

Bundle of the Month – Flex

Since refreshing our bundle range last month, we wanted to introduce the stars themselves. So, over the next few months we will focus on one bundle to talk through all their glory. This month we focus on our Flex bundle.

The Flex bundle, designed for flexibility and with the business traveller in mind contains all the necessary inclusions to ensure your next trip is seamless and easy!

Flex Bundle Includes:

- Qantas Frequent Flyer points earn[#] or JAL Mileage or Emirates Skywards in relevant markets
- And, Qantas Business Rewards earn for JQ flights (QBR not available on NZ DOM, GK & 3K flights)
- Awesome flexibility
 - Same day flight changes (no extra charge/subject to availability)
 - No Change Fee for; date, time and name changes (fare difference may apply)
 - Cancellation of your booking for voucher*
- 7kg carry-on baggage limit
 - On selected routes (subject to availability) passengers can choose to purchase +7kg for a total combined weight of 14kgs carry-on (*max 2 items - one large item up to 10kg, and one smaller item to fit under seat in front - Conditions apply. 14kg is included when Flex is purchased via the GDS – no additional carry-on can be added to GDS Flex fares*)
- Standard or Upfront seating is included (subject to availability)
- In-flight meal or voucher is included on JQ Long-Haul International and NZ DOM flights.

To see our full range of bundles, inclusions & fare bundle T&C's, [click here](#)

For our GDS guide and fare bundle availability and inclusions, [click here](#)

**Customers may be entitled to a refund, or an alternative flight under the Australian Consumer Law or Conditions of Carriage, in which case no fees apply.*

[#] Earn Qantas Frequent Flyer points on all Jetstar Domestic New Zealand flights, including Starter fares

FY24 OTP (on time performance) Review

As a business, Jetstar has put a large focus on improving our OTP and getting our customers where they need to be and on time.

In FY24, Jetstar demonstrated exceptional performance in OTP, as highlighted in the latest BITRE report. Jetstar showed significant achievements in key performance metrics, at times being the top performing carrier of the 3 majors in several areas.

Jetstar's domestic cancellation rates were the lowest of the major 3 carriers throughout the year, indicating a high level of operational reliability. This reduced rate of cancellations contributed to fewer disruptions for our passengers throughout the year!

In terms of punctuality, Jetstar excelled in both departure and arrival times. Throughout the year, particularly from January to June, Jetstar consistently achieved higher on-time departure rates compared to the major carriers. Additionally, Jetstar's on-time arrival performance outpaced that of Virgin Australia. These metrics reflect our recent efforts made towards effective scheduling and operational efficiency, underscoring our commitment to minimizing delays and enhancing the travel experience for our customers.

Jetstar's Top Performing Month – AU DOM:

1. **May 2024** – Lowest cancellation rate (1.1%)
2. **March 2024** – Best OTP (78.2% flights departed within 15 mins of scheduled time)

Jetstar's Top Performing Month – JQ INT:

1. **May 2024** – Lowest cancellation rate (0.2%)
2. **May 2024** – Best OTP (77.9% flights departed within 15 mins of scheduled time)

Jetstar's Top Performing Month – NZ DOM:

1. **March 2024** – Lowest cancellation rate (0%)
2. **June 2024** – Best OTP (82.6% flights departed within 15 mins of scheduled time)

Jetstar's Top 3 Performing Routes – AU DOM:

1. **Hobart-Gold Coast** – 91% of flights departed within 15 minutes of scheduled time
2. **Sydney-Townsville** – 86% of flights departed within 15 minutes of scheduled time
3. **Avalon-Sydney** – 85% of flights departed within 15 minutes of scheduled time

Jetstar's Top 3 Performing Routes – JQ INT:

1. **Gold Coast- Christchurch** – 86% of flights departed within 15 minutes of scheduled time
2. **Gold Coast-Queenstown** – 86% of flights departed within 15 minutes of scheduled time
3. **Perth-Denpasar** – 85% of flights departed within 15 minutes of scheduled time

Jetstar's Top 3 Performing Routes – NZ DOM:

1. **Christchurch-Wellington** – 87% of flights departed within 15 minutes of scheduled time
2. **Auckland-Wellington** – 79% of flights departed within 15 minutes of scheduled time
3. **Auckland-Christchurch** – 79% of flights departed within 15 minutes of scheduled time

Contactless Onboard Payments

On 6 August 2024 we launched contactless payments for on board purchases on all JQ flights.

We're making your inflight experience even seamless with this new payment option. Whether you're purchasing snacks, beverages, or merch, you'll be able to enjoy quick, secure, and convenient payment experience with just a tap of your card or mobile device!

For on board purchases, we accept; Visa, Amex, JCB and Visa debit contactless payments. And Visa, Mastercard, Amex, JCB, Visa debit and Mastercard debit physical card payments. We expect to accept Mastercard and Mastercard debit contactless payments by the end of August 2024. There is no minimum spend or card fees for on board purchases.

New Menu Launch

We're thrilled to announce the launch of our new inflight menu on 1 August 2024. This new menu takes significant steps in our ongoing commitment to sustainability and enhancing your inflight experience. New menu attached.

Sustainability Focus:

- **Eco-friendly Cups:** We are replacing single-use plastic cups with paper hot/cold cups with the Brenonul artwork, designed to reduce waste and environmental impact.
- **Menu Coating:** Our new menus feature an aqueous coating, eliminating the need for plastic coatings and further supporting our eco-friendly goals (also with the Brenonul artwork).

Enhanced Customer Experience:

- **Combo Deals:** In response to valuable feedback from both our crew and customers, we've tailored our combo deal prices to match inflight voucher amounts. This change aims to improve service efficiency and provide a more seamless experience for you.
- **Wider Selection:** You can now enjoy a broader range of items to create your perfect combo, ensuring there's something to satisfy every taste.

Food isn't included with our Starter fares, but you can purchase a meal, snack or drink on selected flights. Whilst you can purchase on board, we do recommend you pre-purchase to get the meal of your choice, plus pre-purchase is cheaper!

Included in most of our fare bundles is food and drink, or a voucher where you can choose on board from the in-flight menu.

Thank you for flying with us and for being part of our journey towards a greener future. We look forward to serving you our exciting new menu on your next flight!