
Jetstar consistent OTP

Despite the challenging weather conditions in early April our domestic on-time performance for the month was maintained with an average above 85% across both networks. Results below are for departures within 15 mins of schedule:

- 84.1% Jet (+6.1 points on Mar18)
- 86.6% Regional (+1 point on Mar18)

In line with this positive result our customer satisfaction scores were also very strong for April on our domestic services.

New route: Wellington - Queenstown

On 27 March we launched our 11th NZ domestic route – Wellington to Queenstown. Jetstar domestic routes have more than doubled since 2015, from 5 to 11. The photo below shows the inaugural service arriving back in Wellington from Queenstown to a water arch welcome.



Domestic cashless cabin – May 2018

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

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 is no minimum spend or credit card fees for on board transactions.

Jetstar MAX Bundle

REMINDER: During client/TMC meetings I have received a few inquiries re the MAX Bundle. To confirm:

From October 2017, MAX bundles changed from fully refundable to refundable as a credit voucher unless booked via GDS.

- Cash refunds only apply to bookings made via the GDS
- No cash refunds for bookings made via the Jetstar public website, agent log-in or 3rd party website
- Note that credit vouchers are valid for 36 months from date of issue

Jetstar FlexiBiz Bundle

Our business-friendly FlexiBiz fares save you time and money and provide comfort and convenience when flying with Jetstar. For only **\$29** extra on domestic flights you benefit from:

- Additional carry-on allowance (up to 10kg – can be 2 pieces)
- Free upfront or standard seat selection
- \$10 inflight café voucher
- Catch an earlier or later flight on the same day at no extra charge
- No fees for date, time or name changes
- Cancel your flight and get a credit voucher, valid for 36 months
- Qantas Frequent Flyer points on all Jetstar domestic fares in New Zealand

FlexiBiz from Jetstar – a lot more for a lot less when you're travelling for business. Visit Jetstar.com for full details, terms and conditions.

Jetstar CEO, Gareth Evans interview

[NZ Herald Interview](#)

Gareth Evans, Jetstar CEO, talks about the New Zealand operation, the efficiencies of Jetstar in NZ, learnings across the Qantas Group and our future expansion through new aircraft.

Australian News - New direct flights Brisbane to Uluru!

In April, Jetstar announced a new domestic route between Brisbane and Uluru (Ayers Rock Airport, AYQ) located in the southern part of the Northern Territory in central Australia.

It's the first ever direct service between the two destinations and we'll be the only airline offering non-stop flights between the Queensland capital and one of Australia's most iconic destinations. Jetstar will operate three return services a week on the new route starting 03 August 2018 with 56,000 seats available annually.

With more international visitors choosing Brisbane as their gateway to Australia, our new direct flight to Uluru will not only meet current demand but further stimulate tourism to this special part of the Northern Territory.

Jetstar Industry Support

Dedicated support is available through a variety of options:

- Web: [Jetstar Information Centre](#)
- Live Chat: [Jetstar Live Chat](#)
- Phone: 0800 284 510 (0800-2230 NZST)
- Email: sales@jestar.com

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