

Melbourne, 27 November 2017

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Newsroom

Jetstar offers alternative holiday destinations for Bali travellers

Jetstar customers booked on flights to Bali over the next week can instead choose to travel to a range of alternative international destinations including Phuket, Ho Chi Minh City, Singapore, Fiji, Tokyo and Osaka at no additional cost.

This follows volcanic activity at Mount Agung which has caused flight disruptions to airlines over the past three days. Further disruptions are possible this week depending on weather conditions.

Customers with flights booked from Australia to Bali from Saturday 25 November until Monday 4 December 2017 (inclusive) can choose to instead take a return flight departing on or before 14 December with return dates allowed until 28 December 2017. The routes available for booking (subject to availability) are:

- Phuket (departing from Melbourne and Sydney)
- Ho Chi Minh City (departing from Melbourne and Sydney)
- Singapore (departing from Melbourne and Perth)
- Nadi, Fiji (departing from Sydney)
- Narita (Tokyo) (departing from Cairns and Gold Coast)
- Osaka (departing from Cairns)

Customers booked to travel to Bali from other cities who wish to access one of these international flights can do so but will need to make their own way to the international departure city.

Customers still wanting to travel to Bali can change their date of travel to Bali up until 14 December 2017 (subject to volcanic activity).

Customers no longer wishing to travel can receive a voucher to the credit of their booking.

Jetstar cancelled 11 return Bali services on Monday, with a further three return flights cancelled on Tuesday. An assessment will be made tomorrow morning for the rest of Tuesday's scheduled services, and each subsequent day of flying.

Jetstar Group CEO Gareth Evans said Jetstar was doing everything it could to minimise the impact the volcanic activity was having on people's holiday plans.

"Our teams are working hard to assist customers who have been impacted by flight disruptions over the past few days due to volcanic ash in and around Bali," Mr Evans said.

"Volcanic activity is volatile and our senior pilots assess whether it is safe to fly on a day-to-day basis, with the latest forecast from Volcanic Ash Advisory Centre.

"Whilst this is out of our control, we understand how frustrating the element of uncertainty can be on holiday plans which is why we are offering a range of alternative holiday options to those who no longer wish to travel to Bali.

"When it is safe to fly, we will add additional flights to get our customers moving."

Summary

Customers booked on flights to Bali over the next week can instead choose to travel to a range of alternative international destinations including Phuket, Ho Chi Minh City, Singapore, Fiji, Tokyo and Osaka at no additional cost.




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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