

Jetstar Industry Update

March 2019



Jetstar's on-time performance

In March 2019, our New Zealand domestic network delivered **84%** OTP on **Jet routes** and **89%** OTP on **Regional routes** (results are for departures within 15 mins of schedule).

Earn Qantas Frequent Flyer points with all Jetstar starter fares

FREQUENT
FLYER



We understand loyalty is important to our Jetstar New Zealand customers, and it is important to us too. As a Qantas Frequent Flyer member you can earn Qantas Points on Jetstar domestic flights in New Zealand, including Starter fares.

You can earn a **minimum of 400 Qantas Points on every sector flown** and this increases in value with our available Jetstar bundles.

If you are a regular Jetstar customer, it won't take long before you're eligible for a Classic Flight Reward. With around **8 New Zealand domestic return trips you can take advantage of a FREE domestic flight reward** using your Qantas Points (AKL-WLG 6,400 points - [points calculator](#))

Join Qantas Frequent Flyer for **FREE**

Enjoy **complimentary membership** and start earning Qantas Points today.

Complete the [online application form](#) to receive your membership number instantly and have your joining fees waived.

- This offer is available to New Zealand residents who are not already Qantas Frequent Flyer members; and accept the terms & conditions of the Qantas Frequent Flyer program
- Membership and the redemption of Qantas Points are subject to the terms and conditions of the Qantas Frequent Flyer program.
- This offer is valid for new members who join via [qantas.com/nzfreejoin](#) by 31 December 2019.
- Complimentary Qantas Frequent Flyer membership is offered by Qantas Airways Limited ABN 16 009 661 901
- This offer may be extended or withdrawn at any time and each application is subject to approval by Qantas. This offer is not available in conjunction with any other offer.

Using Qantas Points with Qantas and Jetstar



You have many options for [using points](#) with Qantas and Jetstar. Book your next flight with a [Classic Flight Reward](#) or take advantage of [Points Plus Pay](#). You could also use your points for a Qantas [Classic Upgrade](#) Reward, or on selected Qantas flights, you could be eligible for [Bid Now Upgrades](#) using a combination of points and cash.

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Points Plus Pay



All available seats on Qantas or Jetstar flights can be booked using a combination of Qantas [Points plus cash](#). You need a minimum of 5,000 points for Qantas flights or **3,500 points for Jetstar**. As long as you have the minimum points required, the mix is up to you. You can even use points for the entire flight. Plus, you'll also earn Qantas Points and Status Credits on eligible flights as you would with a cash fare.

Qantas Frequent Flyer - Status Credits



[Status Credits](#) determine your Qantas Frequent Flyer tier and therefore, the privileges you receive on Qantas, Jetstar, Emirates and oneworld® flights. Status Credits are all about making flying a more rewarding experience. It's important to note that Status Credits are different to Qantas Points, and that you could earn both at the same time. **The more you fly, the more you earn.**

Everyone starts with Bronze and can rise through Silver, Gold and Platinum to Platinum One. As you ascend, you become entitled to more valuable privileges. For instance, the higher your tier, the more Qantas Points you earn for each eligible flight, helping you to reach rewards faster. And when you reach Gold, you gain access to the **Qantas International Business Lounge when travelling on a Qantas or Jetstar international operated flights.**



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.

Jetstar development content for agents

We are excited to be sharing with you a new way of engaging with Jetstar. The Qantas Learning Hub is an interactive digital platform available 24/7 on any device.

As well as a wide range of Qantas content, the Qantas Learning Hub now has a **Jetstar learning pathway** for our New Zealand agent audience, helping you further enhance your capabilities as a travel consultant for both corporate and leisure customers.

Content has been specifically designed as a support tool for you, with short 2 to 15-minute learning bites, and a range of podcasts, videos and guided classrooms for agents to choose from depending on how you like to learn.

- Log onto the Qantas Learning & Development site [here](#)
- All New Zealand agencies can register and log-in
- Registering agents **select New Zealand region** to access local content
- You will need your TIDS/IATA number as part of the registration process



Adjustments to New Zealand Schedule



Jetstar will **increase flights between Wellington and Queenstown** as it adjusts its New Zealand schedule to match market demand.

Catriona Larritt, Jetstar's Chief Customer Officer, said Jetstar regularly reviewed its schedule to ensure its frequency aligned with when customers want to fly.

"Jetstar re-entered the Wellington-Queenstown route 12 months ago with three services a week and from late October this year we'll double that to six return weekly services" Ms Larritt said.

As part of our domestic schedule adjustment Jetstar will suspend its three weekly return flights between Wellington and Dunedin with the final service on Wednesday 29 May 2019.

"We've been operating on the route for nearly three and half years and we've appreciated the support we've received from local travellers and airports, however the route has not performed as we'd hoped," Ms Larritt said.

Passengers with bookings beyond 29 May are being contacted and offered alternative services via Auckland or a full refund.

Jetstar's Auckland-Dunedin schedule of eight return services a week is unchanged.

Summary of schedule changes

- WLG-ZQN: Increases from 3 to 6 weekly return services starting 27 Oct 19.
- WLG-DUD: 3 weekly return flights to end. Final service is 29 May 19.

Jetstar increases Rarotonga to six weekly flights for winter

Jetstar will add **two extra weekly flights between Auckland and Rarotonga** this winter in response to Kiwi and Australian travel demand for a warm getaway in the colder months.

Catriona Larrit, Jetstar's Chief Customer Officer, said the carrier is the only low-fares airline flying from Australia to Auckland and onto Rarotonga and has helped to significantly boost tourist numbers to the Cook Islands since it began services in March 2016.

"We launched the route with three services a week and last year we increased our regular weekly frequency to four flights a week. In response to customer demand we'll be adding another two seasonal services a week."

Seasonal flights - Mon & Wed (01 Jul to 23 Oct 19), depart AKL 12:35pm with the return service from RAR arriving back into AKL late evening.

Flights on Tue, Thu, Sat & Sun, depart AKL at 7:40pm with the return service from RAR arriving back into AKL early morning.



Jetstar on-board menu

Our **food and drinks menu** 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.

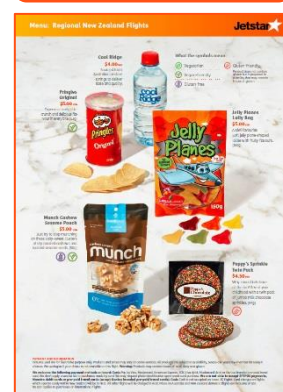
- On short A320 WLG-CHC sectors, passengers can purchase a snack and drink from our on-board menu via the call bell service, or pre-purchase a snack pack prior to flying.
- On Q300 flights of less than 45 minutes, where due to the short flight time, no menu service is available
- Jetstar accepts Visa,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

Flex when travelling for business

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

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](#)

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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](#)
