

✈ JetSaver Light fare rules

This fare does not include any Checked Baggage Allowance. Cabin Baggage limits will be strictly applied.

Pre-departure, if you have more Baggage than the applicable Cabin Baggage Allowance, you will need to choose a JetSaver fare. Conditions and Charges will apply if you change from a JetSaver Light to a JetSaver fare after you make your Booking. Call Jetstar Reservations for more details. All JetSaver fare rules also apply to JetSaver Light.

✈ JetSaver fare rules

1. This Booking is non-refundable including any ancillary items purchased with your fare (unless otherwise specified). Customers who do not check-in for and board their booked flight within the required time will forfeit their fare. Scheduled check-in and boarding times are shown on the Jetstar Itinerary and Receipt which will be sent to you.
2. Subject to availability and payment of all applicable amounts, limited changes can be made to your Booking as follows:
 - a) Only date, time and passenger name changes are permitted (except passenger name changes are not permitted on Any Seat Award bookings), subject to availability. Changes to the origin or destination of travel are not permitted.
 - b) Your new fare will be at least the amount of the fare you originally purchased, and may be more. At the time your Booking is changed you must pay the difference (if any) between the fare you originally purchased and the fare available on the date of the change. This will apply to all permitted date, time and passenger name changes. Any fare difference paid when changing your booking is non-refundable. The fare difference may be substantial.
 - c) In addition to any fare difference that may be payable, a non-refundable change fee applies to each passenger flight segment changed.
 - d) Date, time and permitted passenger name changes may be made but must be completed at least 24 hours before the original scheduled departure:
 - (i) by telephoning Jetstar Telephone Reservations (see our contact us page on jetstar.com for contact details);
 - (ii) on the Jetstar internet site at jetstar.com but only if your original fare was purchased on jetstar.com (not available for passenger name changes); or
 - (iii) at any Jetstar counter at an airport.
 - e) Any permitted name change must apply to the whole booking for the relevant passenger and cannot be made on an inbound or outbound flight only.
 - f) An additional charge will apply for changes made by telephone or at an airport/booking office if your original fare was purchased on jetstar.com.
 - g) You must re-book onto an available Jetstar flight. Jetstar does not hold open-dated bookings.
 - h) All amounts will be charged in the currency in which you made your original Booking.
 - i) Relevant fees and charges can be found on our Fare Types page on jetstar.com.
 - j) Qantas Frequent Flyer Points and Status credits are not earned on any JetSaver Light or JetSaver fares.
3. In addition to the above, for Qantas & Jetstar Any Seat bookings made through the Qantas Frequent Flyer Program:
 - a) Points and Status Credits are not earned on any JetSaver Light or JetSaver fares;
 - b) Any Seat Awards booked in JetSaver Light or JetSaver are not eligible for Flight Upgrade Awards;
 - c) Any fees or additional payments associated with Any Seat Awards, or permitted changes to Any Seat Award bookings (including the addition of ancillary products after your booking is complete), must be paid with money as specified in these Fare Rules; they cannot be paid with Frequent Flyer Points. If you make a change to your Booking, Jetstar will calculate the monetary charge applicable in addition to Points or Points Plus Pay already used. For the purposes of calculating any such payments, the original fare (as referred to in the Fare Rules) of the Any Seat Award will be calculated as the remaining money value of the unused booking determined by Jetstar in accordance with the Fare Rules (and the applicable currency will be the currency of the underlying fare as recorded by Jetstar). An Any Seat Award cannot be changed resulting in the re-credit of points or refund of money.

✈ JetPlus fare rules

1. This Booking is non-refundable including any ancillary items booked with your fare (unless otherwise specified). Customers who do not check-in for and board their booked flight within the required time will forfeit their fare. Scheduled check-in and boarding times are shown on the Jetstar Itinerary and Receipt which will be sent to you.
2. Subject to availability and payment of all applicable amounts, limited changes can be made to your Booking as follows:
 - a) Only date, time and passenger name changes are permitted (except passenger name changes are not permitted on Any Seat Award bookings), subject to availability. Changes to the origin or destination of travel are not permitted.
 - b) Your new fare will be at least the amount of the fare you originally booked, and may be more. At the time your Booking is changed you must pay the difference (if any) between the fare you originally booked and the fare available on the date of the change. This will apply to all permitted date, time and passenger name changes. Any fare difference paid when changing your booking is non-refundable. The fare difference may be substantial. You cannot change from a JetPlus fare to a JetSaver Light or JetSaver fare.
 - c) Date, time and permitted passenger name changes may be made but must be completed at least 24 hours before the original scheduled departure:
 - (i) by telephoning Jetstar Telephone Reservations (see our contact us page on jetstar.com for contact details);
 - (ii) on the Jetstar internet site at jetstar.com but only if your original fare was booked on jetstar.com (not available for passenger name changes); or
 - (iii) at any Jetstar counter at an airport.
 - d) Any permitted name change must apply to the whole booking for the relevant passenger and cannot be made on an inbound or outbound flight only.
 - e) An additional charge will apply for changes made by telephone or at an airport/booking office if your original fare was booked on jetstar.com.
 - f) You must re-book onto an available Jetstar flight. Jetstar does not hold open-dated bookings.
 - g) All amounts will be charged in the currency in which you made your original Booking.
 - h) Relevant Jetstar fees and charges can be found on our Fare Types page on jetstar.com.
 - i) Qantas Frequent Flyer Points and Status Credits are not earned on any JetPlus fares.

JetFlex fare rules

1. This Booking is refundable if your original booking was made as a JetFlex fare. A refund fee will apply.

This Booking is non-refundable if:

- a) You have upgraded to a JetFlex fare from another fare;
- b) Your refund is requested after the day of your original scheduled departure;

Customers who have a non-refundable fare and who do not check-in for and board their booked flight, or make a permitted change within the required time will forfeit their fare.

Ancillary items purchased with this fare are refundable only when refunding your full fare (unless otherwise specified). Relevant fees and charges can be found on our Fare Types page on jetstar.com

2. Subject to availability and payment of all applicable amounts, changes can be made to your Booking as follows:

- a) Date, time, origin, destination and passenger name changes are permitted subject to these fare rules (except passenger name changes are not permitted on Any Seat Award bookings)
- b) For date, time, origin and destination changes, your new fare will be at least the amount of the fare you originally purchased, and may be more. At the time your booking is changed, you must pay the difference (if any) between the fare you originally purchased and the fare available on the date of the change. A fare difference is not payable for permitted passenger name changes.
- c) Date, time, origin, destination and permitted passenger name changes may be made by telephoning Jetstar Telephone Reservations (see our contact us page on jetstar.com for contact details) or at any Jetstar counter at an airport but must be completed by the end of the day you were originally scheduled to depart.
- d) If your original booking was made on the Jetstar internet site at jetstar.com, time and date changes may be made on jetstar.com but must be completed prior to the time your flight closes for check-in.
- e) Customers who do not complete changes to their Bookings within the time required will forfeit the entire fare paid.
- f) Any permitted name change must apply to the whole booking for the relevant passenger and cannot be made on an inbound or outbound flight only.
- g) An additional charge will apply for changes made by telephone or at an airport/booking office if your original fare was purchased on jetstar.com.
- h) You must re-book onto an available Jetstar flight. Jetstar does not hold open-dated bookings.
- i) All amounts will be charged in the currency in which you made your original Booking.
- j) Relevant fees and charges can be found on our Fare Types page on jetstar.com.

3. In addition to the above, for Qantas & Jetstar Any Seat Award bookings made through the Qantas Frequent Flyer Program:

- a) Any Seat Awards booked in JetFlex are not eligible for Flight Upgrade Awards;
- b) If a refund is permitted as per the rules above and is requested, after payment of the applicable refund fee in money, we will refund the money used for this fare to the Frequent Flyer Member's form of payment and re-credit the points used for this fare to the Member's Frequent Flyer account. Note that any money and points used for other non-refundable fares in the original booking, even if not yet departed, will not be refunded;
- c) Any fees or additional payments associated with Any Seat Awards, or permitted changes to Any Seat Award bookings (including the addition of ancillary products after your Booking is complete), must be paid with money as specified in these Fare Rules; they cannot be paid with Frequent Flyer Points. If you make a change to your Booking, Jetstar will calculate the monetary charge applicable in addition to Points or Points Plus Pay already used. For the purposes of calculating any such payments, the original fare (as referred to in the Fare Rules) of the Any Seat Award will be calculated as the remaining money value of the unused booking determined by JetStar in accordance with the Fare Rules (and the applicable currency will be the currency of the underlying fare as recorded by Jetstar). An Any Seat Award cannot be changed resulting in the re-credit of points or refund of money.



flight information

Important information about your Jetstar flight

CONDITIONS OF CARRIAGE

Your travel is subject to Jetstar Conditions of Carriage. The full Conditions of Carriage is available at <http://www.jetstar.com/sq/en/travel-info/airports/conditions-of-carriage.aspx>.

01 | CHECK-IN AND BOARDING TIMES

To help us get your flight away on time, you must check-in at least 40 minutes before the scheduled departure for short-haul Intra Asia services operated by A320 aircraft and you must check-in at least 60 minutes for International flights operated by A330 aircraft (direct 3K flights between Singapore and Auckland). You will not be able to check-in after this time and if you have a non refundable fare, you may forfeit the entire fare paid. You will be required to be at the boarding gate at least 15 minutes prior to the scheduled departure time for Intra Asia flights and 40 minutes for International A330 flights. The aircraft will not be held for you and if you have a non refundable fare, failure to board may result in you forfeiting the entire fare paid.

02 | IDENTIFICATION AT CHECK-IN

All Passengers, including children and infants, must present their passport and other travel documentation at check-in. It is your responsibility at all times to have appropriate travel documentation and entry permits such as visas. Passports must have 6 months validity.

03 | BAGGAGE ALLOWANCE

Cabin Baggage: A limit of **10kg** of Cabin Baggage applies for each passenger (except infants not occupying an aircraft seat). **Checked Baggage:** JetSaver Light fares do not include a Checked Baggage Allowance. JetSaver and JetFlex passengers (except infants not occupying an aircraft seat) are entitled to check in up to **20kg** of baggage for carriage in the aircraft hold at no extra charge. No single item may exceed 32kg in weight. We may refuse to carry any piece of Baggage that does not comply with our policy. Excess baggage charges are available at <http://www.jetstar.com>

04 | ON BOARD YOUR JETSTAR FLIGHT

Food, beverage and merchandise can be purchased on board (except on Yangon flights where food and beverage are served). Unless you have special medical or dietary needs, only food and drinks and alcohol purchased from our cabin crew are permitted to be consumed onboard. We apologise in advance if your desired choice is not available on your flight.

05 | HEALTH

Some studies have concluded that prolonged immobility may be a risk factor in the formation of blood clots in the legs (DVT - Deep Vein Thrombosis). If you feel you may be at risk from DVT or other health problems we recommend you consult with your doctor before travel.

06 | TAX RECEIPT

This tax invoice is updated and reflects ALL charges associated with your Jetstar booking since its initial creation. This tax invoice may reflect additional charges applied after the original booking was created.

07 | SCHEDULE CHANGES

Schedules may change without notice for a range of reasons including but not limited to bad weather, air traffic control delays, strikes, technical disruptions and late inbound aircraft. Flight times do not form part of your contract of carriage with us. **Please ensure accurate contact details so that any changes can be communicated by us via email.** To the extent permitted by law, Jetstar excludes liability for any costs, expenses, losses or damages incurred by the Passenger as a result of failure to meet a schedule. Travel insurance is recommended.



Some key conditions of carriage

1. The Booking: This Itinerary does not constitute a document of carriage.

The Booking in the Jetstar database is the primary record of carriage and in the event of any differences between the Itinerary and the Booking in the Jetstar database, the Booking will prevail.

2. Terms of Carriage: The carriage of a Passenger on any flight by Jetstar is, without exception, subject to:

- a Booking
- these Key Conditions of Carriage and our full Conditions of Carriage (available on request from our offices and on our website at www.jetstar.com)
- Singapore laws, any international Conventions or other laws that may apply to the journey in question any specific directions given to a Passenger in writing, or orally by Jetstar staff, and the applicable fare rules.

In the event of any inconsistency between these Key Conditions and the General Conditions of Carriage, the Conditions of Carriage will prevail.

3. No Flight Connections Provided: Jetstar is a low cost 'point-to-point' airline, which does not provide flight connections or baggage transfer. It is the Passenger's responsibility when making bookings to allow time for Baggage collection and recheck on to services of other airlines for onward connecting flights or subsequent Jetstar flights. While we will try to carry you and your Baggage in accordance with the date and time of the flights specified, it does not guarantee it will be able to do so. Schedules may change without notice for a range of reasons including but not limited to bad weather, air traffic control delays, strikes, technical disruptions and late inbound aircraft. To the fullest extent permitted by law, Jetstar excludes liability for any costs, expenses, losses or damages incurred by the Passenger as a result of failure to meet a schedule, including without limitation any missed connecting flights or other travel arrangements.

4. Terms for the Benefit of: All the terms and conditions of carriage, including any exclusion or limitation of liability apply to benefit:

- Jetstar employees, agents and representatives
- all other carriers used by Jetstar to carry you; and
- those other carriers' employees, agents and representatives. If the benefit of any provision is not enforceable by any of the above, Jetstar holds that benefit on trust for them, and can, if requested by them, enforce the provisions on their behalf.

5. Not Refundable: Unless required by law or unless otherwise stated in the Conditions of Carriage, no refunds will be made for payments made to Jetstar. However, some changes are permitted to the Booking provided the requisite amount of notice is given (see Fare Rules), and a charge may be payable. Otherwise failure to travel on a Booking will result in the fare being forfeited. In exceptional circumstances, where a refund is authorized, an administration fee of S\$50 (or equivalent in value in the currency of purchase) will be levied.

6. Baggage Allowance:

Cabin Baggage: Each passenger (except infants not occupying a seat) is permitted 1 item of Cabin Baggage and 1 other small item (eg. laptop, handbag, suitpack).

Dimensions of main item must not exceed 56cm (width) + 36cm (height) + 23cm (depth).

- If the small item is a suitpack, then it must be non-rigid and unfolded, and the dimensions must not exceed 60cm (width) + 114cm (height) + 11cm (depth).

- Total weight of all Cabin Baggage must not exceed **10kg**.

- Each piece must be able to fit under the seat in front of you or fit in an enclosed storage compartment in the cabin of the aircraft. If any piece of baggage does not comply with any of these conditions, it must be checked in to the aircraft hold.

Checked Baggage: JetSaver Light fares do not include a Checked Baggage Allowance. JetSaver Light passengers who have more Baggage than the applicable Cabin Baggage Allowance will need to change to a JetSaver fare. Conditions and charges apply. Call Jetstar Reservations for more information. Each JetSaver and JetFlex passenger (except infants not occupying an aircraft seat) is entitled to check in up to **20kg** of baggage for carriage in the aircraft hold at no charge. At Jetstar's discretion, excess baggage may be accepted for a fee.

- Passengers must ensure all baggage is packed appropriately before being presented at check in and no single item may exceed 32kg in weight.

- Bulky items may be included within the 20kg allowance, subject to space availability.

- Passengers who anticipate having bulky items or excess baggage **should arrive at the airport to check in 2 hours prior** to the scheduled departure time.

- We may refuse to carry any piece of Baggage that does not comply with the Jetstar policy.

7. Limitation of Liability: International Carriage will be governed by the Convention, where applicable, or under these Conditions of Carriage and applicable laws where the Convention does not apply. Our liability may be limited in respect of death or injury and for destruction or loss of, or major damage to, Baggage. Our liability for loss or major damage to checked baggage is limited by the applicable legislation or Convention according to the journey involved. For example, where the Warsaw Convention applies, the limit will be approximately US\$20 per kilo. We are not liable for any damage to your Cabin Baggage unless such damage is caused by our negligence. We are not liable for any damage caused by your Baggage. You are responsible for any damage caused by your Baggage to other persons or property, including our property. Except to the extent required by law, we are not liable for damage to items which you are asked not to include in your Checked Baggage. These items include fragile or perishable items, items with a special value, such as money, jewellery, precious metals, computers, personal electronic devices, share certificates, bonds and other valuable documents, or passports and other identification documents.

8. Notification of Loss or Damage:

Jetstar will not be liable for items of checked baggage which are presented for check in and deemed unsuitably packed for travel. Such items may include [but not limited to] strollers, sporting goods and fragile items. It is the sole responsibility of the passenger to ensure all items are suitably packed to withstand normal handling practices associated with air travel.

Any claim for loss of or damage to Checked Baggage or Cabin Baggage **must** be made in writing within the following timeframes:

- in the case of damage to your Baggage, as soon as you discover the damage after you have received the Baggage, and at the latest within 24 hours; or
- in the case of delay, within 3 days from when the Baggage has been made available to you.

Any incident involving damage to your clothing worn or taken into the aircraft cabin must be immediately reported to our cabin crew.

9. Liability for Breach of Condition or Warranty: To the extent permitted by law, Jetstar excludes all liability for any costs, expenses, losses or damages whatsoever that may arise in any way in connection with the carriage. If the Unfair Contracts Terms Act (Cap 396) or any similar law implies a condition or warranty that cannot be excluded, the liability of Jetstar for a breach of the condition or warranty will be limited to either supplying the services again or paying the cost of having the services supplied again, as determined by Jetstar in its absolute discretion.

10. Late or Cancelled Flights due to Bad Weather: Where bad weather is responsible for a delayed or cancelled flight, whether you have checked in or not, we will try to assist you to get to your destination, but will not be liable in any way for the delay or cancellation.

11. Charges and Taxes: Charges and taxes change constantly and can be imposed or altered after the date that your Booking was made. If any charges or taxes imposed by third parties change after we have issued your Itinerary and Receipt, you will have to pay us any increase. Similarly, if any charges or taxes you pay to us when you make the Booking are abolished or reduced prior to your flight, you will be entitled to claim a refund from us. However, an administration fee of S\$50 (or equivalent in value in the currency of purchase) will be levied.

12. Insurance: Travel insurance, which can cover things like changes in travel plans, medical and hospital expenses, personal injury and death, and delayed, damaged or lost Baggage, is recommended.

13. Searches: Jetstar, government or airport officers may require you to submit to clothing and body searches, require you to submit your Baggage to searches or inspections, and may search or inspect your Baggage with or without you.

14. Right to Refuse Carriage: Jetstar reserves the right to refuse carriage to any person who seeks to travel in violation of applicable law, tariffs or the Conditions of Carriage, or who is under the influence of drugs or alcohol, or who has a pregnancy of 36 weeks and above, or if Jetstar believes it is necessary for the safety or comfort of you or other Passengers or for the protection of property.

15. Privacy: Jetstar collects information about you (including health information where necessary) to provide products and services to you, process your travel arrangements, facilitate your participation in the loyalty programs of Jetstar or other organisations, conduct marketing activities and market research. If the information is not provided, we may not be able to provide the service requested. We may disclose your personal information to its related companies, other carriers, travel service providers, organisations which provide services to Jetstar, such as collecting commissions, your employer if you are travelling on a Booking purchased by your employer, various law enforcement agencies and governments around the world for security, customs and immigration purposes.

16. Prohibited Items: Firearms and weapons of any type, including but not limited to knives, blades, or sharp items of any kind **are not permitted in the cabin**. For safety reasons, the following dangerous goods **must not be carried in your Cabin or Checked Baggage:** Animals, Corrosives (eg. wet cell batteries), Compressed gases (eg. camping gas), Explosives, Poisons and toxic substances, Dry ice or heat producing articles, Infectious substances, Flammable liquids, Organic peroxides (eg. bleaching powders), Radioactive materials, Matches and articles easily ignited, Oxidising materials, Magnetised material, Brief cases and attache cases incorporating dangerous goods such as Lithium batteries, Pyrotechnic devices, Disabling devices such as mace and pepper spray containing an irritant or incapacitating substance. Jetstar may do whatever considered appropriate and whatever reasonable in the circumstances, including disposing of the item without notifying you.

17. Definitions

"Baggage" means your personal property accompanying you on your trip. It consists of both your Checked Baggage and Cabin Baggage. **"Booking"** (otherwise known as electronic ticket) means the details which we or our authorised agent have entered in our system relating to a journey.

"Cabin Baggage" (sometimes referred to as carryon or unchecked baggage) means any of your Baggage other than Checked Baggage. You take your Cabin Baggage into the cabin of the aircraft with you.

"Checked Baggage" means that part of your Baggage, including any excess baggage, which we have taken into our custody for carriage in the hold of the aircraft and for which we have issued a baggage check.

"Passenger" means any person with a Booking who is to be carried or who is carried on an aircraft, except members of the crew.



Call Centre & GSA

If you have an enquiry regarding your reservation, you may call our Call Centre or GSA at the following numbers (change fees and other charges may apply): **Please only call the number of the country you are dialing from (eg. 800 6161 977 from Singapore).**

SINGAPORE Tel No Mon to Sun	800 6161 977 24 hours	AUSTRALIA Tel No Mon to Sun	131 538 (+61 3 9092 6500) 24 hours
HONG KONG Tel No Mon to Sun	800 962 808 24 hours	TAIWAN Tel No Mon to Sun	0080 161 1467 24 hours
PHILIPPINES Tel No Mon to Sun	1800 1611 0280 24 hours	CAMBODIA Tel No Mon to Sat	+855 063 964 388 8am to 6pm
MYANMAR Tel No Mon to Fri Sat, Sun and Public Holiday	+951 252 007 / 255 440 9am to 5.30pm 9am to 1pm	MALAYSIA Tel No Mon to Sun	1800 81 3090 24 hours
VIETNAM Tel No Mon to Fri Sat	+84 8 910 5375 8:00am to 5:00pm 8:00am to 12:00pm	THAILAND Tel No Mon to Sun Tel No Mon to Fri Sat	001 800 611 2957 24 hours +66 2267 5125 8.30am to 5.30pm 8.30am to 2.30pm
NORTH CHINA Tel No	108006100430 (From Landline Only)	OTHER COUNTRIES Tel No Mon to Sun	+61 9340 4941 24 hours
SOUTH CHINA Tel No Mon to Sun	108002611315 (From Landline Only) 24 hours		