

How we are keeping you safe



At Jetstar, your health and safety has always been our highest priority. That's why we introduced the Fly Well program, a series of new and existing wellbeing measures designed to protect you - and your peace of mind - when you fly with us in this new travel era.

1. Cleanliness of cabin

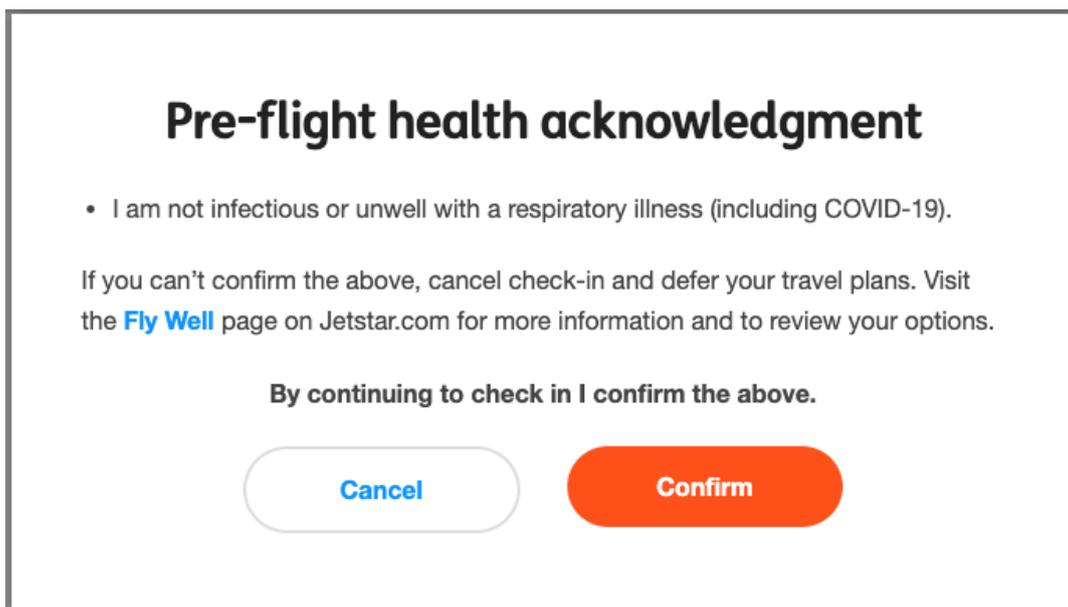
Cabin air is taken from outside the aircraft, circulated within the cabin and changed every two to three minutes. In addition, all Jetstar Japan A321LR and A320 aircraft are fitted with hospital-grade High Efficiency-Particulate Arrestors (HEPA) filtration systems which filter 99.97% of dust particles and airborne contaminants such as viruses and bacteria, significantly reducing the risk of virus spread.

2. Enhanced cleaning of aircraft

Jetstar Japan has adopted even higher standard of cleaning on board with a disinfectant effective against coronaviruses and a focus on frequently touched surfaces such as seat tables, windows, arm rests, around the seats, lavatories including door knob and sinks.

3. Pre-flight health acknowledgment

All customers must complete a Customer Acknowledgement for Check-in channels (Airport and online) to confirm fitness to travel. If customers feel unwell or demonstrate any symptoms such as fever or shortness of breath, you may be asked to defer your travel plans. Please visit the "Live Chat" or "[Contact us](#)" page for alternative options.



(Sample) Screen shots of pre-flight health acknowledgment when online check-in

At some domestic airports, thermal cameras have been installed to check the body temperature of passengers. We ask for your cooperation in frequently disinfecting your hands with the disinfectant solution provided at various locations throughout the airport. If you feel unwell, please contact the nearest staff member or inquire from our website.

4. Inflight service

“Jetstar Ticket” which offers various ground transportation discounts have been suspended until further notice. Thank you very much for your understanding.

5. Wearing a mask when on board Jetstar Japan flights

In accordance with the Japanese government's basic policy and the guidelines of the Scheduled Airlines Association of Japan, the wearing of masks by passengers and employees on board aircraft and in airports is left to the discretion of the individual.

Please note that there are countries and regions that require the wearing of masks. Since policies differ, please be sure to check the websites of embassies, consulates, and health authorities of the countries and regions you will be visiting before departure.

6. Quarantine measures at airports

Airports around the world, including Japan, have implemented quarantine measures depending on circumstances.

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

Ministry of Health, Labour and Welfare

- [Latest information on Coronavirus disease 2019 \(COVID-19\)](#)
- [Border Enforcement Measures Japan](#)

Ministry of Foreign Affairs of Japan

- [Information on the Novel Coronavirus Diseases](#)

7. Restrictions on entry conditions to countries

Customers are advised to check the relevant information from [Ministry of Foreign Affairs of Japan](#), [Ministry of Justice](#), 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.

8. 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