
Jetstar consistent and reliable OTP

Throughout July our on-time performance was above average at **87%** across our New Zealand domestic network. Results below are for departures within 15 mins of schedule:

- 88% Jet (+5 points on June 18)
- 85% Regional (-2 points on June 18)

In line with our consistent OTP results our customer satisfaction scores continued to deliver strong results in July on our domestic services.

Jetstar boosts Queenstown & Rarotonga for peak holiday season



Jetstar has added a 4th weekly **Auckland-Rarotonga** service for the upcoming holiday season. From **Sun 28 Oct 18 to Sun 27 Jan 19**, the additional service will depart Auckland 7:40pm Sunday evening, arriving in Rarotonga at 12:40am Sunday morning. This flight is in addition to Jetstar's year-round Cook Island schedule of three flights a week (departing Auckland Tuesday, Thursday and Saturday evenings at 7:40pm).

Jetstar will also operate three additional **Auckland-Queenstown** services during the busy Christmas season. From **Fri 14 Dec 18 through to Mon 14 Jan 19**, JQ299 will depart Auckland (Monday, Wednesday & Friday) at 6:00pm, arriving in Queenstown at 7:55pm. The return JQ294 Queenstown-Auckland service will depart at 8:25pm, arriving in Auckland at 10:15pm.



Jetstar Airways Best Low-Cost Airline 2018

The 2018 Skytrax World Airline [Awards](#) were held in London recently. **Jetstar** took out **Best Low-Cost Airline in Australia/Pacific**, while **Qantas** was awarded Best Airline in Australia/Pacific, Best Airline Staff Service in Australia/Pacific, Best First Class in Australia/Pacific, Best Business Class in Australia/Pacific and Best Economy Class in Australia/Pacific.



Did you know...?

Collectively the Jetstar Group offers more than **5,000** flights a week to **85** destinations in **18** countries and territories across **three** continents.

GDS info & tips

Holds (Time Limits): Bookings made in the GDS can be held for 5 days up to 9 days prior to departure or held for 1 day when booked within 9 days of departure. Jetstar will return the actual Holds (time limit) in an SSR after the booking has been committed. The hold applicable to the first sector governs the entire booking.

- Original hold time remains the same regardless of changes made to the booking before payment
- Bookings can be made up until 3 hours prior to departure
- If a hold expires, flights need to be re-booked in a new PNR

Contact Information: It's important that you send Jetstar your passengers' contact details to enable us to contact them in the event of a disruption or delay. Please add their mobile number via SSR CTCM and email address via SSR CTCE using the relevant GDS key entry formats (*page 6 within GDS Guide below*).

Email Itinerary Request: If you would like an email itinerary sent from Jetstar then add your email address as an OSI CTCE entry during booking creation using the relevant key entries (*page 6 within GDS Guide below*). The email will be sent after payment / ticketing.

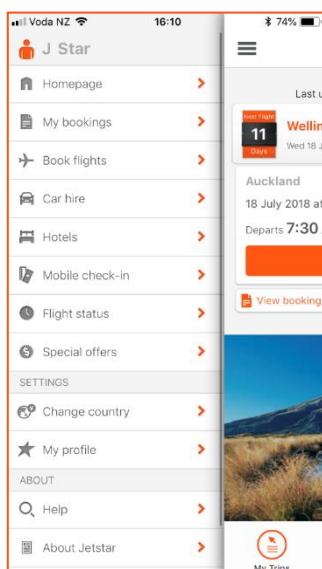
[Jetstar GDS Guide Link](#)

Customers fly easy with the Jetstar app



Now with mobile boarding pass to make boarding a breeze! Plus...

- Manage bookings and add extras
- Search current deals
- Go back to recent searches
- Check in and get real-time flight updates



Add preferred extras when booking a trip

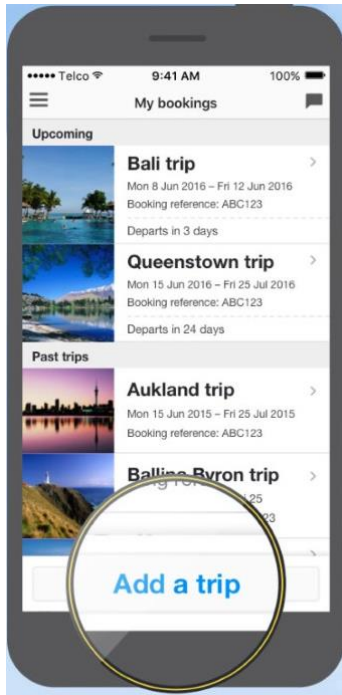
- Checked baggage or an extra legroom seat
- Add a bundle for loads of in-flight extras

Manage your Jetstar profile

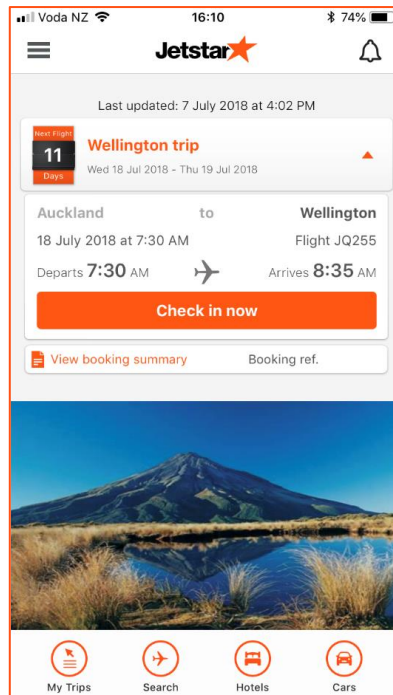
- Change your personal details
- Add travel companions, travel documents
- Add your frequent flyer membership numbers

Jetstar Industry Update

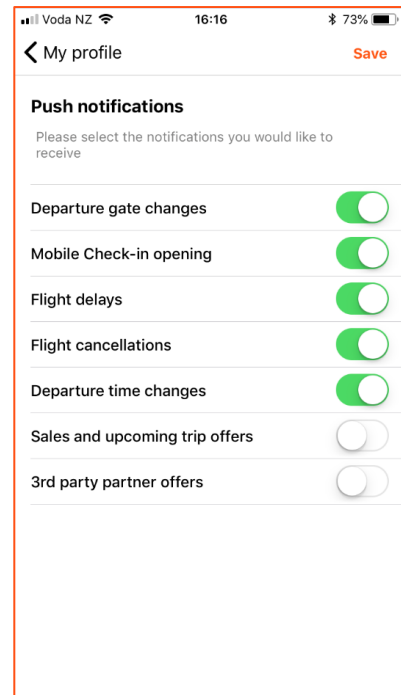
July 2018



Add Jetstar trips made by agents or third parties



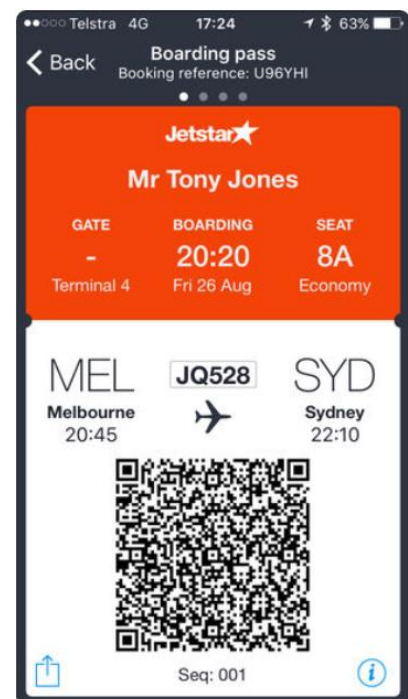
Manage your booking, add extras and check-in



Turn on *Push Notifications* for real-time flight updates

Skip the queues with your mobile boarding pass.

- No bags? Go straight to the gate – no need to check in at the counter! **Please be at your departure gate at least 25 mins before departure. Our boarding gates close 15 mins before departure time.**
- Or, scan your pass at a kiosk to your print bag tags
- Your flight's gate number, departure and boarding times updated in real time
- Add your pass to your Passbook or Wallet so you can use it on your Apple Watch, or share it with other travellers in your booking
- Easily manage and view multiple boarding passes if you're travelling in a group



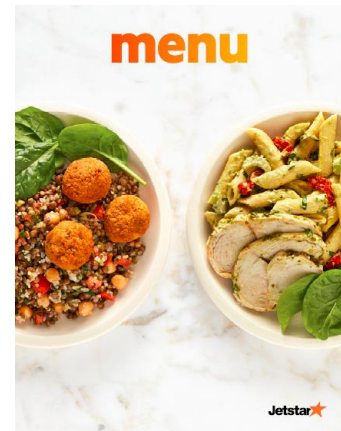
Jetstar on-board menu... more than a coffee & cookie

On our A320 fleet, the Jetstar food and drinks menu offers a wide range of hot and cold light meals, snacks and drinks.

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

Included in most of our fare bundles are food and drinks, in-flight food and beverage vouchers or an In-Flight Meal Deal. The exception is on our regional Q300 flights less than 45 minutes, where due to the short flight time, this service is not available.

For regional Q300 flights longer than 45 mins, and on short A320 WLG-CHC sectors, our Plus, Max and FlexiBiz bundle passengers receive a snack pack (which includes a drink), while Starter fare passengers can pre-purchase before they travel.



Jetstar Menu

Pre-Purchase

Jetstar accepts 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 FlexiBiz Bundle



Our business-friendly FlexiBiz fares save you time and money and provide comfort and convenience when flying with Jetstar in New Zealand and across the Tasman. 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 (to be used in-flight only from our [Jetstar Menu](#))
- 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 flights

FlexiBiz from Jetstar – a lot more for a lot less when you're travelling for business.

Checking-in: Please don't be late, we can't wait

Whether you're flying domestic or international, there are several ways you can check-in before departure:

- Quick and easy online check-in ([check your eligibility](#))
- [Kiosk check-in](#) at Auckland, Christchurch and Wellington airports
- At the airport check-in counter where our staff will be happy to help

Whether you check-in online, mobile, kiosk or at the check-in counter, all passengers must declare any [dangerous goods](#) in your carry-on or checked-baggage as part of the check-in procedure. Check-in is not complete unless you have completed this procedure.

Check-in and boarding timelines

You'll need to get to the airport earlier so please make sure you arrive with plenty of time to check-in, get your boarding pass before check-in closes and clear security. Unfortunately, if you do not check-in or present at the boarding gate before the closed times you won't be able to board your flight and you may lose your fare in full.

Jetstar (JQ) domestic flights departing from domestic terminals (except Q300 NZ flights)



Jetstar (JQ) domestic flights departing on Q300 aircraft



Jetstar (JQ) international flights on A320 / A321 aircraft



Qantas on-time performance ★★★★★



connecting the world of travel

Qantas Airways has been awarded five-stars for punctuality performance by global network of air travel data [OAG](#), with the carrier achieving an overall rating of 85.7%, based on performance across the 12-month period ending May.

OAG's annual rating system is a global accreditation program that recognises exceptional OTP across all airports and airlines regardless of size, geographic location or aviation peer group. The awards showcase the industry's premier performers, with the top ten percent of airlines and airports receiving five stars. The awards are then distributed based on performance across all airlines and airports, with the poorest performers receiving one star. This year's [ratings](#) are based on performance across the 12-months ending in May 2018.

Jetstar Airways and Air New Zealand were both awarded 3-stars.

Need to contact us? Jetstar dedicated industry support channels

Web: [Jetstar Information Centre](#)

Phone: 0800 284 510 (0800-2230 NZST)

Live Chat: [Jetstar Live Chat](#)

Email: sales@jetstar.com

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

Don't miss out - previous Jetstar NZ Industry Updates can be found [here](#)
