

Jetstar Industry Update

August 2019



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 **market leading on-time performance** and August 2019

Jetstar is proud to continue its domestic **market leading on-time performance** position through Apr-Jun 2019 with 81.5% Jet routes and 85.7% Regional routes (results are for arrivals within 15 mins of schedule). This is off the back of leading the way in 2018 and through Jan-Mar 2019

In **August 2019**, our New Zealand domestic network delivered **83.8% OTP** on **Jet routes** and **91.4% OTP** on **Regional routes** (results are for arrivals within 15 mins of schedule).

Qantas Group & Jetstar FY19 results

Qantas Group had another strong performance in financial year 2019, with Jetstar making a significant contribution.

- \$1.3bn Qantas Group profit
 - Project Sunrise - planned 3x B787 research flights Sydney-New York & Sydney-London
 - Refurbishing 12x QF A380s
 - \$374m Loyalty profit
- \$370m Jetstar Group profit
 - 38m customers flown (two-thirds below \$100)
 - A320 cabin enhancement complete
 - 340,000 Club Jetstar members



Win a year in the clouds with Jetstar



Our expert judge Gavin Pretor-Pinney, founder of the Cloud Appreciation Society has launched the #JetstarClouds competition.

We hope to see photos of your clouds in interesting weather conditions, clouds taken from the window of an aircraft and clouds that look like things!

Upload your photo to the Jetstar New Zealand Facebook page or to your Instagram page using #JetstarClouds! The entrant with the most spectacular cloud photo **wins a year of free travel on the Jetstar network**. [Terms and Conditions apply](#) - promotion ends at 11:59pm on 22 September 2019

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

Baggage transfers and flight connections



REMINDER - please be aware that we don't transfer checked baggage between Domestic Jetstar flights and International flights in New Zealand (visit jetstar.com for more information)

If you are transferring between domestic flights or between international and domestic flights, in most cases you will need to **collect your checked baggage, check in again and transfer your bags.**

However, there are some exceptions:

- Connecting international Jetstar flights, and Jetstar international flights connecting to international flights with our partner airlines, where both international flights were purchased on the same booking.
- Domestic flights in Japan connecting to international flights operated by American Airlines, Delta Air Lines, Japan Airlines and Qantas, where both flights were purchased on the same booking

Our staff will let you know if your baggage will be transferred. You may still need to check in at the connecting airport to obtain your next boarding pass before check-in closes.

It's important that you're aware of any flight connections you have on your itinerary as some Jetstar flights connect at a stopover airport. Remember, it's your responsibility to make your connecting flight on time.

If you book a separate flight that's not with Jetstar, Qantas or our partner airlines, we recommend you allow at least 3 hours in between these flights. Unfortunately, we don't guarantee that we can assist you with missed flight connections on other airlines.

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



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.

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