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30 April 2024

STATEMENT ON SUPPORT FOR BONZA CUSTOMERS

We know the news about Bonza today is difficult for both their customers and their team members.

We extend our thoughts to our aviation industry colleagues and their families – from pilots and cabin crew to flight planners and operations controllers - who will all feel the impact of today’s news.

If Bonza employees would like to discuss recruitment opportunities within Jetstar and Qantas, particularly in specialised fields which are unique to aviation, we’ve set up a dedicated page on our careers website.

For any customers with a cancelled Bonza flight on a route we operate, to make sure you’re not further out of pocket, you can fly with us at no cost where we have seats available.


Of Bonza’s 36 routes, there are six overlapping routes with either Jetstar or Qantas:

- Melbourne - Gold Coast (Jetstar)
- Melbourne - Sunshine Coast (Jetstar)
- Avalon - Gold Coast (Jetstar)
- Gold Coast - Cairns (Jetstar)
- Melbourne - Mildura (QantasLink)
- Melbourne - Alice Springs (Qantas)

If there is another close alternative route that Jetstar or Qantas operate, customers with a cancelled Bonza flight can also travel at no cost (e.g. Brisbane as an alternative to Gold Coast, or Melbourne as an alternative to Avalon).

Bonza customers can contact Jetstar on LiveChat or 13 15 38 and Qantas on 13 13 13 to book these seats.

Media contact

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