

# Travel Agent FAQs

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

From 16 October 2024, travel agents in Singapore, Philippines, Indonesia, Malaysia, Vietnam and Thailand will be able to book Jetstar (JQ), Jetstar Asia (3K) and Jetstar Japan (GK) flights via their GDS and issue the ticket on Qantas (081) stock.

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

- All Jetstar routes including Jetstar Airways (JQ), Jetstar Japan (GK) and Jetstar Asia (3K)
- Combined Australian domestic Jetstar & Qantas fares
- Combined International Jetstar & Qantas fares – combined on a half return basis. Codeshare required where QF code is available on JQ operated flights.

### **Are the Jetstar fares available for sale now?**

Yes, from 16<sup>th</sup> October 2024, 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.**

### **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	20kg	30kg
Cabin baggage	7kg combined weight 1 main + 1 small item	7kg combined weight 1 main + 1 small item	14kg combined weight 2 items max (1 main + 1 small item) Main items must not weigh more than 10kg.	7kg combined weight 1 main + 1 small item	14kg combined weight 2 items max (1 main + 1 small item) Main items must not weigh more than 10kg.
Change	Name, Time & Date changes permitted. Change fee + fare difference applies (per pax per sector)	Name, Time & Date changes permitted. Change fee + fare difference applies (per pax per sector)	Name, Time & Date changes permitted. No change fee Fare difference applies (per pax per sector)	Name, Time, Date, Origin & Destination changes permitted. No change fee Fare difference applies (per pax per sector)	Name, Time, Date, Origin & Destination changes permitted. No change fee Fare difference applies (per pax per sector)
Refund / credit	Not included	Not included	Cancel and hold in credit. Cancel segment before airport check-in opens, keep coupon in open 'O' status. When reinstating credit, exchange coupon according to Flex fare rules.	Refund Fee applies	Refund Fee applies
Loyalty Rewards	Qantas Frequent Flyer	Included NZ DOM only	Included NZ DOM only	Included	Included
	Qantas Business Rewards	Not included	Not included	Included (Excludes NZ DOM)	Included (Excludes NZ DOM)

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

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

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

## ***Where do agents go for help?***

For ticketing support for tickets issued for wholly Jetstar fares please – contact [Jetstar Trade Support](#) on Monday to Friday 5am – 5pm SGT via Live Chat or call:

<b>Market</b>	<b>Contact Number</b>
Philippines	1800-1852-0041 (PLDT Landline only)
Singapore	800 852 9510
Others	+61 3 8668 8277

For ticketing support for tickets issued with a combination of Qantas and Jetstar fares, please refer to the [Qantas Agency Connect](#) site or call your local QAC office 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.

**[Booking and Ticketing](#)**

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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.

#### ***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.

#### ***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 your local Qantas Agency Connect office. A passenger who is deemed a no-show will not be allowed to use their ticket to travel on subsequent flights. 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 sectors ticketed on 081?** No BSP commission will be earned for Jetstar only itineraries. Commission rates will default to QF BSP levels so you may 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.

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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 the [Qantas Schedule Change Policy](#).

## ***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. For Max fares, flights are only eligible for a refund if cancelled at least 3 hours prior to departure.

No Qantas ticket can be refunded after 13 months from date of issue.

Please note: The most restrictive refund fee will apply for multi-carrier or multi-sector tickets.

## ***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.

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### ***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 International flight with Jetstar Asia (3K)?***

Jetstar Asia charges an SGD\$50.00 fee for an [infant travelling on International flights with 3K](#). 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 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 contact your local QAC office.

### ***How do I collect a Change Fee?***

Raise an EMD-S to collect any change fees. The Reason for Issuance Sub-code (RFISC) is 981 (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?***

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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. 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 passenger, per booking).

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 your local 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).

## **Schedule Change and Disruption**

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## ***How are Schedule Changes and Disruptions Handled?***

For tickets containing combined Jetstar and Qantas fares, there is no change to current processes. Refer to the [Schedule Change and Disruption Handling Guide](#) for details and follow the [Qantas Schedule Change Policy](#) 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 Jetstar fares - agents will need to contact Jetstar Trade Support for an involuntary reissue waiver code. For Qantas fares, refer to the [Qantas Schedule Change Policy](#).

## ***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, refer to the Jetstar website 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 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?***

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.

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