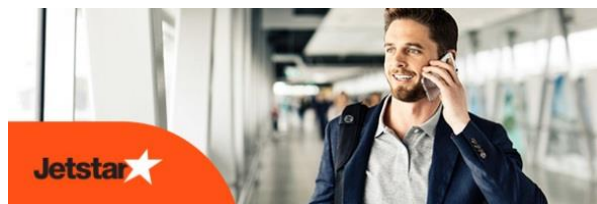


### Jetstar's on-time performance - Dec18

In December, our New Zealand domestic network delivered **76%** OTP on Jet routes and **83%** OTP on Regional routes (results are for departures within 15 mins of schedule).

### NEW name for FlexiBiz - Flex

With all the same great benefits, **Flex saves you time and money**, and provides comfort and convenience when flying on our Jetstar service 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

### Which Jetstar Bundle is right for you?

Travelling for business or leisure? Whilst bundles are available on all Jetstar flights, in New Zealand each bundle combines several benefits ensuring your travel experience offers flexibility if required and comfort on-board, all at an affordable price - check out [Jetstar.com](#)

New Zealand domestic bundle fares	<u>Starter Fare</u>	+\$29 Flex	+\$29 Plus	+\$60 Max
Seat selection <small>subject to availability</small>	+	✓ <small>standard / upfront</small>	✓ <small>standard</small>	✓ <small>upfront / extra legroom</small>
Carry-on baggage	7kg	10kg combined	7kg	7kg
Checked baggage <sup>1</sup>	+	+	20kg	30kg
Food & Drink	+	✓ <small>\$10 in-flight voucher</small>	✓ <small>meal / in-flight voucher</small>	✓ <small>meal / in-flight voucher</small>
Catch an earlier or later flight on same day	x	✓ <small>subject to availability</small>	x	x
No fees for date, time or name changes <sup>2</sup>	x	✓	✓	✓
Refundable	x	✓ <small>credit voucher</small>	x	✓ <small>fee applies</small>
Frequent Flyer Points <sup>3</sup>	✓	✓	✓	✓
Lounge access <sup>4</sup>	x	x	x	✓

1. Additional checked baggage is available for purchase up to 40kg per passenger. [Conditions apply](#)

2. All changes are subject to Fare Difference at time of change, except same day time changes with the Flex bundle.

3. [Qantas Frequent Flyers](#) Points on all NZ domestic Starter Fares. Plus & Max - [Qantas Points](#) and [Status Credits](#) for members of affiliated frequent flyer programs. Jetstar Flight Rewards voucher will be issued within 7 days of the completion of each flight and emailed to the address on the passenger's booking. Customers who do not travel will not receive the voucher. Voucher will be issued in the currency of the booking and the amount varies by fare type and bundle. Voucher conditions apply.

4. [Qantas Club/partner lounges where available](#)

# Jetstar Industry Update

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## Reminder: 7kg carry-on for Starter fares

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

Our airport teams are 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 [Flex](#) 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 12 Days of Christmas WINNERS



Jetstar recently ran a **12 Days of Christmas competition** in Tabs on Travel Today, running 04-19 December 2018. The lucky winners of the Jetstar flight vouchers were:

**\$500 Heidi Cameron - CTM AKL**

\$100 Stephen Benfell - apx AKL

\$100 Renee Boom - CTM AKL

\$50 Hristina Stojkovska - CTM AKL

\$50 Rebecca Gilbert - helloworld CHC

\$50 Teri-Lee Hooper - apx CHC

\$50 Djana Jones - Best Travel Hastings

\$50 Lisa Betteridge - apx AKL

\$50 Lindsay Ashton-Smith - helloworld CHC

### ANSWERS

1. The new Jetstar A320 in-flight food & beverage menu is called what? **The Eatery**
2. FlexiBiz/Flex bundle includes an in-flight menu voucher to what value? **NZD\$10.00**
3. What discount is given to Club Jetstar members on bags & seats? **20%**
4. Jetstar's first flight of the day Auckland-Wellington departs at what time? **06:00am**
5. What is the name of Jetstar's online virtual reality assistant? **Jess**
6. How many different ports in New Zealand does Jetstar fly to? **9 ports (AKL, WLG, CHC, ZQN, DUD, NSN, PMR, NPE, NPL)**
7. What was the date Jetstar launched its domestic network in New Zealand? **10 June 2009**
8. On which fares can you earn Qantas Frequent Flyer points on NZ domestic flights? **All Jetstar NZ Starter fares**
9. From New Zealand, how many Australian ports can you fly to on Jetstar? **3 ports (SYD, MEL, OOL)**
10. What is the Starter fare carry-on weight allowance? **7kg**
11. What is JQ's monthly average domestic OTP for 2018 on Jet routes (Jan-Nov 2018, dep@15)? **82.1%**
12. How many times a week does JQ fly Auckland-Rarotonga (Oct18-Jan19)? **4 (Tue, Thu, Sat, Sun)**

## Jetstar NZ International Sale



Lookout for our [Jetstar New Zealand International Sale](#).

From 08JAN to 16JAN take advantage of Jetstar's all day, everyday low fares.

Fly across the Tasman for as low as \$119<sup>^</sup> or enjoy a well-deserved beach holiday in Rarotonga for just \$159<sup>^</sup>. We also have a range of domestic fares for under \$30<sup>^</sup>. Check out [Jetstar.com](http://Jetstar.com) to view all sale fares.

<sup>^</sup> One-way, checked baggage not included. Selected travel dates and conditions apply. Sale ends 23:59pm 16 January 2019, unless sold out prior.

## The Eatery on-board menu

Our [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.

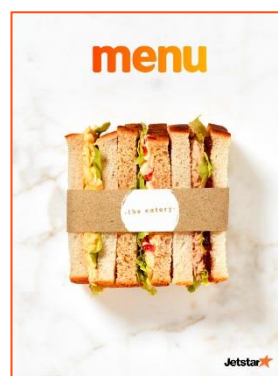
As well as our A320 menu, we also offer a '[Buy on Board](#)' menu on our regional Q300 flights longer than 45 minutes. Passengers will be able to purchase a snack and drink, with vegetarian, vegan-friendly, gluten-free and gluten-friendly choices available, or pre-purchase a snack pack prior to flying.

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



## 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](#).

# Jetstar Industry Update

December 2018



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## Jetstar Co-Pilots

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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 from you. [Join now](#) and gain 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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## Did you know...?

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**Eight** - the number of consecutive years (2011-2018) Jetstar has taken out **Australia-Pacific's Best Low-Cost Airline** at the annual Skytrax World Airline [Awards](#)



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## Need to contact us? Jetstar dedicated industry support channels

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Web: [Jetstar Information Centre](#)

Phone: 0800 284 510 (0800-2230 NZST)

Live Chat: [Jetstar Live Chat](#)

Email: [sales@jetstar.com](mailto: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*

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

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