
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

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 on-time performance

In **June 2019**, our New Zealand domestic network delivered **78% OTP** on **Jet routes** and **90% OTP** on **Regional routes** (results are for departures within 15 mins of schedule).

Best Low-Cost Airline in Australia/Pacific region



At the 2019 Skytrax [World Airline Awards](#), Jetstar won **Best Low-Cost Airline in Australia/Pacific** for the ninth year in a row.

Jetstar were also awarded third in the World Best Long Haul Low-Cost Airlines category, and placed sixth in the [World's Best Low-Cost Airlines](#) category. Jetstar Asia came fifth in the best Low-Coast Airlines in Asia category.

e-Ticket multi-airline coupons

Jetstar New Zealand connects with many different airlines through codeshare or interline tickets. Where an ETKT is booked, it is important to remind passengers of the appropriate action to take during a disrupt and the conditions of carriage of each operating airline.



- **Coupons must be used in the booked order.** If the passenger elects to not travel any one of the sectors, then all remaining sectors are void
 - *The passenger must contact the ticketing/issuing agent/airline and request a reissue of the ticket. Note, issuing carriers may charge a fee/fare difference depending on fare conditions.*
- If the passenger did not travel on the Jetstar sector, **Jetstar cannot take control or finalise the coupon**, this is against the legal bilateral agreement signed with the other carrier.
 - *The passenger can claim a full or partial refund from the ticketing/issuing agent/airline depending on the fare conditions.*
- In case of a disrupt by Jetstar, Jetstar is responsible to take the passenger to the ticketed destination.
 - **Contact Jetstar** - we will work with the other downline/connecting carriers and ensure that the passenger reaches their ticketed destination. The passenger **should not** be referred to the ticketing/issuing agent/airline. Jetstar will bear any reasonable costs occurring out of this delay.
- If the passenger chooses not to utilise the alternative arranged Jetstar flight, then Jetstar is no longer responsible, and the other carrier may not allow the passenger to continue with their journey.
 - *The passenger must contact the ticketing/issuing agent/airline and request a reissue of the ticket. Note, issuing carriers may charge a fee/fare difference depending on fare conditions.*

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

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* - maximum 2 items.



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.

- * Main item: must fit in the overhead locker and not exceed 56cm (H) x 36cm (W) x 23cm (D)
- * Small item: includes items such as a handbag or thin laptop bag; must fit under seat



Put your main item in the overhead locker



Fit your small item under the seat in front

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.

New Zealand domestic bundle fares	<u>Starter Fare</u>	+\$29 Flex	+\$29 Plus	+\$60 Max
Seat selection <small>subject to availability</small>	+	✓ standard / upfront	✓ standard	✓ upfront / extra legroom
Carry-on baggage	7kg total weight	10kg total weight	7kg total weight	7kg total weight
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	✓ credit voucher/cash ⁵
Frequent Flyer Points ³ <small>Min. of 400 Qantas Points on every NZ sector - FREE join</small>	✓	✓	✓	✓
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](#)

5. Flights will be refunded in the form of a credit voucher. Ticketless bookings made via the GDS (Global Distribution System) channel will receive refunds for cancellations in cash only at a fee per passenger, per booking, and must be requested through Jetstar. For current fees, see [Fees and Charges](#). GDS bookings issued on an airline partner ticket will need to be referred to that partner airline to process the refund. GDS bookings issued on a Hahn ticket can request a refund via BSP link.

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

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.

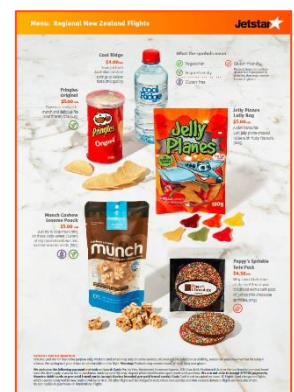
- On short A320 WLG-CHC sectors, passengers can purchase a snack and drink from our on-board menu via the call bell service, or pre-purchase a snack pack prior to flying.
- On Q300 flights of less than 45 minutes, where due to the short flight time, no menu service is available
- Jetstar accepts Visa,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

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](#))

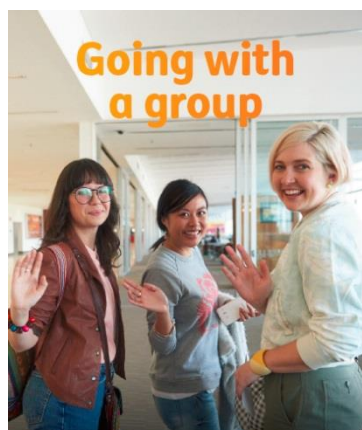
- Enjoy **complimentary membership*** and start earning Qantas Points today - [online application](#)
- There are many options for [using points](#) with Qantas and Jetstar including a [Classic Flight Reward](#)
- Earn [Status Credits](#) and enjoy a more rewarding flying experience.

- 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.

Groups - get an online quote in minutes

Making a [group](#) booking has never been easier, [click here](#) and your quote will be **emailed in minutes¹**

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 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. Submit your quote request online and in most cases the quote will be emailed within 2 minutes. 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](#)



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 - gain access to exclusive offers and be in the running to win great prizes.

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