

# Jetstar Industry Update

February 2019



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## Jetstar's on-time performance

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In February 2019, our New Zealand domestic network delivered **79.3%** OTP on Jet routes and **88.4%** OTP on Regional routes (results are for departures within 15 mins of schedule).

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## New Zealand's low fares leader

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Jetstar has been providing Kiwis with **low fares for over 13 years** – first on international routes, expanding to domestic routes in 2009.

We've saved money for millions of Kiwis over the years and in **2018 we sold nearly 600,000 domestic fares for under \$50** and over 1.75 million domestic fares for under \$100.

We are **New Zealand's low fares leader** and low fares is what we do – all day, every day.

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## Did you know...?

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Find a lower comparable fare online and **we'll beat it by 10%** [conditions apply](#)

The [Jetstar Price Beat Guarantee](#) is part of our commitment to always offer you the lowest fares we can. When you're shopping online for flights, if you find a flight with another airline or a Jetstar flight on an eligible third party website that's cheaper than you can get on jetstar.com, we'll beat it by 10%.

Because we'd prefer you to book and fly with us.

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## Qantas Group & Jetstar H1 FY19 results

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Despite high fuel prices, the Qantas Group announced a strong first-half year result, with an underlying Profit Before Tax of \$780 million. The Jetstar Group contributed significantly to this performance, posting an Underlying Profit Before Tax of \$253 million for the first half of FY19.

- \$780m Qantas Group profit
  - 75% reduction in waste to landfill by 2021
  - 3 additional B787 Dreamliners
  - Approx. two-thirds of B737 fleet Wi-Fi enabled
- \$253m Jetstar profit
  - 18m passengers flown, approx. **two-thirds of fares sold for less than \$100**
  - 80% of A320/A321 cabin enhancement complete
  - 300,000 Club Jetstar members



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## Jetstar sponsor Wellington Chamber of Commerce Golf Day

Jetstar NZ were proud sponsors of the NZ Chambers of Commerce, Wellington Region & FNZC Golf Day 2019 at the Shandon Golf Course on Fri 22 Feb. The Golf Day managed to raise over \$2,200 for the Cancer Society Wellington.

A BIG thank you to Lawson Grau from our cabin crew team for all of your support on the day.



Jetstar supported the event by sponsoring the Hole 18 'closest to the pin' competition with both the ladies and mens winners receiving return trips for two to anywhere on the Jetstar New Zealand domestic network. **Congratulations to Pip King from iPayroll and Jay Maaka from NZ Funds Private Wealth.**



## Jetstar virtual engineering



An Australian first, and 2 years in development, Jetstar has created a [virtual reality](#) replica of the Tullamarine hanger allowing familiarisation training on our fleet of Boeing and Airbus jet aircraft.



Training can now be conducted without having the aircraft being in the hanger estimated to save Jetstar over 300 hours of aircraft ground time each year worth hundreds of thousands of dollars.

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## NEW on-board menu

Our [new food and drinks menu](#) launched in March on our A320 fleet, offers a wide range of hot and cold light meals, snacks, soft drinks, alcoholic drinks, kids packs plus a range of Jetstar gifts 'n' gadgets.

As well as our A320 menu, we also offer a ['Buy on Board' menu](#) on our regional Q300 flights longer than 45 minutes.

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.

Passengers can purchase a meal, snack and drink on-board, with a wide selection of vegetarian, vegan, gluten-free and gluten-friendly choices available.

Food isn't included with our Starter fares, but you can pre-purchase a meal, snack 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, plus our [pre-purchase options are cheaper!](#)

Included in most of our fare bundles is food and drink, or Meal Deal where you can choose from the on-board menu.

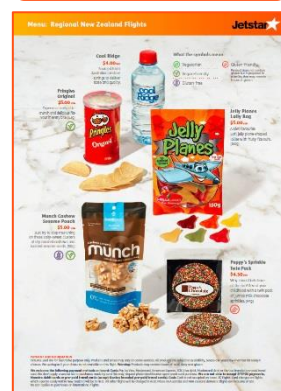
- On short A320 WLG-CHC sectors, passengers can purchase a snack and drink from our on-board menu via the call bell service, or pre-purchase a snack pack prior to flying.
- On Q300 flights of less than 45 minutes, where due to the short flight time, no menu service is available
- Jetstar accepts Visa,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



A320 Jet menu

[The Eatery Menu](#)

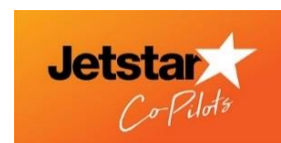
[Pre-Purchase](#)



Q300 Regional menu

## 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.

## 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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## Groups - instant online quote

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

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 later<sup>2</sup>
- 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 limits<sup>3</sup>
- 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.

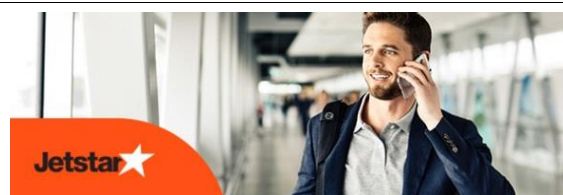
4. Australia and New Zealand Group Bookings [Terms and Conditions](#)

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## Flex when travelling for business

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For only **\$29** extra on New Zealand domestic flights, **Flex saves you time and money**, and provides comfort and convenience when flying on our Jetstar service in New Zealand.



- 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
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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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