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Newsroom

Melbourne, 10 November 2015

Jetstar moves in to new home at Melbourne Airport

> "We know that families and those heading off on holidays want a seamless and hassle free experience at the airport and that's exactly what this new terminal delivers."
> **David Hall, Jetstar Australia and New Zealand CEO**

Post

- Jetstar moves domestic flying to and from Melbourne Airport to Terminal 4*
- Improved customer experience with less queues and more facilities
- Victorian customers to benefit with more flights over Christmas, Easter and school holidays

Jetstar has this morning commenced flying from its new domestic home at Melbourne Airport, Terminal 4, in a move which will provide customers with a vastly improved travel experience.

With access to triple the number of departure gates than in Terminal 1, the low fares airline will boost flights to popular holiday destinations like Cairns, Gold Coast, Tasmania and Sydney over Christmas, Easter, school holidays and other peak periods.

Jetstar will be the major airline operating out of Terminal 4 with more than six million domestic passengers flying through Melbourne with the low fares carrier each year. During the busy school holiday periods Jetstar carries as many as 20,000 customers a day through Melbourne Airport.

Jetstar Australia and New Zealand CEO David Hall expects customers will welcome the much improved experience through the terminal.

"When Jetstar first operated from Melbourne we were a small airline with 14 aircraft flying to a handful of destinations up and down the East Coast of Australia," Mr Hall said.

"Today we have more than 60 aircraft based in Australia, and operate from Melbourne to 15 different destinations around Australia.

"After 11 years, it's fair to say we've outgrown our existing home at Melbourne Airport and we're excited to offer customers a much faster and easier journey through our bright spacious new terminal.

"We know that families and those heading off on holidays want a seamless and hassle free experience at the airport and that's exactly what this new terminal delivers."

The new purpose-built terminal will offer Jetstar customers:

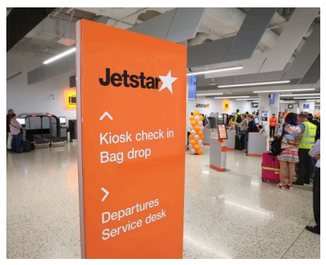
- **Quick and easy check-in** with 36 self-check-in kiosks and 18 automated bag drop units.
- **Improved operational efficiency** with Jetstar having priority access to triple the number of boarding gates in peak periods (from four gates to 12 gates). This will help to improve the airline's flight departure and arrival reliability and eliminate bussing to aircraft.
- **Large, comfortable central departure lounge** with floor-to-ceiling windows, 1,200 seats, and 30 shopping and dining outlets.
- **New, dedicated transport hub** including a dedicated exit from the Tullamarine Freeway which will ease congestion across Melbourne Airport. The transport hub includes dedicated drop-off and pick-up zones, a bus interchange, a taxi rank and 2,800 car parking bays.

Mr Hall said Jetstar was introducing the improved and expanded automatic check-in experience at Melbourne Airport in response to customer feedback.

"We expect this will make it faster and easier for Jetstar customers to check in and drop off their bags, all but eliminating queues," Mr Hall said.

"This will free up our airport customer service team members to get out from behind counters and serve our customers who need some extra assistance through check-in."

*The vast majority of Jetstar domestic flights will depart and arrive at Terminal 4. All international flights and a handful of domestic flights (JQ1 to JQ399) will continue to operate from the international terminal, T2. Customers should always check the terminal shown on their itinerary before travelling to the airport.



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