
James Stafford joins the Jetstar NZ team

James joined Jetstar on 26 March in the role of Account Executive, Corporate and Government, based in AKL.

James will be Jetstar's lead contact for TMCs, corporate customers and NZ Government agencies participating in the AOG travel arrangement.

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Domestic cashless cabin – May 2018

From 01 May 2018, passengers on Jetstar domestic flights will need to use credit or debit cards to make inflight purchases.

Jetstar has been successfully running this policy on International flights for some time.

Passengers without a debit or credit card can pre-purchase meals or meal deals. These are available for agents to purchase when booking on the [Jetstar Agent hub](#) or after booking through Jetstar's [manage my booking portal](#).

Jetstar will accept Visa, MasterCard, American Express, JCB, and Visa and Mastercard debit cards or a Qantas branded pre-paid travel card. There will be no minimum spend or credit card fees for on board transactions.

A320 re-fit program

We're in the middle of refitting our A320 fleet with new seats, more overhead locker space, and improved lighting.

These refitted aircraft are now cycling through our domestic NZ network with the majority of the fleet due for completion by the end of 2018.



Operational changes improving reliability

Over the past few months Jetstar has implemented more changes to further improve our on-time performance. Here are some of the changes we've made, with many more to come:

- Dual scanning of boarding passes for faster boarding in two queues (not yet available in AKL but we provide dual de-board in AKL to expedite exit on arrival)
- Boarding passes on your mobile device can now be used both at the gate and when boarding our aircraft – no more waiting for an additional printed boarding pass at the gate
- A new baggage system was implemented that helps us to more quickly locate and offload baggage belonging to passengers who fail to board, which assists with an on-time departure

Jetstar launches numeric availability in Sabre

Jetstar recently launched numeric availability in Sabre. This follows Jetstar's recent launch of numeric availability in Amadeus.

Users of both GDS can now see the number of seats left in each class, down to the last seat available.

This provides a more accurate inventory display and a more confident transaction for the booker.

Jetstar Industry Support

Dedicated travel agent support is available on the contacts below and at the [Jetstar Information Centre](#).

Live chat will get you in touch fastest, but phone wait times are generally short. We attempt to reply to emails within 24 hours.

Live chat: [Click here to start a live chat now](#)

Phone: [0800 284 510](tel:0800284510) (0800 - 2230 NZST)

Email: sales@jetstar.com