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## Need to contact us?

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Take advantage of any one of our Jetstar dedicated industry support channels:

Web:	<a href="#">Jetstar Information Centre</a>	Phone:	0800 284 510 (0800-2230 NZST)
Live Chat:	<a href="#">Jetstar Live Chat</a>	Email:	<a href="mailto:sales@jetstar.com">sales@jetstar.com</a>

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.

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## Jetstar's on-time performance - October 2019

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In **October 2019**, our New Zealand domestic network delivered **81% OTP** on **Jet routes** and **86% OTP** on **Regional routes** (results are for departures within 15 mins of schedule).

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## Jetstar Regional New Zealand service update

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Jetstar has confirmed it will cease its regional Q300 turboprop services in New Zealand **from 01 December 2019, with final flights on 30 November 2019.**

As we explained when we made our proposal announcement in September, this decision is based on our regional operations continuing to be loss making, combined with higher costs and a softening of the regional travel market.



Thank you to all our regional customers and stakeholders, including local businesses, councils and airports, for your support.

- Customers booked on Jetstar regional flights beyond 30 Nov 19 are being offered a range of options including a full refund, or the option to transfer their booking to any of Jetstar's other available domestic NZ services.
  - Air New Zealand is assisting affected customers who have refunded their Jetstar flight with a special fare. If you have an inquiry on behalf of your customers, you can contact Air New Zealand using this specific email address - [jqsupport@airnz.co.nz](mailto:jqsupport@airnz.co.nz)
  - 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.
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## Jetstar A320 Domestic New Zealand and International service

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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)

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

## **NEW** Access Group Bookings via Jetstar Agent Hub

Agents can now access Group Bookings PNRs via your Jetstar Agent Hub account.

Travel Agents can pay for the Group bookings, if the booking is on hold, using Agency Credit and access the complete itinerary.

## **FlyPink with a Mo**

Through October, and until 15 November 2019, our Jetstar team will throw their support behind [FlyPink](#).

FlyPink is an initiative founded by QantasLink pilots in 2015 in support of the National Breast Cancer and Movember Foundations. Generous donations go towards supporting life-changing research in to cancer treatment and care by 2030.



## **Jetstar Airbus A321neo LR**



Jetstar has [unveiled](#) its **next-generation A321neo (LR)** aircraft, due to arrive August 2020.

Jetstar will be the first airline in Australia and the Pacific to operate the A321 (LR) which will be the most fuel-efficient aircraft in the Jetstar Group fleet, keeping airfares low.

The A321 LR's will be deployed on domestic Australia routes and ultimately on some international routes like Sydney to Bali, with the potential to free up some Boeing 787 Dreamliner aircraft for use on other, longer international leisure routes.

The longer range, 15% more fuel efficient, quieter A321neo LR will seat 232 passengers in a single class cabin that lifts the bar on comfort for low fares travellers. Key cabin features include:

- Award-winning ergonomic Recaro seats with tapered arm rests to maximise space.
- Extra-large overhead bins with 40 per cent more room to stow bags.
- Digital streaming giving passengers the ability to access Jetstar's in-flight entertainment featuring new release movies, TV shows and games on their personal devices.
- Flip-down smartphone and tablet cradles as well as in-seat USB power.
- Colour LED lighting that adjusts to the different stages of flight, supporting the transition through various stages of flight.

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

## Flex fares for business

For only **\$29** extra on a New Zealand domestic flight, **Flex saves you time and money**, and provides comfort and convenience when flying on our Jetstar service in New Zealand.



- 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

FREQUENT  
FLYER



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

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