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Newsroom

Jetstar Asia introduces FAST Tuesdays

Jetstar Asia customers travelling from Changi Airport on Tuesdays will be encouraged to check-in using only the self-service kiosks as part of an awareness campaign to highlight the self-service benefits.

As the first low fares carrier to introduce self-service check-in and bag drop options to customers in Singapore, Jetstar Asia has updated the kiosk interface and increased the number of self-service kiosks and bag drops that are available.

Jetstar Asia CEO Bara Pasupathi said the carrier is seeing an increasing trend of customers choosing to take more control of their travel experience.

“Since we introduced the kiosks in May last year, we have added five extra kiosks, simplified the instructions, improved the signage at the counters and trained our ground teams to better assist our customers with their check-in experience,” said Mr Pasupathi.

“Today, up to 50 percent of our customers return to use the kiosks when they travel as they become familiar with the ease and convenience.

“Our investments in training, innovative airport check-in technology and processes have trimmed queues and streamlined the customer journey.

Until the end of the year, a few counters will remain open on Tuesdays to manage group tours and assist passengers who may require document checks.

All eligible customers from Singapore will continue to have the option of checking in with straight-to-gate and the mobile boarding pass.

Jetstar Asia currently has 17 self-service kiosks and six bag-drop points at Terminal 1 Changi Airport. More information is available at [Jetstar.com](#).

Boilerplate

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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