



# JETSTAR MOVES INTO TULLAMARINE'S NEW TERMINAL 4

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**Jetstar** has joined Tigerair Australia at Melbourne **Tullamarine's new Terminal 4**.

The Qantas-owned low-cost carrier set up shop in the new terminal, which features 36 automated checkin kiosks and 18 bag drop units, as well as a larger departures lounge and more shopping and food choices, on Tuesday morning.

Jetstar will have priority access to 12 gates at Terminal 4, compared with four at its previous operating location at Terminal 1, which the airline said would improve operational efficiency and eliminate passenger bussing to the aircraft.

"We know that families and those heading off on holidays want a seamless and hassle free experience at the airport and that's exactly what this new terminal delivers," Jetstar Australia and New Zealand chief executive David Hall said in a statement.

"After 11 years, it's fair to say we've outgrown our existing home at Melbourne Airport and we're excited to offer customers a much faster and easier journey through our bright spacious new terminal."

Hall said have automatic checkin facilities was in response to customer feedback.

"We expect this will make it faster and easier for Jetstar customers to check in and drop off their

bags, all but eliminating queues,” Hall said.

“This will free up our airport customer service team members to get out from behind counters and serve our customers who need some extra assistance through checkin.”

Tigerair was the first airline to be based at Terminal 4, when it [shifted out of the old tin shed at Tullamarine in August](#). Regional Express (Rex) is also due join Tigerair and Jetstar in Terminal 4 in the period ahead.



Melbourne Airport chief executive Lyell Strambi and Jetstar Aust/NZ chief executive David Hall. (Jetstar)

Melbourne Airport said in a fact sheet Terminal 4 was designed to handle up to 10 million passengers a year.

“Passengers will experience a seamless journey through Terminal 4, which is the first terminal in the Asia Pacific region to open as a complete self-service operation,” Melbourne Airport said.

There is also a new transport hub for Terminal 4, with dedicated drop-off and pick-up zones, as well as taxi rank, bus interchange and car park.

Jetstar said the “vast majority” of its domestic flights will depart and arrive from Terminal 4. International flights and a number of domestic flights (numbered JQ1 to JQ399) will continue to operate from the Terminal 2, Tullamarine’s international terminal.

Jetstar said eligible passengers would still be to use the Qantas Club and Business Lounge in Terminal 1 prior to their flight after the airline moved to Terminal 4. However it cautioned passengers that “there will be no boarding announcements or flight information screens at the lounge to alert you of any updates or changes to your flight”.

**SOURCE: AUSTRALIAN AVIATION**

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