please check below “Designated areas subject to entry denial” in “8. Restriction on Entry to Japan” section.

For more details, please check [the Ministry of Health, Labour and Welfare homepage](#).

10. Restriction on Entry to Japan

The Ministry of Justice has introduced restrictions banning the entry of the following passengers.

Due to the spread of coronavirus infections, the range of foreigners who are not permitted to enter Japan was expanded, effective 24 July 2020 as follows;

Designated areas subject to entry denial	
Asia	India, Indonesia, Republic of Korea, Singapore, Thailand, Taiwan, China(including Hong Kong and Macau), Federal Democratic Republic of Nepal, Islamic Republic of Pakistan, People's Republic of Bangladesh, Philippines, Brunei, Viet Nam, Malaysia, Republic of Maldives
Oceania	Australia, New Zealand
North America	Canada, United States of America
Latin America and the Caribbean	Argentine Republic, Antigua and Barbuda, Oriental Republic of Uruguay, Ecuador, Republic of El Salvador, Republic of Guyana, Republic of Cuba, Republic of Guatemala, Grenada, Republic of Costa Rica, Republic of Colombia, Jamaica, Republic of Suriname,

	<p>Saint Vincent and the Grenadines, Saint Christopher and Nevis, Chile, Dominica, Dominican Republic, Republic of Nicaragua, Republic of Haiti, Panama, Commonwealth of The Bahamas, Republic of Paraguay, Barbados, Federative Republic of Brazil, Bolivarian Republic of Venezuela, Republic of Peru, Bolivia, Republic of Honduras, United Mexican States</p>
Europe	<p>Iceland, Ireland, Republic of Azerbaijan, Albania, Armenia, Andorra, Italy, Ukraine, Republic of Uzbekistan, the United Kingdom, Estonia, Austria, Netherlands, Republic of Kazakhstan, North Macedonia, Cyprus, Greece, Kyrgyz Republic, Croatia, Kosovo, San Marino, Georgia, Switzerland, Sweden, Spain, Slovakia, Slovenia, Serbia, Republic of Tajikistan, Czech Republic, Denmark, Germany, Norway, Vatican, Hungary, Finland, France, Bulgaria, Republic of Belarus, Belgium, Bosnia and Herzegovina, Poland, Portugal, Malta, Monaco, Moldova, Montenegro, Latvia, Lithuania, Liechtenstein, Romania, Luxembourg, Russian Federation</p>
Middle East	<p>Islamic Republic of Afghanistan, United Arab Emirates, Israel, Republic of Iraq, Iran, Sultanate of Oman, State of Qatar, State of Kuwait, Kingdom of Saudi Arabia, Turkey, Bahrain, Palestine, Lebanese Republic</p>
Africa	<p>People's Democratic Republic of Algeria, Egypt, Kingdom of Eswatini, Republic of Ghana, Republic of Cabo Verde, Gabonese Republic, Republic of Cameroon, Republic of Guinea, Republic of Guinea-Bissau, Republic of Kenya, Côte d'Ivoire, Union of Comoros, Republic of Congo, Democratic Republic of the Congo, Democratic Republic of Sao Tome and Principe, Republic of Sierra Leone, Republic of Djibouti, The Republic of the Sudan, Republic of Equatorial Guinea, Republic of Senegal, Federal Republic of Somalia, Central African Republic, Republic of Namibia, Republic of Botswana, Republic of Madagascar, Republic of South Africa, Mauritius, Islamic Republic of Mauritania, Morocco, Libya, Republic of Liberia</p>

For details please refer to the website of [Ministry of Justice](#).

11. Restrictions on entry conditions to countries other than Japan

Customers are advised to check the relevant information from embassies, consulates and health organizations of the destination country before they travel.

Online check-in

On selected routes, web check-in and use of KIOSK check-in machines at airport may be suspended.

12. Restrictions of carrying Disinfectant products in checked and carry-on baggage

The following disinfectant products have been prohibited for check-in and carry-on baggage and considered dangerous goods:

- Cleverin (Stand-alone Type and Stick Pen Type), TAIKO Pharmaceutical product
- Gel Type which is for hands or skin