

## Need to contact us?

Take advantage of any one of our 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](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.

## Jetstar's market leading on-time performance

Jetstar continued to lead the way in Q1 2019 with market leading on-time performance on domestic routes. Our Jet routes achieved **82.5%** OTP and Regional routes **84.9%** OTP (results are for arrival within 15 mins of schedule for the period January to March 2019)

In May 2019, our New Zealand domestic network delivered **86.5%** OTP on Jet routes and **87.0%** OTP on Regional routes (results are for departures within 15 mins of schedule).

## Happy Birthday Jetstar

On 10 June 2019, Jetstar will celebrate **10 years of domestic services in New Zealand**. Since launching on 10 June 2009, Jetstar has flown more than **19 million** domestic travellers around the country and now flies to 9 domestic destinations.



Look out for our special New Zealand 10th birthday sale fares.

On the 25 May 2019 Jetstar Airways also celebrated its **15th Birthday**

It's been a remarkable first 15 years since the first flight on 25 May 2004 between Newcastle and Melbourne. Growing from a fleet of 14 aircraft flying to 13 destinations around Australia by the end of 2004, to now operating over 130 aircraft on both domestic and international routes and carrying over 38 million passengers annually.

## Jetstar sponsors Wellington Chamber of Commerce Pre-Budget Lunch



On 14 May 2019, at the Beehive, Jetstar was proud again to sponsor the Wellington Chamber of Commerce Deloitte [Pre-Budget Lunch](#) with Finance Minister Hon. Grant Robertson.

Jetstar supported the event, in association with Pacific Resort Hotel Group, offering a fabulous prize of return flights for two to Rarotonga, plus 7 nights at the Pacific Resort Rarotonga. **Congratulations to Thurl Gibbs of Plus Four Group** who will enjoy a luxury break away.



*Pictured - Belinda Buck (Qantas), Patrick Whelan (Qantas), Shelley Musk (Jetstar), James Stafford (Jetstar), Phil Boeyen (Jetstar)*

# Jetstar Industry Update

May 2019



## New Route: Gold Coast - Seoul



Jetstar recently announced a new route between the **Gold Coast and Seoul in South Korea**. From 08 Dec 2019, the new service operated by our Boeing 787-8 Dreamliner, will take flight three times per week as part of a codeshare arrangement with South Korean based carrier Jeju Air.

South Koreans already travel more per capita than any other country in the Asia Pacific, with Australia ranking as the top destination they want to visit. For Australian travellers, Seoul and its surrounding regions offer visitors the opportunity to explore South Korea's rich cultural history, vibrant nightlife, and food scene.

## Leading LCC in the region

Flying to 15 international destinations from Australia carrying more than 75,000 customers every week, **Jetstar is the leading Low Cost Carrier (LCC) in the region** for international passenger numbers according to BITRE's International Airline Activity [report](#). The report compared the passenger numbers of 61 international airlines which operated services to and from Australia during Feb19. **Jetstar was the only LCC in the top 10.**



## Massey graduates soar into Jetstar jobs



Massey University's Vanessa Brill-Holland and Darcy Clure were part of the first group of pilots chosen by Jetstar from the Qantas Future Pilots programme. Along with the rest of the intake, they are now First Officers based in Auckland operating on our New Zealand regional network.

## Flex fares 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

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

## Join Qantas Frequent Flyer for **FREE**, earn on 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](#))

- Enjoy **complimentary membership\*** and start earning Qantas Points today - [online application](#)
- There are many options for [using points](#) with Qantas and Jetstar including a [Classic Flight Reward](#)
- Earn [Status Credits](#) and enjoy a more rewarding flying experience.

- 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.

## 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.

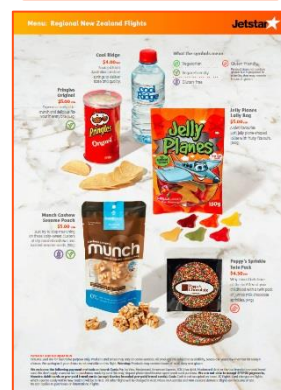
- On short A320 WLG-CHC sectors, passengers can purchase a snack and drink from our on-board menu via the call bell service, or pre-purchase a snack pack prior to flying.
- On Q300 flights of less than 45 minutes, where due to the short flight time, no menu service is available
- Jetstar accepts Visa,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

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## Join 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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## Jetstar development content for agents

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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



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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>

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 take advantage of our flexible group fares.



- 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](#)