

Melbourne, 22 February 2011

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Newsroom

Earthquake in Christchurch and Jetstar services 1530

Jetstar wishes to provide an update on its domestic and international services to/from New Zealand as a result of today's earthquake and ongoing closure of Christchurch International Airport.

This will affect all existing and future Christchurch services (including domestic NZ and trans Tasman) until further notice.

Flexible fare arrangements are in place for our affected customers. For full details see Jetstar.com. An overview on our New Zealand operations (and background on today's affected flights) is provided:

Christchurch

Domestic New Zealand and trans-Tasman international services to/from Christchurch have been cancelled for the remainder of today (Tuesday 22 February). We will provide a further update as to a future resumption of these services once we know when Christchurch Airport will re-open.

Domestic New Zealand

Jetstar has resumed some of its domestic NZ services. The following return flight will operate today:

JQ 265 Auckland - Wellington and JQ 254 Wellington - Auckland.

Jetstar anticipates its full domestic NZ operations (except Christchurch flights) will operate from tomorrow, Wednesday 23 February 2011, with further updates in due course.

Trans Tasman Services

Jetstar will operate trans Tasman operations from/to Auckland this evening and ongoing Auckland international services will occur. Our trans Tasman services from/to Christchurch are cancelled until further notice.

Flexible fare arrangements

Jetstar is providing flexible arrangements for our customers on affected flights today and for near travel from/to Christchurch.

For affected customers and those undertaking near travel from/to Christchurch until and including Friday 25 February 2011, Jetstar will offer full flexibility in travel including refunds, re-routing or changes to travel dates/times for no fee. Travel must be taken prior to 11 April 2011.

Jetstar Telephone Reservations can be contacted on 0800 800 995 (within New Zealand) and 131 538 (within Australia). Jetstar.com will be regularly updated with the latest information.

BACKGROUND

Christchurch Earthquake

The following Jetstar services were either cancelled or diverted as a result of today's earthquake in Christchurch and closure of Christchurch International Airport.

Jetstar Flight Cancellations

New Zealand Domestic services on Tuesday 22 February 2010

- JQ 251 Christchurch - Auckland
- JQ 252 Auckland - Christchurch
- JQ 276 Queenstown - Christchurch
- JQ 250 Christchurch - Auckland
- JQ 268 Christchurch - Wellington
- JQ 269 Wellington - Christchurch
- JQ 253 Auckland - Christchurch
- JQ 256 Christchurch - Auckland
- JQ 259 Auckland - Christchurch
- Trans Tasman services on Tuesday 22 February 2011
- JQ 150 Christchurch - Sydney
- JQ 151 Sydney - Christchurch
- JQ 190 Christchurch - Gold Coast
- JQ 191 Gold Coast - Christchurch

Jetstar Flight Diversions:

The following flights diverted on Tuesday 22 February 2011

- JQ 175 Brisbane - Christchurch (diverted to Auckland)
- JQ 159 Melbourne - Christchurch (diverted to Hobart and returned to Melbourne)

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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.

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