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Changi Airport Group and Jetstar Asia announce terminal move

SINGAPORE, 4 November 2022 – Changi Airport Group (CAG) and Jetstar Asia announced today that the airline will relocate its operations from Terminal 1 (T1) to Terminal 4 (T4) by 25 March 2023. The agreement follows the completion of a joint study by CAG and Jetstar Asia.

Mr Lim Ching Kiat, CAG's Managing Director of Air Hub Development, said, "CAG values Jetstar Asia as an airline partner and we are pleased to reaffirm our strategic partnership. We have been working very closely with Jetstar Asia over the past few months to study intensively the potential impact of its

move on passenger experience and its business.

“Following the completion of our joint study, which included operational trials, we are glad to have reached agreement. Jetstar Asia’s move will enable Changi Airport to optimise the use of its aircraft gates in order to meet increasing travel demand, especially during the early morning peak period. It will also create headroom for Jetstar Asia and other airlines to grow at Changi.”

With 17 gates to support narrow body aircraft, T4 provides ample gate capacity to support Jetstar Asia’s narrow body aircraft fleet and offers room for the airline to expand. It also reduces the need for the airline to have bussing operations to remote stands.

Mr Barathan Pasupathi, Jetstar Asia’s CEO, said “I extend my appreciation to CAG and the many Jetstar team members who were involved in this critical joint study. Our priority has always been to provide a safe operation while continuing to offer the excellent travel experience our customers have come to expect from Jetstar.

“Since launching our operations in Singapore 18 years ago, Jetstar has called Terminal 1 home. During this time, we have welcomed more than 40 million customers on board our flights and extended our excellent product offering to premium airline partners including Qantas, Emirates and around 40 other codeshare and interline carriers.

“Moving to Terminal 4 is the start of a new chapter. We are committed to continuing to ramp up our operation and plan for future growth, and we appreciate the assurances that CAG have given ahead of this move.”

Mr Lim added, “We recognise that Jetstar Asia requires more time to prepare for the relocation to T4. Hence, we have agreed to extend the timeline for its move by five months. With the operational provisions that CAG has committed to support its relocation, Jetstar Asia can be assured that its interests, and those of its passengers, will be met.”

With travel showing a strong rebound, there remains an urgent need for Changi Airport to quickly rebalance its traffic across its four terminals to meet the expected surge in demand.

T4 reopened on 13 September 2022, after more than a two-year hiatus due to the pandemic and served about 350,000 passengers in its first month. Fourteen airlines have successfully moved their operations to the terminal, including Air Asia Group, Cathay Pacific and Korean Air.

About Changi Airport Group

Changi Airport Group (Singapore) Pte Ltd (CAG) (www.changiairportgroup.com) was formed on 16 June 2009 and the corporatisation of Singapore Changi Airport (IATA: SIN, ICAO: WSSS) followed on 1 July 2009. As the company managing Changi Airport, CAG undertakes key functions focusing on airport operations and management, air hub development, commercial activities and airport emergency services. CAG also manages Seletar Airport (IATA: XSP, ICAO: WSSL) and through its subsidiary Changi Airports International, invests in and manages foreign airports.

As one of Asia's most connected international aviation hubs, Changi Airport links Singapore to some 130 cities globally, with over 80 airlines operating more than 4,500 weekly flights. Jewel Changi Airport, a multi-dimensional lifestyle destination, opened in April 2019, adding to Changi Airport's shopping and dining offerings of over 550 F&B and retail outlets across the airport. The world's most awarded airport, Changi has won over 650 accolades for its consistent and excellent airport staff service, passenger experience and safety standards.