

***** Travel Alert - flights to, from and via mainland China - [click here](#) *****

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 January 2020

Following recently released results, Jetstar is proud to continue its domestic **market leading on-time performance** through Jul-Sep 2019 with **81.6%** OTP (results are for arrivals within 15 mins of schedule). This is off the back of leading the way in 2018 and Jan-Jun 2019.

In **January 2020**, our New Zealand domestic network delivered **87.6%** OTP (results are for arrivals within 15 mins of schedule)

Bali and Japan with Jetstar, departing Auckland - fares from \$403[^]

Take advantage of Jetstar's connecting flights departing Auckland to Bali (Denpasar) and to Tokyo (Narita), and take advantage of **through-check** on to our B787 Dreamliner service out of Australia with Business Class and seatback In-Flight entertainment. Starter fares from:

- \$403[^] Auckland to Bali (via Melbourne)
- \$417[^] Auckland to Bali (via Sydney)
- \$522[^] Auckland to Narita, Japan (via Gold Coast, Coolangatta)



[Bali](#) is Indonesia's family-oriented tropical island that promises a great time for both kids and adults. Bursting with creativity and steeped in spirituality, this is the perfect place to slow down. With rice terraces, secluded beaches, perfect waves, colourful marine life, fascinating Hindu culture and modern tourist buzz, Bali offers something for just about everyone.

[Tokyo's](#) almost 2200 square kilometres are criss-crossed by a web of train and subway lines. A sprawling metropolis filled with nearly 14 million people living a cultural hybrid of kawaii, gaming, tech, Michelin starred food and endless shopping among the bustle of traffic and high-rise buildings. The city also holds pockets of tradition, with narrow alleyways, sumo-wrestling, ryokans, cherry blossom trees, tea ceremonies, geishas, a 17th-century Buddhist temple and an Imperial Palace.



[^]Fares are in New Zealand Dollars, one-way and web only. Checked baggage is not included. Not available on all flights or days. Availability may be limited. Conditions apply.

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

International to International through check

Whilst we don't transfer baggage between domestic and international flights in New Zealand, we do **transfer baggage between connecting international Jetstar flights** and flights with our interline and codeshare partner airlines, where both international flights were purchased on the same booking - click [here](#) to find out more.

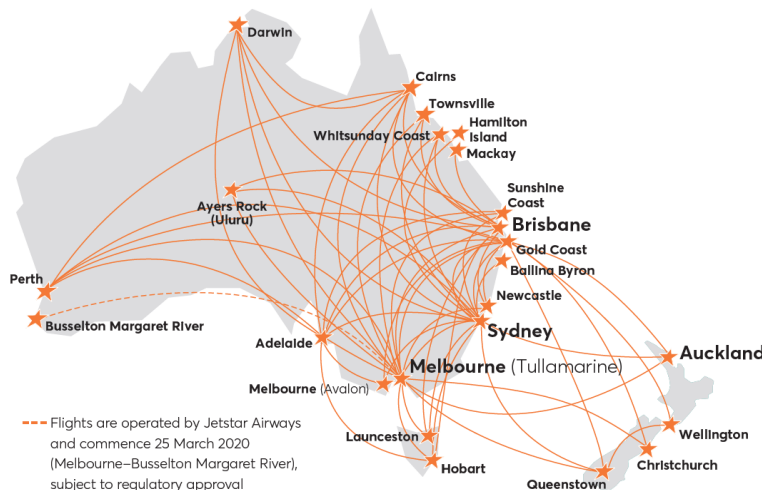
If you meet the correct travel requirements (visa, transit etc), then you and your bags will be checked through, with bags tagged and boarding passes for the onward international sector. On arrival at the transfer city, passengers can proceed through transit security and on to the connecting international flight gate.

If for any reason you do not meet the through check travel requirement, our check-in staff will let you know to check in at the connecting airport to obtain your next boarding pass before check-in closes.

Please note, if you're transferring between domestic flights or between international and domestic flights, in most cases you'll need to collect your baggage, check in again and transfer your bags

Explore Australia with Jetstar - just one stop away from NZ

With around **100 flights per week across nine Trans-Tasman routes**, fly direct to Melbourne, Sydney and the Gold Coast direct with Jetstar then head out and [explore Australia](#).



Adventure, culture, relaxation and incredible landscapes, all on the world's biggest island.

It may be the world's smallest continent, but that has its advantages. Australia has one of the most diverse and interesting landscapes of any country on earth, spanning tropical rainforests, vast deserts, long stretches of pristine beach and cosmopolitan cities.

Catch a world-class opera performance, sample some of the finest food anywhere in the world, spend nights discovering hidden bars or fill your suitcase with cutting-edge fashion. Or perhaps you'd prefer to snorkel on a coral reef, learn to hang ten alongside a pod of dolphins or trek through the desert with just the sound of the wind in your ears and birds soaring above you?

After enjoying Sydney, Melbourne and the Gold Coast, head out to explore Tasmania, Ayers Rock (Uluru), Cairns, Darwin, Whitsunday Coast, Hamilton Island (Great Barrier Reef), Byron Bay, Brisbane and more...all just one-stop away from New Zealand.

Jetstar Industry Update

January 2020



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.
- From 14Nov19, Starter Flex will not be available on Trans-Tasman or SHI (AKL-RAR, SYD-NAN, DRW/CNS/PER/ADL-DPS). Passengers who have purchased a Flex bundle on discontinued routes, on or after 14Nov19, will be provided a Starter Max bundle (including 10kg carry-on)

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.

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 (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.
- Complimentary Qantas Frequent Flyer membership is offered by Qantas Airways Limited ABN 16 009 661 901 - valid for new members who join via [qantas.com/nz free join link](#).
- 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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