

Melbourne, 12 July 2012

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Newsroom

Jetstar wins Skytrax's 2012 Best Low-Cost Airline Australia/Pacific

- Jetstar Airways and Jetstar Asia voted amongst best LCCs in the world
- Over 18 million customers participated in global survey
- Jetstar’s seventh major Skytrax award in six years

Air travellers have voted Jetstar Airways the Best Low-Cost Airline in Australia/Pacific and a top three Global Low Cost Airline in Skytrax’s Annual World Airline Survey.

The World Airline Survey by Skytrax is the largest airline passenger survey. This year’s survey involved more than 18 million individual respondents from 100 different nationalities.

Jetstar Airways – part of the Jetstar Group of airlines – operates more than 2,200 domestic and international flights in Australia and New Zealand per week. It is its second consecutive win in this category.

Singapore-based Jetstar Asia also fared well, making the list of Top 10 Global Low Cost Airlines and Top 10 Low Cost Airlines in Australasia.

Jetstar Group CEO, Jayne Hrdlicka, said such recognition from air travellers was testament to the team delivering the Jetstar experience to around 20 million passengers each year.

“Australia and the Pacific are major markets for the Jetstar business and our staff can be very proud of this recognition from the most important judges, our customers,” Ms Hrdlicka said.

“For both Jetstar Airways and Jetstar Asia to be recognised as some of Asia’s best reflects our Group-wide focus on delivering consistent, quality services across the region at a price point that means more people can afford to fly.”

Ms Hrdlicka said Jetstar would continue to invest in innovations to give customers more choice and even better experiences.

“Over the past year, we’ve had great feedback from customers on self-service check in Australia and New Zealand and the introduction of iPads on longer flights.

“As our presence grows across the Asia Pacific to new markets like Japan and Hong Kong, innovation will play a key role in how we enhance the flying experience for existing customers as well as win new ones.”

Jetstar Airways won Skytrax Best Low Cost Airline – Australia and New Zealand Award in 2009 and 2011 and was voted the Global number one in 2007. More detail on the 2012 World Airline Awards can be found on the Skytrax website.

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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.

