

## 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](mailto: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 - November 2019

In **November 2019**, our New Zealand domestic network delivered **85%** OTP on **Jet routes** and **89%** OTP on **Regional routes** (results are for departures within 15 mins of schedule).

## NEW +7kg carry-on = 14kg allowance

From 20 November 2019, customers who wish to take a little extra carry-on can purchase an **additional +7kg carry-on** which allows for a **total combined carry-on weight of 14kg** – size & piece limits also apply\*.

Attractive to customers wanting to accommodate heavier, more valuable items (laptop, camera, etc), take an overnight bag on-board, or for those travelling with infants.

This will replace the current +3kg carry-on option. Customers who have already purchased +3kg for travel on or after 20 November 2019 will have the +3kg allowance honoured.

Starter, Plus and Max fare customers can purchase the additional +7kg, or customers can choose to purchase a **Flex** fare which allows for a total combined 14kg carry-on weight.

- \* Size & piece limits apply - maximum 2 items - 1x main item weighing no more than 10kg, must fit in the overhead locker and not exceed 56cm (H) x 36cm (W) x 23cm (D). 1x small item must fit under seat in front, includes items such as a handbag or thin laptop bag.
- \* Excess carry-on baggage fees will apply to items exceeding 14kg allowance. Bag will be checked in.
- \* From 14Nov19, +7kg carry-on and Starter Flex not available on Trans-Tasman, New Zealand Regional or SHI (AKL-RAR, SYD-NAN, DRW/CNS/PER/ADL-DPS), and MEL-DPS from 14Nov19 to 28Jan20.

## 7kg carry-on for Starter, Plus and Max fares



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 keep a close check on carry-on weight to ensure customers are **complying with the 7kg standard allowance**. These checks can include **weighing all combined carry-on items**, including laptop bags, wheeled bags and handbags, at either the check-in counter or at the boarding gate.

Please remind your clients before booking flights to understand these requirements and ensure they have the correct carry-on weight – it is 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

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

## NOTE: Flex bundle

From 14 November 2019, our Starter Flex bundle will no longer be available for purchase on the following routes (there are no changes to any other routes):

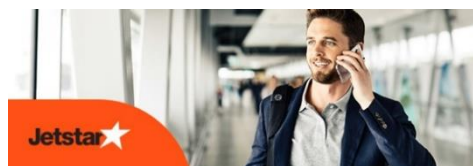
- Jetstar Airways (JQ) - Domestic New Zealand Regional services
- Jetstar Airways (JQ) - Trans Tasman, AKL-RAR, SYD-NAN, DRW/CNS/PER/ADL-DPS
- Jetstar Airways (JQ) - MEL-DPS will not offer Flex for sale from 14Nov19 until 28Jan20
- Jetstar Pacific (BL) - all Flights

On routes where the Flex bundle remains, particularly New Zealand Domestic A320 flights, the carry-on baggage allowance for all new bookings will increase from 10kg to 14kg total combined weight, all Starter Flex bookings made prior to 20Nov19 will retain 10kg.

Passengers who have purchased a Flex bundle on any of the above routes, on or after the 14 November 2019, will be provided a Starter Max bundle which includes additional products to the Flex and similar flexibility (10kg carry-on allowance will be honoured plus a 30kg checked bag).

## Flex fares for business...and now with increased carry-on allowance

For only **\$29** extra on a New Zealand domestic A320 flight, **Flex saves you time and money**, and provides comfort and convenience when flying on our Jetstar service in New Zealand.



- **NEW** - 14kg\* carry-on allowance (max 2 items - one main item up to 10kg & one small item to go under seat in front)
- Free upfront or standard seat selection (subject to availability)
- \$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

\* For Starter Flex bookings from 20Nov19 carry-on baggage allowance will be 14kg total combined weight. Starter Flex bookings made prior to 20Nov19 will retain 10kg.

## NEW inflight menu - click the menu to see what's new



Pre-Purchase

Our NEW **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.

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

## Qantas Group net zero emissions commitment

The most ambitious emissions targets for any airline group globally - the Qantas Group will reach [net zero carbon emissions by 2050](#) in a major expansion of the airline's commitment to a more sustainable aviation industry. The Qantas Group will:

- double the number of customer flights we offset - matching every dollar spent by our customers who select to *fly carbon neutral*.
- cap net emissions from 2020 onwards.
- invest \$50 million into the development of a sustainable aviation fuel industry.


You can read more about what we're doing [here](#)

Jetstar passengers can make their journey [carbon neutral](#) when they book at Jetstar.com.

**Fly carbon neutral**

You will offset 58kgs carbon emissions from your trip with our certified and accredited carbon offset program.

\$0.59 [Offset my trip](#)



Our carbon offset portfolio reflects the strategic priorities of the Qantas Group - including our commitment to support Indigenous economic development through our Reconciliation Action Plan, and the promotion and protection of natural places like the [Rarakau Māori rainforest, New Zealand](#)

## 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 (e.g. 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.