
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 - July 2019

In **July 2019**, our New Zealand domestic network delivered **77% OTP** on **Jet routes** and **81% OTP** on **Regional routes** (results are for departures within 15 mins of schedule).

Families travelling with infants



Jetstar has made changes to the cost of travel for infants under two years old on domestic New Zealand flights.

From 23 July 2019 a fee of NZ\$15 per one-way journey will apply for infants travelling on domestic Jetstar flights in New Zealand.

This [infant fee](#) for New Zealand domestic flights brings us in line with Jetstar domestic flights in Australia and trans-Tasman, where infant fees have been in place for over two years.

To assist [families travelling with infants](#) on Jetstar, families can check-in up to [four oversized items](#) as part of the infant fee, including a pram, stroller, portable cot and highchair. These four items are exempt from all checked baggage fees including oversize handling charges.



We know that fees and charges can be unpopular, but giving customers choice and charging each customer for what they actually use helps us to offer the lowest possible fares, every day. Last year more than 75 percent of our domestic customers in New Zealand paid less than \$100 for their flight.

Test bookings

For our Industry partners, we understand the need to on occasion create test bookings. To ensure test bookings are created and dealt with, ensuring a permitted refund, please use our TEST criteria:

- The flight date must be at least 6 months in advance
- The passenger name(s) must be or contain TEST, TEST
- Request for refund must be raised to Jetstar Trade Support (sales@jetstar.com) within 72 hours of booking creation

Tasman changes



As part of a review of our Tasman operations we'll be suspending our five times per week Christchurch-Sydney service from the middle of October 2019.

Passengers who have booked flights between Christchurch and Sydney from 15 October 2019 will be rebooked onto Qantas services on the same day or can request a full refund.

Jetstar will continue to offer up to ten direct flights a week from Christchurch to Australia, with daily services to Melbourne and three services a week to the Gold Coast.

From 15 October 2019 we'll also be retiming our Auckland-Gold Coast service to the morning, enabling us to offer a low fares option from [Auckland to Japan \(Narita\) via the Gold Coast](#).

Inflight Entertainment - BYO headphones

Jetstar is going green! We are striving to reduce single-use plastics onboard, by making small changes that will have a lasting impact on the environment.

Did you know that passengers use 2.4 million disposable headphones for the entertainment system each year? Passengers are now encouraged to bring and use their own headphones onboard. Standard single-pin headphones for mobile phones and devices will work perfectly in the double-pin jack onboard, no adapter required.

If you are booking [inflight entertainment](#) for your clients – or if they are planning to watch it onboard – please remind them to keep their personal headphones handy and plug in, or they can always request a pair from crew if required. [Inflight entertainment is available on Dreamliner aircraft on international flights, with unlimited access from \\$10 AUD](#)



Did you know?

Last year almost 9 million purchases were made onboard Jetstar Airways flights, including almost 1 million Cheese & Crackers. The top onboard purchases over the last year were:



1. Cheese and crackers
2. Water
3. Coffee
4. All day toasties
5. Wine

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.

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