

Melbourne, 23 June 2011

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Newsroom

Jetstar voted best again - 5th major award

Low fares leader, Jetstar has won Best Low-Cost Airline Australia/Pacific by Skytrax as part of their annual World Airline Survey held at the Paris Air Show.

This is Jetstar's fifth major award in 4 years, having won Skytrax Best Low Cost Airline – Australia and New Zealand award in 2009, CAPA Low Cost Carrier of the Year two years in a row in 2007 & 2008 and Skytrax Best Low Cost Carrier – Worldwide in 2007.

The World Airline Survey by Skytrax is recognised globally as the only truly independent passenger survey of airline standards. This year's survey involved more than 18 million individual respondents from 100 different nationalities.

Jetstar Group Chief Executive Officer Bruce Buchanan said Jetstar is honoured to be recognised as the Best Low-Cost Airline Australia Pacific in these awards.

"We are really delighted to receive this award and we would like to thank Jetstar's customers for their continued support.

"The team at Jetstar are always working hard to give our customers low fares, great service in the air and on the ground, and an easy and hassle-free experience.

"We don't take our position for granted. Our customers can expect continual improvement over the next year as we work to make travelling with Jetstar even more enjoyable."

Over the last two weeks, Jetstar's Australian and New Zealand operation has been significantly challenged by the Chilean ash cloud which has created an unprecedented disruption to Jetstar services.

"We have had hundreds of Jetstar staff working tirelessly and under immense pressure to manage this complex situation to ensure our reputation as a safe airline.

"I want to thank all our staff for their continual commitment and hard work during this challenging time and for their team spirit that contributes to winning awards such as this," Mr Buchanan said.

Jetstar was also voted the second best Low Cost Airline in the World as part of the 2011 Skytrax Awards.

Visit [Jetstar.com](#) to book your next great family getaway.

About the World Airline Awards

From the World Airline Awards website: The Survey includes over 200 airlines, from the largest international airlines to small domestic carriers, and measured standards across more than 38 different items of airline front-line product and service.

The study analyses customer satisfaction for the Airline Passenger Experience, across the Airport and Onboard environments - check-in to boarding, onboard seat comfort, cabin cleanliness, food, beverages, IFE and staff service.

About Skytrax

Established in 1989, Skytrax are specialist Research Advisors to the air transport industry. It is a privately owned UK company, based in London - in 2011, further offices are due to be opened in Beijing and the Middle East.

Undertaking Product / Service analysis and Passenger research studies for airlines, airline alliances, airports and related air transport product and service suppliers across the globe, Skytrax have an unrivalled experience and knowledge of these specialist markets.

Product and Service Quality competitive performance evaluations form a major activity, with Skytrax having worked for over 215 airlines and 75 airports in recent years.

As the global leader in air transport research, all Skytrax staff are industry professionals - offering the most diverse, independent and detailed knowledge of this specialist market. Professional air transport research by air transport professionals is the policy that enables Skytrax to consistently provide the highest standard and quality of airline and airport advisory services.

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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