
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 - December 2019

In **December 2019**, our New Zealand domestic network delivered **78%** OTP. Through 2019, our New Zealand domestic OTP was **81%** (results are for departures within 15 mins of schedule).

NEW Agent Hub portal

Over the past few weeks, we have had a dedicated team focused on improving our Agent Hub portal. Our goal is to deliver what you have been asking for - a website that is fast and easy to use!

Therefore, we are pleased to share with you our [new and improved Agent Hub!](#) At this time, if you are still on Internet Explorer 11, you will need to upgrade your browser to Chrome or Firefox.

Once logged in, the first thing you will notice is the keyboard-friendly search screen, and a complete list of our Jetstar destinations all within easy reach.

Searching for your bookings is easy. Whether created online or through other channels, you will be able find and manage your bookings via the **Bookings** or **Search** tabs at the top of the homepage. Once complete, you can easily return to Agent Hub to manage other bookings or book new flight for your clients.

If you miss our old Agent Hub, you can still access it at <https://agenthub.jetstar.com>.

Inaugural Gold Coast to South Korea, Seoul



Jetstar has launched its new route into Asia, with non-stop flights from the Gold Coast to South Korea's capital, Seoul, the first time a low-cost airline has linked the two countries.

Flights operate three times per week with our Boeing 787-8 Dreamliner, featuring both economy and business class seating. The new service is forecast to welcome 50,000 visitors from South Korea each year, bringing an estimated \$170 million into the Gold Coast's economy.

NEW FareCredit

[FareCredit](#) is a NEW product from Jetstar that allows customers to cancel their flight, up to the time check-in opens and receive a credit voucher to the value of the covered flight and related flight extras like bags, seats and meals - vouchers valid for 3 years.

FareCredit can be purchased with Starter and Starter Plus fares when booking via jetstar.com or through our Agent Hub and Business Hub portals. FareCredit can be purchased for some flights in the journey or for the whole trip but must be purchased for all passengers in the booking - New Zealand Domestic flights only at this time.

To process a FareCredit cancellation, customers simply need to log into *Manage Booking* or call our Customer Care centre. The price of the FareCredit product is non-refundable except in the event of a Jetstar cancellation or schedule change (conditions apply).

From \$14.90NZD per passenger, FareCredit provides more choice and flexibility to customers when plans change, and they no longer wish to travel.

+7kg carry-on = 14kg allowance

Customers wishing to take a little extra carry-on can now 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 replaces the previous +3kg carry-on option. Customers who had 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.
- * +7kg carry-on and Starter Flex is not available on Trans-Tasman 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 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 note, 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](#)

Jetstar Industry Update

December 2019



NOTE: Flex bundle

Unfortunately, Starter Flex bundle is no longer available for purchase on the following routes (there are no changes to any other routes):

- 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 Flex 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...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.

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](#)

Jetstar Industry Update

December 2019



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/nz free join link](#)
- 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.

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