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Newsroom

Jetstar Group commences operations at Changi Airport T4

The Jetstar Group, comprising Singapore-based Jetstar Asia and Australian-based Jetstar Airways, has commenced its first day of operations at its new home in Terminal 4 (T4) today. Jetstar Asia's first flight, 3K766 arrived in Singapore at 12:40am from Manila and flight 3K761 departed for Manila at 6:15am while Jetstar Airways' first flight, JQ8 will depart from T4 for Melbourne at 10:10pm tonight.

Passengers flying on the 25 Jetstar Group services operating from T4 today will be presented with tote bags and luggage tags to mark the special occasion. They will also be treated to live music, dance performances and photo opportunities against a balloon backdrop near the airline's check-in row throughout the day.

The successful relocation comes after months of preparations by Changi Airport Group (CAG), the Jetstar Group and their airport partners who have worked closely on various trials of systems and processes to ensure a smooth move for the airlines. Two rounds of orientation flights were also conducted on 22 February and 9 March, giving Jetstar passengers a glimpse of what travelling through T4 is like.

By the end of the day, Jetstar would have served nearly 4,000 passengers via 25 departure and arrival flights at T4. The Jetstar Group joins 18 other airlines that are currently operating at T4.

Mr. Lim Ching Kiat, CAG's Executive Vice President of Air Hub & Cargo Development, said, "We are excited that this day has come. Months of hard work and close collaboration between all partners involved have led to this successful transition. As Jetstar Group looks to expand its operations at Changi Airport in the medium to long term, T4 will provide more room for its growth.

"We look forward to welcoming more passengers from Jetstar. With T4's suite of automated self-service options, and the terminal's unique mix of shops and attractions like the Chandelier playground, Steel in Bloom garden and Heritage Zone, we are confident they will enjoy a new and seamless travel experience at T4."

Mr. Barathan Pasupathi, Jetstar Asia's Chief Executive Officer, said today was the start of a new chapter for Jetstar.

"As a Singapore-based carrier, Changi has been Jetstar Asia's home for nearly 19 years and over this time the Jetstar Group has welcomed more than 50 million customers, taking them to incredible places, reuniting them with family and friends, and welcoming them home again," Mr. Barathan said.

"The move to T4 will enable us to grow our fleet, our capacity, and our network of exciting destinations so millions more will have access to our affordable fares.

"I want to thank CAG, our partners and the awesome team at Jetstar for reviewing and assessing every part of the customer journey, prioritizing the safety of our operation and ensuring we continue to offer the excellent travel experience our customers have come to expect from Jetstar."

Mr. Matt Franzi, Jetstar Airways' Chief Operating Officer, said the move to T4 reaffirmed Jetstar's commitment to Singapore as a destination in demand and a global hub.

"Singapore is a very popular destination in Jetstar Airways' international network, and a great stopover for many travelers from around the world," Mr. Franzi said.

"With this terminal move our customers will continue to enjoy direct access to Singapore as well as excellent connectivity between Jetstar and our many airline partners."

More shopping and dining offerings at T4

Since T4 resumed operations in September 2022, the terminal has registered over three million passenger movements. Several new-to-Changi brands have opened in T4, such as Aji Ichi Sushi Bar in the public area, Korean streetwear brand Acmé de la vie (ADLV) and electronics store Metapod in the transit area.

The Heritage Zone, which is fully open now, brings back a showcase of Singapore's culture and culinary heritage. Home to several well-loved local brands including Bengawan Solo, Eu Yan Sang, Heavenly Wang, and Old Chang Kee, it offers travellers a range of local food and souvenirs. More new brands will be opening in T4 in the coming months. Travellers can look forward to quality *dim sim* and Cantonese dishes at Crystal Jade GO, as well as a wide variety of Arabica coffee from around the world at Bacha Coffee. Passengers who are keen to shop at Terminals 1, 2 and 3 can also make use of the [Changi Shopping Concierge service](#) for a curated shopping tour or have the concierge agents purchase the items and deliver them directly to their boarding gates at T4.

Jetstar passengers flying from now to 17 April can enjoy [exclusive shopping discounts](#). They can simply flash their Jetstar boarding pass to enjoy S\$10 off (S\$12 with Changi Pay) with a minimum spend of S\$100, or shop online on iShopChangi and get 20% off with no minimum spend.

Enhanced comfort and convenience

Jetstar and Qantas premium passengers can enjoy complimentary access to Blossom – SATS & Plaza Premium Lounge whenever they travel through Changi Airport. The lounge is also available to economy class passengers on a pay-per-use basis.

Jetstar Asia passengers can also make use of the Early Check-in Facilities at Jewel Changi Airport and check in early to explore Jewel's attractions, retail and dining offerings before their flights. This provides more check-in options for Jetstar's passengers, giving them greater convenience and allowing them to start their holidays even before they fly.

Airfare promotion

To commemorate its move, Jetstar Asia has launched [promotional fares^{\[1\]}](#) from now to 24 March, 11:59pm. One-way fares start from S\$69 to destinations including Clark, Denpasar, Kuala Lumpur, Manila, Penang, Phnom Penh and Phuket.

Jetstar Asia will initially operate more than 230 weekly services on the Airbus A320 in and out of T4, connecting to key destinations in Southeast Asia including Bali (Denpasar), Bangkok, Jakarta, Kuala Lumpur, Manila and Phnom Penh.

Jetstar Airways will continue to fly between Singapore and Melbourne up to six times a week with the popular route being operated by the Boeing 787 Dreamliner, carrying more than 200,000 passengers each year between the two cities.

For high resolution images, please download them [here](#).

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^[1] Sale ends 11.59pm, 24 Mar 2023, unless sold out prior. One-way, excludes checked baggage. Selected travel dates and conditions apply. Club Jetstar membership fee and conditions apply.