

Jetstar Industry Update

November 2018



Jetstar's on-time performance

In November, our New Zealand domestic network delivered **81%** OTP on Jet routes and **87%** OTP on Regional routes (results are for departures within 15 mins of schedule).

Thank you, Merry Christmas & Happy New Year



A **BIG** thank you from me, and from all the team at Jetstar for supporting our New Zealand service in 2018.



Wishing you and your families a safe and enjoyable Christmas and New Year, and we look forward to working with you and seeing you on-board in 2019.

Reminder: 7kg carry-on for Starter fares

An important reminder as we head into the busy travel season that Jetstar's standard carry-on allowance for Starter, Plus & Max fares is **7kg total weight – size & piece limits also apply.**



Our airport teams will be keeping a close check on carry-on over the summer and beyond to ensure customers are [complying with the 7kg allowance](#). These checks can include **weighing combined carry-on items**, including laptop bags, wheeled bags and handbags, at either the check-in counter or the boarding gate.

Customers who wish to take a little extra should either upgrade to a [FlexiBiz](#) fare, which allows a total combined 10kg carry-on, or buy our [new +3kg carry-on](#) product in addition to the 7kg allowance (for a total of 10kg).

Please remind your clients before booking their flights to understand these requirements and ensure they have the correct carry-on weight – it's much cheaper to book the correct weight beforehand than be [charged](#) for non-compliant carry-on at the gate or at check-in on the day of travel.

Jetstar Co-Pilots



Open exclusively to travel agents, **Jetstar Co-Pilots** is your chance to join the Jetstar community and help us shape the future of how Jetstar works with travel agents.

You know what your clients want, need and expect from us - and we'd love to hear it - [join now!](#)

As a member of Co-Pilots, you'll have access to exclusive offers, be the [first to hear](#) about business improvements and be in the running to win great prizes.

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CHC - AKL retime

From 01 December, the 1800 **CHC-AKL sector** is being retimed and will **depart at 1710**, arriving in to AKL at 1830.

If you have any queries regarding future bookings, please contact our Trade Support Line.

JQ237 AKL-CHC dep1515 arr1640 (previous dep1605)

JQ240 CHC-AKL dep1710 arr1830 (previous dep1800)



Peak holiday boost - Queenstown & Rarotonga



Jetstar has added a 4th weekly **Auckland-Rarotonga** service departing Sunday. This flight is in addition to Jetstar's year-round Cook Island schedule of three flights a week (dep AKL; Tue, Thu and Sat evenings at 7:40pm). Available from now, and until **Sun 27 Jan 19**:

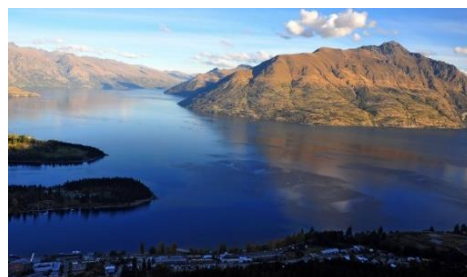
JQ129 AKL-RAR dep1940 (Sun) arr0040 (Sun)

JQ130 RAR-AKL dep0130 (Sun) arr0450 (Mon)

Jetstar will also operate three additional **Auckland-Queenstown** services during the busy Christmas season. From **Fri 14 Dec 18 to Mon 14 Jan 19**:

JQ299 AKL-ZQN dep1800 arr1955 (Mon, Wed & Fri)

JQ294 ZQN-AKL dep2025 arr2215 (Mon, Wed & Fri)



QF/JQ codeshare between Australia and Thailand



Jetstar recently announced the expansion of its codeshare agreement with Qantas on flights between Australia and Thailand. Qantas will add its QF code to JQ Sydney-Phuket, Melbourne-Phuket and Melbourne-Bangkok services, operated by Jetstar 787 Dreamliner aircraft.

Customers travelling between Australia and Thailand will now be able to book the direct Jetstar-operated services between Melbourne/Sydney and Thailand in one direction, with a Qantas-operated service on the return leg.

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.

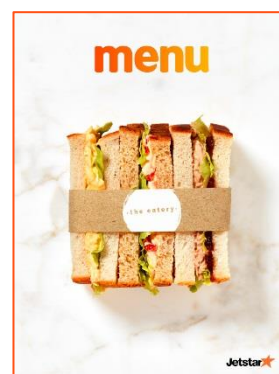
As well as our new A320 menu, we also offer a **new 'Buy on Board' menu** on our regional Q300 flights longer than 45 minutes. Passengers will be able to purchase a snack and drink, with vegetarian, vegan-friendly, gluten-free and gluten-friendly choices available, or pre-purchase a snack pack prior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

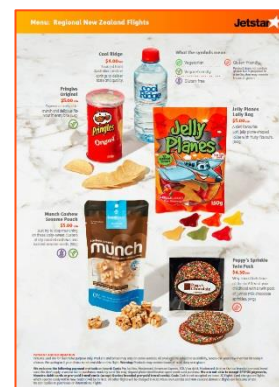
On short A320 WLG-CHC sectors, passengers can purchase a snack and drink from our on-board menu via the call bell service, or pre-purchase a snack pack prior to flying. Unfortunately, on Q300 flights of less than 45 minutes, where due to the short flight time, no menu service is available.

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.

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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

Club Jetstar - great when travelling with friends & family this summer

For **\$49** per year, a member and up to 4 people can enjoy Club Jetstar benefits!

[Join](#) over 250,000 Club Jetstar members and enjoy fantastic benefits every time you fly and early access to our biggest sales! Ideal for when travelling with friends and family on holiday.

As a member, you and up to four others will enjoy special member pricing to our top destinations and 20% discount on baggage and seat selection for NZ departing flights.

Plus, get the most of your membership with great offers from our partners on car hire, hotels, travel insurance and more!



Early access to our biggest sales



Exclusive member-only fares



Partner offers tailored just for members



20% off bags and seat selection*

Earn Qantas Frequent Flyer points with all Jetstar starter fares



If you're a [Qantas Frequent Flyer](#) member you can earn Qantas Points on Starter fares on all Jetstar New Zealand domestic flights, earning a minimum of 400 Qantas Points per sector. Join [here](#).

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Did you know...?



Jetstar first took off from Newcastle on **25 May 2004**, touching down in Melbourne at 0740 (image: B717-231 VH-VQI JQ371)

Jetstar launched its New Zealand domestic service on the 10 June 2009, adding to the existing trans-Tasman service which first launched on 01 December 2005.

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](#)
