

Jetstar's on-time performance

Jetstar continued to lead the way in the first nine months of 2018. With a continued focus on reliability, we're proud of our market leading on-time performance on domestic routes during this period.

In October, our New Zealand domestic network delivered **78%** OTP on Jet routes and **89%** OTP on Regional routes (results are for departures within 15 mins of schedule).

Movember check-in guide



As Kiwi males begin to grow their facial fuzz for the month of 'Movember', Jetstar has released a unique new [check-in guide](#).

Thousands of people check in with Jetstar every day, but this month, in support of [Movember](#) and men's health, we're focusing on the importance of another kind of check-in.

Jetstar's check-in guide encourages men to check in with each other face-to-face to promote good mental health, it's not always easy to spot when a mate is having a tough time.

First scheduled flight of the day AKL-WLG

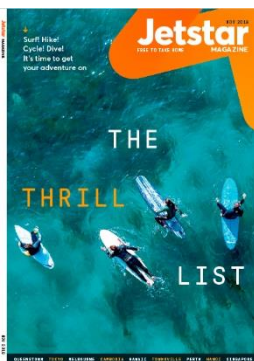
With the new summer schedule (NW18), Jetstar offers the **first scheduled Auckland-Wellington weekday flight departing 0600 (Monday-Friday)**. This provides greater choice on one of our key business routes, as well as cost-saving fares.

AKL - WLG 0600 / 0700 / 0730 (select days)

WLG - AKL 0735



NEW inflight magazine



Customers will find our **new-look monthly inflight magazine** in the back-seat pocket of our Australia and New Zealand flights.

Our new publisher is the same team behind the Qantas and QantasLink magazines, and later this year they will also be producing Jetstar Asia's bi-monthly inflight magazine.

Flick through the new Jetstar magazine on your next flight and feel the holiday vibes.

Jetstar's new home in Nelson

We've moved into a new home in Nelson following the opening of a new terminal as stage one of Nelson Airport's redevelopment, which has also included building a NZ\$6 million control tower.

Our regional flight **JQ371** from Auckland made history last month as **the first service to arrive** at the new terminal - six minutes ahead of schedule.



Nelson is our busiest regional destination in NZ with over 40 return services a week from Auckland and Wellington - [news clip](#)

Jetstar survey reveals NZ bucket list



The New Zealand Herald recently ran an article on a Jetstar-commissioned [survey](#) about destinations Kiwis would like to visit, but haven't.

The survey asked 1,005 New Zealanders for their must-see local destinations and experiences, with the South Island topping the list.

Adventure capital **Queenstown** was found to be as popular with Kiwis as it is with international tourists – 28 per cent of those surveyed named it on their bucket list.

FlyPink

Through October, and until 15 November, our Jetstar team will throw their support behind [FlyPink](#).

Started in 2014 by QantasLink pilots, this year's event 'grows a mo' in support of the Movember Foundation, in addition to the National Breast Cancer Foundation.

Since launch, FlyPink has generated much needed awareness, and more than \$200,000 has been raised by the Qantas Group along with more than \$500,000 by airlines and aviation institutions worldwide.



The Eatery on-board menu

Our **new food and drinks menu** is proving a hit on our A320 fleet, offering a wide range of hot and cold light meals, snacks and drinks.

Check out what's new by clicking on the menu images on the right, including a range of locally produced (AU/NZ) meals and snacks.

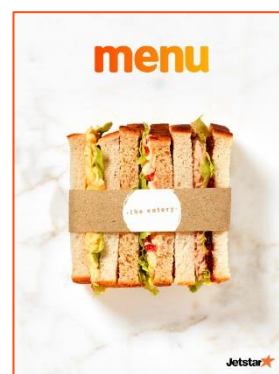
As well as our new A320 menu, we also offer a **new 'Buy on Board' menu** on our regional Q300 flights longer than 45 minutes. Passengers will be able to purchase a snack and drink, with vegetarian, vegan-friendly, gluten-free and gluten-friendly choices available, or pre-purchase a snack pack prior to flying.

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 do however 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.

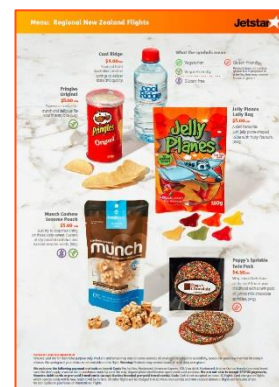
On short A320 WLG-CHC sectors, passengers can purchase a snack and drink from our on-board menu via the call bell service, or pre-purchase a snack pack prior to flying. Unfortunately, on Q300 flights of less than 45 minutes, where due to the short flight time, no menu service is available.

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.



The Eatery Menu

Pre-Purchase



FlexiBiz when flying for business

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



- Additional carry-on allowance (up to 10kg – can be 2 pieces)
- Free upfront or standard seat selection
- \$10 in-flight 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 - subject to fare difference
- Cancel your flight and get a credit voucher, valid for 36 months
- Qantas Frequent Flyer Points on all Jetstar NZ domestic flights

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

Give the gift of travel with Jetstar Gift Cards & Vouchers



Give the gift of travel this Christmas with Jetstar gift cards or vouchers. A great business reward, client gift or help someone you care about make their holiday dreams come true.

Pick up a gift card from a great range of retailers including The Warehouse, Paper Plus, Giftstation.co.nz plus many more.



Surprise someone for a special occasion



Fee-free payment option at jetstar.com



Spend them on your next dream holiday!



Email Gift Vouchers to your family and friends

10 years of Singapore-Darwin flights

Jetstar Asia has partnered with Tourism Northern Territory to celebrate ten years of flying between Singapore and Darwin with a [special livery](#). The design was revealed at a special ceremony at Changi Airport, where we also announced Jetstar Asia will increase services between the two destinations from four to five per week.



Thumbs up for Toowoomba



The [Qantas Group](#) has [announced](#) Toowoomba, in southern Queensland, as the first of two regional locations for its new Pilot Academy. Construction of the Academy's new facilities at Wellcamp Airport will start next month, with the first students to commence training in mid-2019. Applications open later this year.

Our second location will be announced before the end of the year with Alice Springs, Bendigo, Busselton, Dubbo, Launceston, Mackay, Tamworth and Wagga Wagga under consideration.

The Academy is another opportunity in the suite of Qantas Group pathways to becoming a skilled aviator, like the [Jetstar Pilot Cadet program](#) and the Advanced Cadet Pilot program.

Did you know...?



Roughly **8,000 customer queries** are handled each day by our helpful digital assistant Jess on jetstar.com

Jess uses her smarts to connect customers to our round-the-clock Live Chat team, providing much faster help and assistance.

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](#)
