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Newsroom

Jetstar Asia launches Straight-to-Gate web check-in service in Singapore

- Jetstar Asia is the first Singapore LCC to trial innovative new service
- 'Straight to Gate' eliminates queues and redefines check-in experience
- Customers on selected routes* can check-in online, print boarding pass, proceed to immigration and head straight to departure gate

Jetstar Asia is the first Singapore-based low cost carrier (LCC) to introduce 'Straight to Gate', a brand new check-in service that will redefine the travel experience by putting time back into the hands of customers.

Whether our customers are travelling for business or leisure, time is of the essence and heading 'Straight to Gate' will give travellers extra time to do the things that are most important to them, as queuing at check-in is now a thing of the past.

A recent survey** revealed that Singapore residents spend one hour queuing on average every day, which amounts to a staggering 2.9 years spent in queues during the average lifetime of 82 years***. Although 78% of respondents consider queuing to be a local tradition, the experience is time-consuming and can often be frustrating, with one in four identifying the airport check-in service as the queue they dislike the most.

With trials having commenced on 6 November at Jetstar Asia's hub at Singapore Changi Airport, customers on selected routes with no check-in baggage and visa requirements can now bypass check-in counters, allowing for a hassle-free pass direct to the transit area.

Customers travelling on selected routes can simply check-in online, print the boarding pass, proceed to immigration and head straight to the departure gate.

Customers with checked baggage or those who require visa verification will still need to visit any of the Jetstar check-in counters to get their boarding passes endorsed. Instructions will be provided during the online check-in process, and indicated on the self-printed check-in document.

Jetstar Asia CEO Barathan Pasupathi said the airline is excited to be the pioneer among LCCs in Singapore to offer this new innovative service, which would elevate the flying experience and deliver greater convenience to customers.

"We are committed to understanding the needs and wants of our customers and we constantly explore smarter ways to add value to where it matters most, as offering attractive low fares is just part of the story.

"In addition to offering the 'Straight to Gate' service, Jetstar is also pleased to relocate to new counters at Changi Airport's Terminal 1 departure hall, where informative signage await customers who require check-in assistance from our ground agents," Mr Pasupathi said.

Mr Tan Lye Teck, Executive Vice President for Airport Management, Changi Airport Group said, "We congratulate Jetstar Asia on the launch of its 'Straight to Gate' initiative. This is in line with Changi Airport's objective of promoting a seamless and stress-free travel experience for our passengers. We will continue to support airlines like Jetstar Asia as they introduce more of such innovative services."

With immediate effect, all check-in services for Jetstar Asia, Valuair and Jetstar Airways flights are now being handled at rows 2 and 3 of Terminal 1, ensuring an even swifter experience for our time-sensitive customers.

*Applicable to selected flights with a 3K or VF flight code departing Singapore only. Check jetstar.com for available routes.

**Survey conducted by Jetstar Asia with 1840 respondents.

***Data by World Health Organisation

ABOUT JETSTAR ASIA'S STRAIGHT TO GATE SERVICE

Customers can check in online between 48 hours and 120 minutes before the flight's scheduled departure, select seats and print the boarding pass. The document will indicate whether the travelling passenger can proceed directly to immigration and departure gate, or will need to visit any of the Jetstar counters to drop checked luggage and have the visa verified. Customers are advised to reach the boarding gate 40 minutes before the flight's scheduled departure.

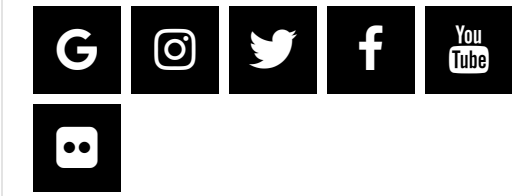
This service is only available for selected flights with a 3K or VF flight code departing Singapore only.

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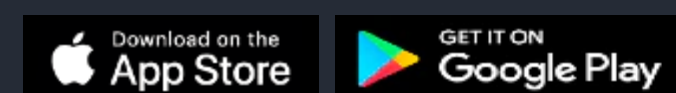


About Jetstar

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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