

Melbourne, 26 May 2011

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Newsroom

# The facts around Jetstar and 100 per cent passenger self service

Following the launch of our new self serve check-in options earlier this week (May 9), Jetstar would like to reassure our customers on a number of concerns raised.

Jetstar has invested significantly in new, world-first technology to make the airport experience even easier and hassle-free.

Customers who choose to use our convenient self serve check-in options, such as SMS boarding, web check-in, automated check-in or airport kiosks, will pay less for travel than those who choose to check-in at the counters from 1 November 2011.

Rather a charging a fee, we are seeking to offer our customers choice. For those that don't want to use the check-in counters, they will save. This already exists for many of our products – such as food, beverages and inflight entertainment. This allows us to offer lowest possible fares.

Our customers are already voting with their feet – even before we start to offer our customers a saving should they select self-service from 1 November. More than 85 per cent were already choosing to self-check before we launched this latest phase because they value the convenience. This number is expected to grow to close to 100 per cent as they grow more accustomed.

Passengers who may not be able to use our self-check options due to specific requirements (including customers with limited mobility, requiring wheelchair assistance, who are blind, have low vision or are accompanied by an assistance dog) would never, or in the future ever, be charged for customer service under our new self service offering and will experience no change.

Jetstar would also like to reassure our customers that we are focused on delivering great customer service, not less. Rather than being positioned behind desks, our customer service teams across our Airports will be able to offer further assistance and guidance for those using our airport kiosks.

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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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