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Newsroom

# Airport pricing catalyst for Jetstar withdrawal from Rockhampton

Low fares leader Jetstar regrets to announce it will cease its existing daily service between Brisbane and Rockhampton from 10 May 2010 as it has not been able to secure a competitive airport pricing agreement in Rockhampton.

With Jetstar ending its existing daily Brisbane-Rockhampton A320 service on 9 May, the low fares airline will add an extra daily return Brisbane-Mackay service commencing from 10 May, expanding its offering on the route up to four times daily.

This decision will increase Jetstar’s daily frequencies and capacity on the Brisbane-Mackay route by 33 percent.

Jetstar Chief Executive Officer Bruce Buchanan said the airline had not been able to secure a long-term partnership with Rockhampton Airport.

“Airport related costs represent up to 25 percent of Jetstar’s cost base, so working in partnership with them is key to our airline’s ability to offer customers low fares,” Mr Buchanan said.

“While it is regrettable we could not reach an agreement with Rockhampton Airport at this stage, the door remains open for the return of Jetstar services if we can achieve a competitive pricing structure with the Airport.”

In line with the Jetstar Customer Guarantee, Mr Buchanan said Jetstar would care for those customers with existing bookings on its Brisbane-Rockhampton services beyond 9 May by directly contacting them (or their travel agent) and offering a range of choices:

- Transfer onto a QantasLink flight between Brisbane and Rockhampton at no cost subject to seat availability; or
- Receive a full refund and a \$25 Jetstar travel voucher; or
- Transfer onto a suitable Jetstar flight between Brisbane and Mackay; or
- The choice to transfer\* onto a flight to any other Jetstar destination in Queensland. (\*a fare difference may apply but change fees would be waived).

Mr Buchanan said Jetstar is actively looking at a number of Australian airports which have existing uncompetitive pricing structures or are considering significant rises.

“Jetstar will continue to make tough decisions around our future flight network with appropriate outcomes on pricing at airports to enable low fare seats for customers,” Mr Buchanan said.

“We’re committed to work closely with airports that we have partnered with to drive growth. Jetstar delivers benefits for communities in terms of tourism, employment and

infrastructure and a strong partnership with Airports is a critical part to achieve these things.”

## Jetstar Brisbane-Rockhampton schedule until 9 May 2010 (Departure time shown)

- Brisbane-Rockhampton - 08.35am Daily
- Rockhampton-Brisbane - 10.20am Daily

## Jetstar Brisbane-Mackay schedule from 10 May 2010 (Daily departure times shown)

- Brisbane-Mackay Departs at 845am, 1005am, 1530pm, 1635pm
- Mackay-Brisbane Departs at 1050am, 1210pm, 1730pm, 1840pm

## About Jetstar

### About Jetstar Group

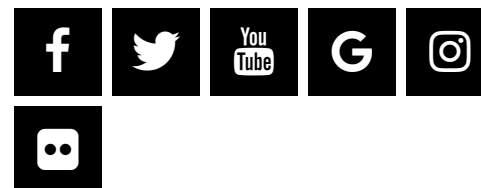
Jetstar first took to the skies in 2004 and has since flown more than 350 million customers across an extensive international and domestic network. The Jetstar Group is made up of Jetstar Airways (subsidiary of the Qantas Group) in Australia and New Zealand, Jetstar Asia in Singapore, and Jetstar Japan 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.

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