

Treasa Carroll

From: Agency Support Centre

----- Original message -----

From: Graham Rawson <Graham.Rawson@jetstar.com>

Date: 31/3/20 10:05 am (GMT+10:00)

Subject: Jetstar covid-19 policy update

Good Morning,

I hope you are having a good day,

We know all of our colleagues in the travel industry are in an unprecedented state stress and uncertainty at the moment and I wanted to start off by thanking you and your staff for your patience when contacting Jetstar at this time. We are working hard to provide the information required to our customers as well as the frontline support including the upskilling of many employees across different business functions to answer customer enquiries through live chat, social or to the trade support team.

At Jetstar we have been working hard for our customers during this time of sever uncertainty and today we would like to announce further flexibility to the Jetstar Extenuating Circumstances Policy or ECP. The below will come in effect from today

EXTENDED POLICY - Jetstar are offering customers a Jetstar credit voucher to the full value of their untraveled booking. This policy applies to all Jetstar Airways domestic and international travel in and from Australia and New Zealand, for flights departing up to **23:59 (local) 31-JUL-20**. Voucher requests must be made by **30 April 2020**. Note: Customers on cancelled flights are still entitled to obtain a voucher post 30 April.

We've also extended the voucher validity to 12 months. So customers will have 12 months to use their credit voucher on any available flight. This means they'll have about 2 years to travel. Today we'll also reach out to any customer who has already received a credit voucher since 15 March to let them know their voucher has been extended. We'll use the email address in the booking, so please pass it on if you're the contact. Note that vouchers will not be reissued, just the validity period will be extended.

Our contact centre is dealing with an unprecedented number of queries and is experiencing long wait times. The fastest and easiest way to arrange the voucher for Jetstar Agent Hub/API bookings is online;

1. Click here - [Manage My Booking](#)
2. Log in using your booking details - PNR and passenger surname
3. Covid-19 message at the top of the page - select 'Find out more'
4. Select 'View other options'
5. Select 'Request reimbursement'
6. Select applicable flights and click 'Reimbursement summary'
7. Confirm your request

Vouchers can be redeemed up to the stated value in one booking only within 12 months of issue - a fare difference, if any, will apply. Person named on voucher must be passenger OR the contact on new booking. We're dealing with a lot of voucher requests at the moment and it will take about 14 days to get the voucher to you. We appreciate your patience.

Please note, while we are working hard on managing the trade support inbox (Sales@Jetstar.com) there is still a significant backlog of emails to action. The fastest way to action your request if it is unavailable through Manage My Booking is via [Live Chat](#).

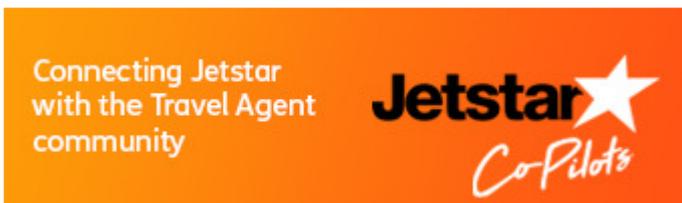
Lastly, we seen a significant increase in our charter and freight business enquires. Should you have any customers requiring these services, please either contact me directly or use the new page on Jetstar.com - <https://www.jetstar.com/au/en/flights/charters>

Should you have any further questions or concerns regarding any of this additional information, please do not hesitate in letting me know.

Graham Rawson

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Kind regards.

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