

Travel Agent FAQs

Booking Jetstar Group Fares via the GDS and Ticketing on Qantas (QF-081)

What's new?

From Tuesday, 7th March 2023, travel agents will be able to book and ticket Jetstar's Flex bundle in their GDS for selected routes. From this date, routes offering Jetstar's Flex bundle will no longer offer Jetstar's Plus bundle for sale in the GDS. Jetstar's Plus bundle will however continue to be available via the GDS for any routes that don't offer Jetstar's Flex bundle option.

Background

Until August 2022, if an Australian travel agent wanted issue a Jetstar Group (JQ, 3K or GK) itinerary they would follow the ticketless booking process via the GDS or book via Jetstar.com. An international agent would issue a ticket on Hahn Air (HR) ticket stock.

In August 2022, Jetstar introduced the ability for travel agents to book JQ, 3K and GK flights via their GDS and issue their customer's ticket on QF (081) ticket stock without the need for a Qantas fare on the ticket.

Additionally, the GDS tariff on Jetstar fares changed to include a C-class seat only option.

The following Jetstar Group itinerary types can be issued on QF tickets:

- Domestic Jetstar only fares
- Domestic Jetstar & Qantas fares
- International Jetstar only fares
- International Jetstar & Qantas fares – combined on a half return basis. Codeshare required where QF code is available on JQ operated flights.
- Jetstar Japan and Jetstar Asia fares are permitted.

What is changing from 7th March, 2023?

Much of the growth in GDS ticketed bookings has come from corporate travel agents, so we've made the decision to replace Jetstar's Plus Bundle with Jetstar's Flex Bundle available for purchase in GDS for selected routes.

Jetstar's Flex Bundle is the preferred fare of our business travellers, with

- No change fees for date, time or name changes until 3 hours before departure
- 14kg carry-on bags
- Up front seating
- Refundable to fare credit
- Free change on day of flight (to a flight on same day)

We have re-purposed our Plus Bundle GDS classes as Flex Bundle on most routes. Moving forward, except for some selected routes where Jetstar's Flex Bundle won't be offered, the previous Plus Bundle GDS classes will instead offer Jetstar's Flex Bundle available for purchase.

Are the Jetstar fares available for sale now?

Yes, from 7 March 2023, the updated Jetstar fares are loaded and the applicable fare rules are available for you to view via your GDS. The fare will quote and be filed in your PNR ready for ticketing. Not all Jetstar fares are available for sale through the GDS. **Fares are subject to availability at time of booking.**

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Updated fare summary (select routes apply):

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.
Fare rules	https://www.jetstar.com/au/en/help/articles/fare-rules				

For additional information, please refer to the Jetstar [GDS help guide](#).

Can a Jetstar fare issued on 081 ticket stock be held in credit?

Yes, Jetstar Flex fares only. As per GDS fare rules, this is not possible on Starter, Starter Plus, Starter Max or Business fares unless approved by Jetstar under extenuating circumstances, outside of fare rules.

When holding a Jetstar Flex fare in credit, you must cancel the existing segment before airport check in opens, with ticket coupon remaining open. Rebooking of future travel **MUST** occur within ticket validity. When rebooking, book the new segment on a Flex fare under the old ticket, exchanging old coupon.

I have booked a Flex fare. How does my client catch an earlier or later flight on the same day for free?

When utilising this unique feature of the Flex bundle, you are able to make this flight change via the GDS, alternatively by contacting Jetstar Trade Support or the airport service desk.

When reissuing in the GDS rebooking can be in O, N, M, L, K, Q, R, S, T, V or Y to allow the for same day change without penalty.

From 30 April*, passengers will be able to manage this type of change to a flight using [Manage My Booking](#) on jetstar.com

Which routes will the Plus bundle remain available on?

ADLDPS, AKLMEL, AKLOOL, AKLRAR, AKLSYD, AKLBNE, CHCMEL, CHCOOL, CHCSYD, CNSDPS, DPSDRW, DPSMEL, DPSPER, DPSSIN, DPSSYD, DPSTSV, MELZQN, NANSYD, OOLWLG, OOLZQN, RARSYD, SYDZQN.

Plus will remain available for purchase on these routes, using booking classes **K, L, M, N & O**.

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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 7kg per piece.
Fare rules	https://www.jetstar.com/au/en/help/articles/fare-rules				

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

Where do agents go for help?

For ticketing support for tickets issued for wholly Jetstar fares please – contact [Jetstar Trade Support](#) via Live Chat or call 1300 042 394 if travel is imminent

For ticketing support for tickets issued with a combination of Qantas and Jetstar fares, please refer to the [Qantas Agency Connect](#) site or call 13 17 11 if travel is imminent.

Where Can I Get Further Information?

For all Qantas policies regarding issuing and servicing QF tickets refer to the [Qantas Agency Connect Site](#)

For all Jetstar policies regarding the carriage of JQ customers refer to [Jetstar – Travel Agents](#)

FAQs

The following FAQs apply to Jetstar Group (JQ, 3K and GK) fares issued on Qantas (QF-081) tickets.

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[Infants and Children](#)

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[Schedule Change and Disruptions](#)

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Booking and Ticketing

Which Global Distribution System (GDS) can I use?

This offering is available for users of Amadeus, Travelport – Galileo, Sabre, Worldspan, Apollo, Abacus and for Jetstar-JQ and Jetstar Asia-3K flights only, Travelsky.).

Can I waitlist a JQ flight that is not showing available in the GDS?

No, Jetstar does not permit waitlisting. You should book Jetstar flights from available inventory as showing in the GDS.

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How do I enter my customers contact details?

Your customer's email address and mobile number should be added to the booking in accordance with IATA regulation 830d so that your customer can be contacted in case of a cancellation or disruption to their flight. Refer to [Customer Contact Details](#) guidelines on the Qantas Agency Connect site or the Jetstar [GDS Guide](#) on the Jetstar Agent Hub for the required GDS entries.

Do credit card service fees apply? (OB Fee)?

Yes –all QF (081) tickets issued in Australia incur card fees which are collected off ticket and receipted using the OB code. Refer to [Card Payment \(OB\) Fees](#) on the Qantas Agency Connect site for details.

What happens if my customer no-shows on a Jetstar flight issued on Qantas 081 ticket stock?

If the Jetstar fare rules do not permit no-show, the ticket coupon will be automatically updated to P status within 72 hours of scheduled departure. If a coupon needs to be updated urgently prior to the change of status, please contact Qantas Agency Connect on 13 17 11. For Qantas flights, refer to the applicable Qantas fare rule.

Can all Jetstar fares be booked and ticketed through the GDS?

No. Some Jetstar sale & bundle fares are not available in the GDS.

Does Commission apply?

For combined Qantas and Jetstar fares on eligible routes, base BSP commission applies.

Will I earn BSP commission for Jetstar international sectors ticketed on 081? No BSP commission will be earned for Jetstar only itineraries. Commission rates will default to QF BSP levels so you will need to adjust the commission level to 0% when issuing the ticket. If you issue the ticket with commission it will be paid, but you will receive an ADM for the commission amount.

Are Jetstar and Qantas fares interchangeable?

No. Currently Qantas fares can only be reissued to Qantas fares and Jetstar fares can only be reissued to Jetstar fares.

Can I get a waiver of a Jetstar fare rule?

The Fare Rule Waiver service request on the Qantas Agency Connect site for ticketing time limit, change fee, expired fare and ticket validity cannot be used for Jetstar fares issued on Qantas tickets. For Jetstar only itineraries, please contact [Jetstar Trade Support](#).

Can I revalidate a Jetstar fare issued on a Qantas ticket?

No. The revalidation process will not work in your GDS for Jetstar fares.

For changes to a fare (in accordance with fare rules) a ticket reissue is always required. An authority code from Jetstar is required for changes outside of fare rules.

How do I manage tickets impacted by schedule change?

For involuntary schedule changes, an authority code is required. Please contact [Jetstar Trade Support](#) for an Authority code to reissue without penalty. This authority code MUST be included in the ticket endorsement box to avoid an ADM.

For Qantas schedule changes, please refer to [Qantas Schedule Change Policy](#).

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What happens if I make an error when issuing Jetstar fares on Qantas tickets?

Agency Debit Memos (ADMs) are issued by Qantas to recover amounts that should have been remitted to us relating to the booking, ticketing and servicing of Qantas tickets. Refer to [ADM Information](#) on the Qantas Agency Connect site for the reasons ADMs are raised and for the ADM Dispute process.

If an ADM has been raised and you wish to dispute it as the fare reassessment was provided to you by Jetstar Trade Support, please do so via BSPLink within 15 days of receipt of the ADM.

What is the ticketing time limit and can I place a Jetstar flight on hold?

For combined Qantas and Jetstar fares, the most restrictive ticketing time limit (TTL) applies, and this is advised in the fare quote.

What is the validity of a Qantas ticket?

Australian domestic tickets issued on Qantas (QF-081) are valid for 12 months from date of original issue by which time all travel must be completed.

Qantas international tickets issued on Qantas (QF-081) are valid for 12 months from date of issue for travel to commence.

These validity limits will also apply to Jetstar fares issued on 081 ticket stock.

Is there a time restriction on refunding Jetstar fares issued a Qantas ticket?

Refunds can only be processed in accordance with Jetstar fare rules. No Qantas ticket can be refunded after 13 months from date of issue.

How do I issue the 081 ticket?

Please issue as per your current ticketing arrangements. It is **important** to note if you are issuing a ticket that you must **not** include credit card payment details or your JQ Agency credit account details (OSAG) in any SSR as you would do for JQ GDS unticketed bookings, as this will result in a duplicate charge.

Infants and Children

How do I book an Unaccompanied Minor (UMNR)?

Jetstar do not carry unaccompanied minors. For more information, refer to Jetstar's [Young Person Travelling Alone \(YPTA\)](#) Policy. For Unaccompanied Minors on Qantas only itineraries refer to [Unaccompanied Minor and Young Passenger](#) on the Qantas Agency Connect site.

Do I need to issue a ticket for an infant travelling on an Australian domestic fare?

Unlike Qantas, Jetstar charges an A\$30.00 fee for an infant travelling on Australian Domestic flights. This will auto-price for you in the GDS and you will need to issue a ticket for the infant. This fee applies to Jetstar only and combined Jetstar and Qantas domestic fares.

How do I book an infant (0 – 2 years) who becomes a child mid journey?

You make the booking as per the infant's age on the outbound flight. For an infant who turns 2 after the first outbound flight, but before the return flight, they will be considered an infant for their

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entire journey. This applies only if both outbound and inbound flights are in the same booking and the infant does not occupy a seat.

How do I book a child (2 – 11 years) who becomes and adult mid journey?

You make the booking as per the child's age on the outbound flight. For a child who turns 12 after the first outbound flight, but before the return flight, they will be considered a child for their entire journey. This applies only if both outbound and inbound flights are in the same booking.

Making Changes

Can a customer make voluntary date/time changes to bookings?

The fare rule of the fare component that is changing applies. If changing multiple fare components, the most restrictive fare rule applies. You need to reprice the ticket and collect additional fare, taxes, charges and change fees then reissue the ticket.

Who do I contact if I require assistance with a fare reassessment?

If you need assistance with a fare reassessment for a ticket that contains Jetstar flights only, contact [Jetstar Trade Support](#). For tickets containing a combination of Jetstar and Qantas fares, please submit a Fare Quote or Reassessment online form on the [Qantas Agency Connect](#) site.

How do I collect a Change Fee?

Raise an EMD-S to collect any change fees. The Reason for Issuance Sub-code (RFISC) is 98I (I for India) for the QF fee. If you are collecting a JQ fee the Reason for Issuance Sub-code is 993. If both QF and JQ sectors are being changed, the change fee will be collected on a single EMD using the QF RFISC. Refer to [Change Fee Information](#) on the QAC site.

For combined Qantas/Jetstar itineraries how is the change fee applied?

For combined Qantas and Jetstar itineraries, one Qantas change fee will apply.

For Jetstar only itineraries ticketed on Qantas 081 paper, change fees will be applied in accordance with Jetstar fare rules.

How do I process a name correction?

Pre-ticketing, changes of 3 characters or less can be corrected by the agent in their GDS as per current process for both Jetstar only and combined Jetstar and Qantas itineraries.

For Jetstar only itineraries post ticketing, contact [Jetstar Trade Support](#) for assistance. You need to create a new booking for your customer in the correct name. Rebook the same booking class as originally ticketed and contact Jetstar Trade Support if that class is no longer available. Issue a new ticket and refund the original ticket through BSPlink using an authority provided by Jetstar.

For combined Qantas and Jetstar itineraries post ticketing, please refer to [Name Correction and Name Change](#) on the Qantas Agency Connect site.

How do I process a name change?

Name changes are not permitted on international itineraries. Please refer to [Name Correction and Name Change](#) on the Qantas Agency Connect site.

For Jetstar only domestic itineraries, create a new booking in the new name and reissue the ticket in accordance with fare rules, collecting any additional fare, tax and applicable change fees.

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When EMD-S is raised for a name change fee, use an RFISC (instead of EFIC) 993.

For combined Qantas and Jetstar domestic itineraries, refer to [Name Correction and Name Change](#) on the Qantas Agency Connect site.

How do I apply for a refund?

Refer to the Qantas Refund Policy for guidance on when to refund through your GDS or via BSPLink.

For Jetstar fares where a refund is allowed within the fare rules for a [refund fee](#) (e.g. Max fare and Business) then you must deduct the refund fee from the amount being claimed (fee is per person per segment).

For tickets containing Jetstar only and combined Qantas and Jetstar domestic fares, the rules of each fare component apply.

For tickets containing combined Qantas and Jetstar international fares, the most restrictive conditions apply to the entire ticket.

How do I make a compassionate claim for refund?

For Jetstar only tickets, please contact [Jetstar Trade Support](#).

For Qantas and Jetstar combined itineraries please contact [Qantas Agency Connect](#).

Your customer will need to supply the appropriate supporting documentation (e.g., Medical or death certificate etc.) for any compassionate claims.

The claim will be assessed, and you will be advised of the outcome.

If approved, an authority number will be provided to include in the refund application to be processed through BSPLink. Alternatively, you will be given an authority number to hold the fare in credit and reissue without a fee (fare difference may apply).

Can the TMC be changed when a Jetstar fare has been issued on a Qantas ticket?

No, this does not fulfil the ticket transfer eligibility requirements. Refer to [Change of TMC](#) on the Qantas Agency Connect site.

Schedule Change and Disruption

How are Schedule Changes and Disruptions Handled?

For tickets containing combined Jetstar and Qantas fares, there is no change to current processes. Follow the procedure on the Qantas Agency Connect site for [other airline schedule changes](#) on QF (081) tickets and for an authority to reissue your customer's ticket to reflect the new flight/s.

For tickets containing Jetstar only fares, contact [Jetstar Trade Support](#) for an authority to reissue your customer's ticket.

What do I do if a schedule change does not suit my customer?

For Australian travel agents, refer to the [Qantas and Other Airline Schedule Change Policy](#) for guidance.

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For Korean travel agents, refer to the [Other Airlines Schedule Change Policy](#) for guidance. For Jetstar fares - agents will need to contact Jetstar Trade Support for an involuntary reissue waiver code. For Qantas fares, source waiver code via the Qantas Agency Connect portal.

Do Qantas Commercial Policies apply to Jetstar flights?

In general, Qantas commercial policies apply to Qantas flights only.

For customers impacted by a major event, check [here](#) to see if Jetstar has an Extenuating Circumstances Policy (ECP) in place.

If there is no ECP to cover your clients' concerns, contact Jetstar Trade Support for re-accommodation and reissue assistance.

For all other schedule changes refer to the relevant schedule change policy.

Specific Needs/Assistance

If your customer requires assistance when travelling with Qantas or Jetstar, refer to the relevant information provided on Qantas Agency Connect under [Specific Needs](#) and [Specific Assistance](#) on [Jetstar Information Centre](#). Contact the operating airline for any further advice, information and assistance.

Booking Ancillary Services

How do I service seat and baggage requests?

For Jetstar flights, please process through Manage Booking on jetstar.com. You may need to allow up to 90 mins after ticketing to add any of these requests and payment can only be made by credit card.

For fares booked prior to 30 April 2023, you may need to contact [Jetstar Trade Support](#) to add ancillary items.

For Qantas flights, refer to the Qantas Agency Connect site for instructions on how to book these services via your GDS.

Can baggage be transferred from Jetstar to Qantas?

Current baggage arrangements apply and will not change. Jetstar Domestic (AU) connections do not allow transfer of baggage.

Jetstar international flights connecting to Jetstar or Qantas international flights allow for bags to be transferred when connecting flights are issued on the same ticket.

For further information, please refer to [Jetstar Baggage Transfers](#) or [Interline and Through Checked Baggage](#) on the Qantas Agency Connect site.