

14 November 2024

[Share](#) [Post](#) Like 0

Newsroom

Statement on Bali operations

Our teams have been working through the night to closely monitor the evolving situation and assess when it's safe to fly.

In good news, conditions this morning have improved allowing us to resume operations from today between Australia and Denpasar on both Jetstar and Qantas.

We will continue to monitor the changing conditions and volcanic activity and work on plans to operate more recovery flights using aircraft from across the Group so that we can get customers on their way as quickly as possible.

We are contacting customers directly to notify them of any changes to their travel plans. We appreciate the changing situation is frustrating and we thank customers for their understanding and patience.

This is an evolving situation, and we recommend customers to check their flight status at [Jetstar.com](#) and [Qantas.com](#) before coming to the airport.

Background:

- Six return Jetstar flights will depart today to Denpasar from a number of ports around Australia. This includes four scheduled services and two ad-hoc recovery flights.
- The two recovery flights are being operated by a Jetstar A321neo aircraft.
- Qantas will operate three flights from Australia today. This includes two delayed flights from yesterday (Melbourne and Sydney) and today's scheduled flight from Sydney. Two of the flights will depart Denpasar tonight and the other on Friday morning local time.
- Customers choosing to fly to Bali should check with their travel insurer before travelling.
- We encourage customers to visit [Jetstar](#) and [Qantas](#)' travel updates page for the most up to date information.

Media Enquiries: Jetstar Media +61 408 134 852 or jetstarmedia@jetstar.com

Media contact

Jetstar AU & NZ Media
jetstarmedia@jetstar.com

Jetstar Asia Media (Singapore)
media@jetstarasia.com

Jetstar Japan Media
JapanPR@jetstar.com

Share this page

Statement on Bali operations



Social media



Latest news

08 Dec 2025 - [Jetstar to launch Australia's only low-cost direct flights to Sri Lanka, with fares from just \\$315*](#)

