

Important travel agent updates



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Dear Valued Travel Partner,

Update to Jetstar Japan's (GK) Conditions of Carriage.

On 10 July 2025, [Jetstar updated the Travel Agent Terms and Conditions and Jetstar Airways \(JQ\) Conditions of Carriage](#) in response to the increasing number of bookings identified to have been made on Jetstar.com for commercial purposes, which is not permitted under our Travel Agent Terms and Conditions and Website Terms of Use.

We are now writing to inform you of similar changes to [Jetstar Japan's \(GK\) Conditions of Carriage](#), effective 1 January 2026. The clause in the GK CoC which will be updated is:

- Clause 11.1

We would also like to remind our Registered Agents to continue using the authorised Booking Facilities (API, GDS and Agenthub) outlined in Jetstar's Travel Agent Terms and Conditions to make your bookings. Benefits of using these authorised Booking Facilities include:

- Convenient payment methods (e.g. IFG and AG account)
- Easy access to Jetstar's travel agent support desk via Agent Hub
- Ability to hold selected fares on hold without payment (for a specified time limit)

We're also investing in the Jetstar Agent Hub to make it faster and more convenient for Registered Agents to book and service their customers.

Please note that the update mentioned above will not impact bookings made through an authorised Jetstar Booking Facility.

Jetstar is committed to fostering a strong partnership with you and we appreciate your continued understanding and cooperation in adhering to our Travel Agent Terms and Conditions.

Best Wishes,

Jetstar Sales Team



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Jetstar Airways Pty Limited ABN 33 069 720 243

We acknowledge the Aboriginal and Torres Strait Islander Traditional Custodians of the land on which we work, live and fly. We pay respect to Elders past and present.