
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 - September 2019

In **September 2019**, our New Zealand domestic network delivered **83% OTP** on **Jet routes** and **91% OTP** on **Regional routes** (results are for departures within 15 mins of schedule).

Jetstar Regional New Zealand service update

Jetstar recently announced a proposal to end its regional turboprop services in New Zealand, with plans to suspend flights to Nelson, Napier, New Plymouth and Palmerston North from 01 December 2019 (final flights will be on 30 November 2019).



The New Zealand domestic market is facing some headwinds with softer demand, higher fuel costs and a competitive environment. Despite four years of focused effort by our dedicated regional team, including strong operational reliability and very high customer satisfaction, the turboprop network remains loss-making.

- Jetstar won't be selling any new bookings on the regional network from 01 December 2019 onwards until a final decision has been made.
 - We'll be getting in touch with customers booked on our Jetstar regional services from 01 December 2019 to advise the options available to them, including a full refund of their flights.
 - For customers who have a regional Jetstar booking via one of our codeshare or interline partners from 01 December 2019, the booking carrier will be getting in touch directly to advise options.
-

Jetstar A320 Domestic New Zealand and International service



For our Jetstar's A320 domestic and international services in New Zealand, it's very much **business as usual**. Jetstar remain fully committed to the New Zealand market, offering up to 270 flights a week between Auckland, Wellington, Christchurch, Dunedin and Queenstown and around 100 flights a week on the Tasman and to Rarotonga.

Take advantage of our low Flex bundle fares for business travel, our market-leading on time performance, our on-board all-day café menu and Qantas Frequent Flyer points (see page 3 for more information)

Thank you to the many businesses who are realising the cost saving benefits of having Jetstar as part of their travel policy. To find out more, please contact [James Stafford](#).

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

Jetstar Magazine wins Custom Publication of the Year



Our onboard Jetstar Magazine has been named 'Custom Publication of the Year' at the [2019 Mumbrella Publish Awards](#). Our magazine also received a highly commended mention under the Launch/Relaunch of The Year Large category.

Mumbrella's Publish Awards recognise the best work in consumer, B2B and custom publishing.

Flying Start - helping Kiwis make a difference

FLYING START

Tell us your project story and you could receive a **\$30,000 grant** - [apply now!](#)

Jetstar's Flying Start Program invites community groups and organisations across New Zealand to apply for a grant to fund a project that will enrich the lives of people in their local community.

Jetstar launched the Flying Start Programme in December 2011 to help local New Zealand not-for-profit community groups and organisations fund projects that will enrich the lives of people in their local community. The grant is made up of \$15,000 worth of Jetstar travel and \$15,000 cash.

We are delighted to award the first Flying Start grant of 2019 to **Kenzie's Gift**.

[Kenzie's Gift](#) is New Zealand's leading charity committed to improving the emotional well-being and mental health of children, young people and their families affected by serious illness or bereavement.



Many of the families Kenzie's Gift currently support face considerable financial hardship, particularly after a diagnosis of serious illness or a bereavement. If a parent is affected, there is loss of income, and if a child is diagnosed, keeping up family routines and professional occupations can be challenging.

Kenzie's free services provide individual therapy sessions for children and young adults with registered child and adolescent mental health professionals across Auckland, Waikato, Bay of Plenty and Christchurch.

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 - 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



Pre-Purchase

Our **food and drinks** menu offers a wide range of hot and cold locally produced (AU/NZ) meals and snacks with a wide selection of vegetarian, vegan, gluten-free and gluten-friendly options. Passengers can also choose from a range of soft drinks, alcoholic drinks, kids packs plus a range of Jetstar gifts 'n' gadgets.

Food isn't included with our Starter fares, but you can 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 pre-purchase is 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.
- Jetstar accepts Visa, MasterCard, American Express, JCB, and Visa and Mastercard debit cards or a Qantas branded pre-paid travel card. No min spend/credit card fees.

Join Qantas Frequent Flyer for **FREE**, earn on all Jetstar Starter fares



As a Qantas Frequent Flyer member, you can **earn a minimum of 400 Qantas Points** on Jetstar domestic flights in New Zealand, including Starter fares, 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.
- 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.
- Complimentary Qantas Frequent Flyer membership is offered by Qantas Airways Limited ABN 16 009 661 901

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