



As of 2021 January 14

**Reduction of Jetstar Japan domestic flight**

Jetstar Japan has reduced flight frequency for the below routes. All impacted passengers will be contacted on their registered email address with a range of options including a full refund or free-of-charge change of flight.

**Flights:** Jetstar Japan operated domestic flights

**1. Flights departing between February 1 ~ February 28, 2021 inclusive**  
**(announced on January 14)**

- Please click [here](#) for flight schedule.

**2. Flights departing between January 1 ~ January 31, 2021 inclusive**

(announced on December 3, updated on December 9, updated on December 14, updated on December 23, updated on January 7, updated on January 12)

- Please click [here](#) for flight schedule.

**3. Flights departing between December 1 ~ December 31, 2020 inclusive**

(announced on November 5, updated on November 19, updated on November 24, updated on November 27, updated on December 3, updated on December 14)

- Please click [here](#) for flight schedule.

**Options:**

1. Full refund in cash or in voucher (no charge)

Refund can be made from [online form](#) as well.

2. Able to use same amount of purchased air fare to book other Jetstar Japan route flight (free-of-charge, but fare difference may apply)

3. Free change to other date on the same route (no charge, depending on the seat availability)

Please note, it may take **more than 14 business days** to process the refund. We appreciate your understanding during this time.

We apologize for inconveniences caused. Should you have any questions, please refer to [FAQ](#) section.

Your health and safety is our highest priority. As travel restrictions start to ease, we've introduced the [Fly Well](#) program; a series of new and existing wellbeing improvements designed to improve safety and help you feel comfortable about flying again. Please click [here](#) for more information.



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