

Melbourne, 19 April 2011

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Newsroom

# Jetstar statement regarding Sydney services 19 April 2011

Jetstar wishes to provide an update on its services in to and out of Sydney on the afternoon and evening of the 19 April 2011.

Due to a security screening device losing power at Sydney Domestic Airport Terminal 2 this afternoon which required the clearing and re-screening of all passengers in the Terminal, all carriers' operations including Jetstar's have been significantly disrupted. The delays and curfew limitations at Sydney Airport have caused the cancellation of 15 Jetstar flight sectors affecting over 2,000 passengers.

This is an extremely regrettable situation. Whilst the cause of the issue is outside of Jetstar's control, we are liaising with Sydney Airport to ensure that the security screening issue is fully investigated and remedial actions put in place to ensure this does not happen again.

Jetstar cares about its passengers and is activating a major recovery mission to accommodate those passengers scheduled to travel this afternoon and evening. Passengers on selected flights between Sydney and the following ports; Melbourne Avalon, Melbourne, Adelaide, Brisbane, Gold Coast and the Sunshine Coast were affected.

Jetstar is endeavouring to have all disrupted passengers to their end destinations tomorrow and will be accommodating passengers on next available services with Jetstar or Qantas and six ad hoc services that will operate tomorrow to and from Sydney.

Jetstar is accommodating passengers who are away from home this evening. Passengers are being informed of options via SMS, at the Airport and via our telephone reservation centre.

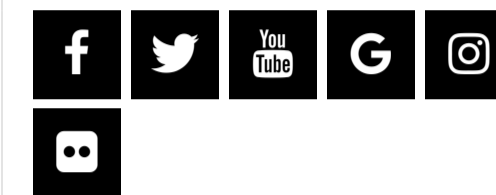
Passengers held on arriving aircraft this afternoon as a result of airport congestion will be contacted tomorrow and offered vouchers for the inconvenience and delay. Jetstar sincerely regrets and apologises for this unforeseeable disruption to our passengers and is working hard to ensure travel plans are restored leading into the Easter break.

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## 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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