

Melbourne, 02 February 2011

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Newsroom

# Update on Jetstar's Far North Queensland services (Cyclone Yasi) 1600

Jetstar wishes to provide a further update on its low fare services to and from five of its Queensland markets (Cairns, Hamilton Island, Mackay, Townsville and Whitsunday Coast (Proserpine)) due to the predicted impact on its operations from Cyclone Yasi.

This update relates to further change and extension of flexible arrangements for customers travelling on domestic or international flights, or Jetstar Holidays bookings to/from the five destinations.

Jetstar will extend these flexible arrangements up until Thursday 10 February 2011. This includes refunds or change to travel dates/times for no fee for the following markets:

- Cairns
- Hamilton Island
- Mackay
- Townsville
- Whitsunday Coast (Proserpine)

Revised travel must be completed prior to 5 April 2011.

The airline is continuing to closely monitor the situation and Jetstar.com will be regularly updated.

Jetstar Telephone Reservations can be contacted on 131 538.

Jetstar has also taken its flights to these five destinations off sale until Saturday 5 February 2011.

Due to Airport closures, Jetstar will not operate scheduled services to/from Cairns, Hamilton Island, Whitsunday Coast (Proserpine), and Townsville today (Wednesday 2 February) and tomorrow (Thursday 3 February).

An update with respect to any recommencement of services to these ports will be provided once we have received the status of each Airport post the cyclone.

Jetstar is closely monitoring its operations in Mackay. Today our Brisbane-Mackay services (3 return flights scheduled) have operated. However subject to the latest weather advice shortly prior to departure, our services on 3 February 2011 may still be affected to/from Mackay.

Jetstar Australia and New Zealand CEO David Hall said Jetstar's safety and care for its customers and staff remain the airline's top priority.

"The airline is already putting in place contingency planning, including a desire to reintroduce flights, as soon it is safe and practical to do so into the region, upon ongoing liaison with local authorities and our Airport partners," Mr Hall said.

Status of airport operations and closures

At 1800 AEDT 2 February 2011

## Mackay

Operations continued as per normal today with three scheduled Brisbane-Mackay return A320 flights.

Jetstar continues to work closely with Mackay Airport regarding the status of safe flying operations on Thursday 3 February. Jetstar.com will be regularly updated with the latest information.

## Other Airports (Cairns, Hamilton Island, Townsville, Whitsunday Coast (Proserpine))

All Jetstar operations are suspended for Wednesday 2 and Thursday 3 February for:

- Cairns
- Hamilton Island
- Townsville
- Whitsunday Coast (Proserpine)

We will provide a future update on a return of operations to each of these Airports following consultation with local authorities and our Airport partners.

We continue to monitor conditions surrounding Cyclone Yasi and Jetstar.com will be regularly updated.

Hamilton Island has indicated its reservations team have ceased taking bookings as of the period 1 February for arrivals up until 6 February 2011 (inclusive).

Hamilton Island has indicated that bookings for future travel are being accepted as per usual.

## About Jetstar

### About Jetstar Group

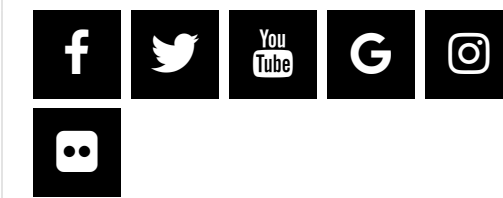
Jetstar first took to the skies in 2004 and has since flown more than 350 million customers across an extensive international and domestic network. The Jetstar Group is made up of Jetstar Airways (subsidiary of the Qantas Group) in Australia and New Zealand, Jetstar Asia in Singapore, and Jetstar Japan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