

Melbourne, 02 February 2012

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Newsroom

Jetstar to assist customers affected by Air Australia suspension

Jetstar is assisting passengers stranded following Air Australia being placed into administration.

Passengers who have commenced their journey

Passengers who have already commenced their journey with Air Australia will be able to purchase a Jetstar ticket for the same price as their Air Australia fare until 29 February, 2012, regardless of the return date.

Air Australia passengers need to show their Air Australia itinerary for travel at a Jetstar Service Desk at their point of departure airport. Where possible and subject to availability, Jetstar will seek to accommodate affected passengers on the next available flight to their destination.

Passengers must book by 11.59pm (AEST), 29 February, 2012.

Passengers who are yet to commence their journey

Air Australia passengers who have not yet started their travel can access special fares by phoning the Jetstar call centre on 131 538. International call centre numbers are available at www.jetstar.com

Passengers must book by 11.59pm (AEST), 29 February, 2012.

These fares are on sale now and travel must be completed by 31 March, 2012, subject to availability.

Passengers will need to provide proof of their Air Australia ticket to be eligible for these fares.

Jetstar will continue to assist stranded Air Australia passengers and operational staff over the coming days and the airline is investigating options to add additional capacity to help stranded Air Australia passengers return home.

Jetstar's special fares for passengers who are yet to travel are one way and do not include baggage allowance and are in \$(AUD). They are valid for travel to be completed by 31 March, 2012.

FROM/TO - ONE WAY FARES

- MELBOURNE - SYDNEY \$100
- MELBOURNE - BRISBANE \$135
- BRISBANE - SYDNEY \$100
- BALI - MELBOURNE/SYDNEY \$400
- PHUKET - SYDNEY \$500
- HONOLULU - SYDNEY \$575

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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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