



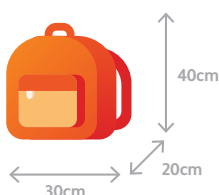
CHANGES TO JETSTAR'S CARRY-ON BAGGAGE POLICY

Jetstar is changing its carry-on baggage policy from 2 February 2027. Instead of the 7kg carry-on weight limit, Jetstar will move to a simpler size-first carry-on baggage model.

New carry-on options:

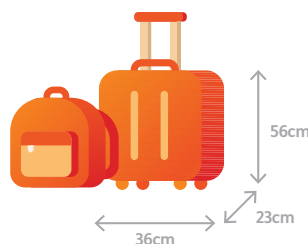
INCLUDED

1 x underseat bag



PRIORITY CARRY-ON

1 x underseat bag + 1 x overhead bag



Be one of the first to board and get settled.

No single bag can weigh more than 10kg.

How to book by channel:

BOOKING CHANNEL	UNDERSEAT BAG	PRIORITY CARRY-ON
GDS Priority Carry-on included as part of all GDS bookings. Cannot be removed	✕ Not available	✓ Always included
API Options depend on what your technology partner has developed	✓ Included	✓ Optional upgrade if enabled
Agent Hub Underseat bag is standard. Customers can upgrade to Priority carry-on at booking.	✓ Included	✓ Optional upgrade

What's not changing:

- Checked baggage — no changes.
- Jetstar Japan (GK) flights — not affected.
- Bookings for travel before 2 February 2027 — no changes.

Q: Why is this changing?

Jetstar is making these changes to give customers more choice and improve their travel experience. The new model is simpler for customers.

Q: Why is this product capped? How can it be sold out?

Priority Carry-on is a limited availability product that balances the operational and safety requirements with the ability to enhance the schedule reliability.

Q: What bundles will this product be included in? Can this be purchased as a standalone product?

Most bundles include one (1) underseat bag; however, customers can upgrade to Priority Carry-on as an a la carte purchase. Priority Carry-on is also available for purchase as a part of select bundles, however, will depend on the booking channel and what you or your technology partner has developed.

Q: How do I book the new carry-on?

GDS: Included in all fares and cannot be removed.

API: This will depend on what your travel agency or your technology partner has developed. If enabled, customers can upgrade; if not, only Starter fares with a underseat bag are available.

Agent Hub: Can be selected during the booking flow.

Q: My customer has a booking departing after 2 February 2027 that was made prior to this announcement. What will happen to their booking?

Customers with bookings for travel from 02 February 2027 onwards, made prior to 05 August 2026 will be automatically upgraded to Priority Carry-on at no additional cost.

Q: What if my customer arrives at the boarding gate and they are over their carry-on allowance?

If the customer arrives at the gate with two items but they've only purchased an underseat bag, they can upgrade to Priority Carry-on (subject to availability).

Q: Do I have to put the underseat bag under the seat in front?

No, a customer can put their underseat bag in the overhead locker if space allows.

Find out more

www.jetstar.com/au/en/travel-agents/carry-on-changes-faqs