
Jetstar's **market-leading 2018** on-time performance, plus Jan19 OTP

Jetstar New Zealand is very proud of its domestic on-time performance in 2018, leading the local market for the full year with **82.5%** OTP on Jet routes and **83.7%** OTP on Regional routes (results are for arrivals within 15 minutes of schedule).

In January 2019, our New Zealand domestic network delivered **79.6%** OTP on Jet routes and **86.7%** OTP on Regional routes (results are for departures within 15 minutes of schedule).

Groups - instant online quote

Making a [group](#) booking has never been easier, [click here](#) and get an **instant quote**¹

Take the worry out of travelling with a crowd! Planning a big trip for a school group, sports group, wedding party or conference? If you're **booking for 10 or more passengers**, you can use our special group fares.

We know that organising a big group can be complicated, so our group fares are set up to be as flexible as possible.



- Stress-free payment – pay a deposit, then we let you pay the final balance later²
- Unlimited name changes at no additional cost, up until 24 hours before departure
- Checked-baggage allowance per person, plus carry-on baggage as per our carry-on baggage limits³
- Baggage allowance can be shared among the group – handy if you're bringing sports gear
- Dedicated support and booking assistance
- Group bookings are not discounted, but you do get added flexibility and a bunch of great extras

1. If you'd like to go ahead with your booking, let us know within 48 hours, and we'll set it up for you. Details of your booking will be provided in the email you receive from us, including each passenger's checked and carry-on baggage allowance, and when the deposit and balance payments are due.
2. The exact date your deposit and balance will be due will depend on the country you make your booking from. Details will be in our email response to your booking query.
3. Checked-baggage allowance will depend on the country you make your booking from. Details will be in our email response to your booking query.
4. Australia and New Zealand Group Bookings [Terms and Conditions](#)

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 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.

International tourist tax departing Japan

Effective from 07 January 2019, an International Tourist Tax of 1,000 yen will be levied on travellers departing from Japan. This is to provide a source of funds to expand and enhance Japan's tourist infrastructure.

This tax will be applicable for tickets issued on/after 07 January 2019.

Please note that this new tax will be applicable for any bookings made prior to 07 January 2019, that are on hold, partial payment made, or names not updated.

Following passengers will be exempted from the new tax:

- Airline crew on duty;
- Deportees;
- Involuntary rerouting due to technical difficulties, weather conditions or other valid reasons;
- Online and interline transit/transfers up to and including 24 hours when the transit/transfer occurs on the same ticket;
- Infants under 2 on the day of commencement of travel, with or without a seat;
- Diplomats, consular, and other eligible personnel stationed in Japan (for official purposes only) who hold the certificate;
- State guests and others with equivalent status who hold the certificate;
- US Armed Forces personnel and UN Armed Forces personnel (for official purposes only).

For more details, please refer to [information](#) from Japan National Tourism Organisation.

Upcoming events - book your flights now



New Zealand's world champion All Blacks and Black Ferns will feature in a blockbuster double-header in Auckland this year, while Wellington is set to host the mouth-watering Rugby World Cup 2019 preview between the All Blacks and South Africa.

- 27 Jul 19 - All Blacks v South Africa
Westpac Stadium, Wellington
 - 17 Aug 19 - Black Ferns v Australia
Eden Park, Auckland
 - 17 Aug 19 - All Blacks v Australia
Eden Park, Auckland
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Jetstar Industry Update

January 2019



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

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 to ensure customers are [complying with the 7kg standard 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 carry-on).

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.

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.

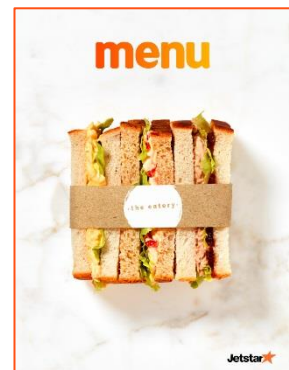
As well as our A320 menu, we also offer a **'Buy on Board' menu** on our regional Q300 flights longer than 45 minutes. Passengers will be able to purchase a snack and drink, with vegetarian, vegan-friendly, gluten-free and gluten-friendly choices available, or pre-purchase a snack pack prior to flying.

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.

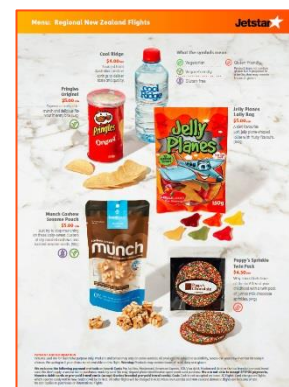
On short A320 WLG-CHC sectors, passengers can purchase a snack and drink from our on-board menu via the call bell service, or pre-purchase a snack pack prior to flying. Unfortunately, on Q300 flights of less than 45 minutes, where due to the short flight time, no menu service is available.

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](#).

Did you know...?

In the OAG's 2019 Punctuality League [report](#), which tracked 58 million flight records worldwide last year. **Jetstar ranked top low cost carrier (LCC) in Australia**, ahead of Tigerair, and was listed in the top 20 LCCs globally.



Qantas appeared sixth overall on the global rankings and first among Australian airlines.

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](#)
