

Melbourne, 24 November 2009

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Newsroom

Kurt Fearnley

Jetstar wishes to provide clarification to public statements made by decorated Australian athlete Kurt Fearnley last evening regarding his recent travel on a flight between Brisbane and Newcastle.

Jetstar had not received a formal complaint from Mr Fearnley before his remarks last night, nor was it made aware of any issue relating to customer service on Mr Fearnley’s flight taken on 20 November.

After prior attempts Jetstar this morning spoke directly with Mr Fearnley through a senior Manager. We are now able to clarify the nature of his complaint and will privately address the matter with him.

In the meantime, Jetstar apologises to Mr Fearnley for any embarrassment and hurt that may have been caused as it was not intended.

Upwards of 450 customers per week are transferred onto or from Jetstar aircraft via a wheelchair and our people and procedures accommodate the efficient and dignified carriage of customers who require this service.

Jetstar has a sound record and has years of experience in the carriage of customers who require the assistance of wheelchair access onto and off our aircraft.

Our organisation has regular dialogue with key disability groups and staff are appropriately trained to manage a wheelchair bound customer.

Our airline’s policy for a passenger in a wheelchair being transported to and from a Jetstar aircraft, in the case of a self propelled chair, is that they are transferred from their own wheelchair into a specifically designed airline wheelchair at or near the boarding gate.

This chair’s design enables the best transfer of the passenger onto the aircraft and any manoeuvre within the aisle of the aircraft.

Upon arriving at their destination the passenger is transported off the aircraft with the same designed wheelchair before being presented with their own chair at or adjacent to baggage collection. There are differing boarding and disembarkation procedures depending on whether the Airport has an aerobridge or ‘stand off’ bays as a result of differing airport infrastructure.

The passengers’ own wheelchair is checked-in as baggage for safe stowage during flight and no baggage limit is applied.

Our airline believes and practices excellent customer care and wants to assure all travellers of the high experience and industry accepted practices we have adopted in our carriage of many customers requiring wheelchair assistance on a daily basis.

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Kurt Fearnley

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About Jetstar Group

Jetstar first took to the skies in 2004 and has since flown more than 350 million customers across an extensive international and domestic network. The Jetstar Group is made up of Jetstar Airways (subsidiary of the Qantas Group) in Australia and New Zealand, Jetstar Asia in Singapore, and Jetstar Japan in Japan. A leading low-fares airline, Jetstar is committed to offering everyday low fares to enable more people to fly to more places, more often. As one of Asia Pacific’s fastest-growing airline brands, Jetstar was voted Best Low-Cost Airline in Asia Pacific in 2021 and was recognized for its excellent flight safety records and services when listed on the "2022 World’s Top 10 LCC" released by Airline Ratings.

