

Melbourne, 14 July 2015

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Newsroom

# Jetstar and Qantas partner to bring more Australians home from Bali - 14 July 2015

*Jetstar update as at 4:35pm - 14 July 2015*

In supporting Jetstar, Qantas will commence special relief flights from Bali tonight to assist in bringing Jetstar customers back to Australia.

Qantas, which does not usually operate scheduled services to Bali, will charter two special relief flights from Bali to Perth tonight and tomorrow. The Boeing 737-800 aircraft will fly empty to Bali tonight.

Jetstar will operate 19 flights in and out of Bali tomorrow, including four additional flights and seven scheduled flights home from Bali to Australia tomorrow.

Jetstar customers who arrive back in Australia will be offered connections on Jetstar or Qantas domestic services to their home city.

Qantas will continue to operate flights on Jetstar’s domestic and international network, to free up Jetstar’s high capacity wide-body aircraft to bring more customers back from Bali.

Together, Qantas and Jetstar will be able to bring over 3,000 more customers back to Australia with these additional services. Both Jetstar and Qantas flights are subject to flying conditions remaining safe for operations.

This will bring the total number of customers returned to Australia by the Qantas Group to more than 7,000 since services resumed on Monday 12 July 2015.

Customers wishing to travel on these flights will be able to register (if they haven’t already) on the ‘Travel Alerts’ section of Jetstar.com

Customers will be contacted by Jetstar about tomorrow’s flights. Today’s flights are already booked. Customers should not travel to Denpasar Airport unless they have a confirmed flight for travel.

The Qantas Group will continue to closely monitor the situation with the Volcanic Ash Authority Centre (VAAC), and cancellations may occur if conditions prevent safe operations.

As we’ve seen during the past fortnight, the ash cloud’s movement is highly unpredictable.

## Options for booking holidays

Jetstar is offering customers with bookings to Bali the option to change their holiday destination to any destination on its network. We will waive flight change fees for any customers with a valid booking to Bali between 2 July and 31 July, who wish to change their holiday destination. Fare differences may apply.

Note: Qantas ferry flight will depart Perth tonight at 1700. QF6406 will depart Bali at 2240 tonight and arrive in Perth at 0215 tomorrow. Qantas will operate another Bali-Perth return flight on 15 July 2015. Details to follow.

**Contact**

- Jetstar AU & NZ Media  
[jetstarmedia@jets...](mailto:jetstarmedia@jets...)
- Jetstar Asia Media (Singapore)  
[media@jetstarasia...](mailto:media@jetstarasia...)
- Jetstar Japan Media  
[JapanPR@jetstar....](mailto:JapanPR@jetstar...)
- Jetstar HK Media  
[jetstarhkmedia@je...](mailto:jetstarhkmedia@je...)

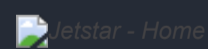
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