



Singapore, 14 April 2014

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Newsroom

Jetstar Asia launches Straight-to-Gate web check-in service in Hong Kong

Jetstar Asia customers in Hong Kong will now be able to experience ‘Straight to Gate’, an enhanced web check-in service that offers customers without check-in bags or visa requirements to skip the queues and head straight to gate.

More than 45,000 Hong Kong customers without check-in bags are expected to be able to use the service this year.

Jetstar Asia CEO Barathan Pasupathi said that this innovative solution is expected to enhance the travel experience for our customers and streamline Jetstar Asia’s operations at Hong Kong International Airport.

“As the first low fares carrier to roll out the innovative service in Hong Kong, Straight-to-Gate will eliminate the hassle of queuing and give our customers the convenience of checking in at home or at the office.

“We were the first LCC to introduce a free in-town check-in service in Hong Kong and we are excited to be the first LCC with this latest customer initiative.

“For our operations, Straight-to-Gate means our team can continue to focus more on serving our customers with checked bags and special needs, fast-tracking the check-in process during busy holiday periods,” he said.

Vivian Cheung, General Manager, Airport Authority Hong Kong said, “Hong Kong International Airport strives to provide passengers with top-notch customer services and a memorable airport experience.

“We are delighted to welcome this new service from Jetstar Asia that will add to passenger convenience and comfort.”

Jetstar Asia’s Straight-to-Gate service was first introduced to Singapore Changi Airport in November last year on selected routes, with eligible customers checking-in at home or at the office and going straight to the gate when they arrived at the airport.

“The airline was the first to introduce the exclusive web-check in service in Singapore giving customers greater choice and convenience.

“With up to 45 per cent of passengers travelling with carry-on baggage only today, a large proportion of our travellers will have the opportunity to use Straight-to-Gate,” said Mr Pasupathi.



Straight-to-Gate will eliminate the hassle of queuing and give our customers the convenience of checking in at home or at the office

Jetstar Asia CEO Bara Pasupathi



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