

*** [Travel updates & restrictions due to Coronavirus - 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 February 2020

Following recently released results, Jetstar New Zealand continues to lead the domestic market through Oct-Dec 2019 with **83.1%** OTP, proud of our **market leading on-time performance** through all of 2018 (82.5%) and 2019 (82.2%)

In February 2020, our New Zealand domestic network delivered **94.5%** OTP

Results are for arrivals within 15 minutes of schedule

GDS holds

Please note, hold periods (TTLs) for Jetstar fares in the GDS have now changed. **Instant payment/ticketing is now required for all JQ, 3K, BL and GK GDS fares booked inside 2 days prior to departure.**

Agents are required to send payment/ticketing immediately after booking commitment to confirm the booking. Segments will not be held if payment/ticketing is not received.

All other hold periods (outside 2 days) remain the same.

Jetstar will return the actual Hold (time limit) in an SSR after the booking has been committed.

- The hold applicable to the first sector governs the entire booking.
- Original hold time remains the same regardless of changes made to the booking before payment.
- For segments sold between 2-0 days prior to departure, instant payment/ ticketing is required after booking commitment.
- Bookings can be made up until 2 hours prior to departure.
- If a hold expires, flights need to be re-booked in a new PNR.

Please refer to the ADV RES section in our fare rules for more information.

Alternatively, you can [download our GDS Guide](#)

Our next BIG sale is coming soon!

New Zealanders...Jetstar's **Return for Free** sale is coming soon! Want early access? [Join Club Jetstar](#) today.

Qantas Group & Jetstar H1 FY20 results

Qantas Group recently announced a half year result, including an Underlying Profit Before Tax of \$771 million. The Jetstar Group contributed significantly to this performance, posting an Underlying Profit Before Tax of \$220 million for the first half of FY20.

- \$771m Qantas Group profit
 - 28.9m customer safely carried
 - \$162m Group International profit
 - 2x new B787 and 3x A380 cabin upgrades
- \$220m Jetstar profit
 - 10% growth in Club Jetstar membership
 - Two-thirds of fares sold for less than \$100, with 7% growth in Ancillary revenue
 - New route - Melbourne to Busselton (WA) - launching 25 March 2020



Looking for a mid-year break? Get away with Starter fares from \$165[^]

Our Northern Summer 2020 (NS20) schedule launches on **29 March 2020** through to 24 October 2020 with the following additional services during peak times and school holidays:

- Two additional **Auckland to Gold Coast** flights taking our service from seven to **nine per week** April to October.
- Three additional weekly Wellington to Gold Coast services from April to June, and from August to October, offering **six weekly flights Wellington to the Gold Coast**.
- Jetstar will operate **three additional weekly Queenstown to Gold Coast** services between July and August.
- Two additional weekly Queenstown to Sydney services in July and August, taking our **Queenstown to Sydney service** from seven to **nine flights per week**.
- Three additional Auckland to Christchurch flights during school holidays, Starter fares from \$64[^]



[^]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

Jetstar Industry Update

February 2020



Jetstar sponsors at Wellington Chamber of Commerce Golf Day 2020

Jetstar New Zealand were again proud sponsors of the Wellington Chamber of Commerce with Jarden Golf Day 2020 at the Shandon Golf Course on Friday 21 February. The Golf Day managed to raise over \$3,000 for the Cancer Society Wellington.

A BIG thank you to Alex Murti from our New Zealand cabin crew team for all of your support on the day.



Jetstar sponsored Hole 18 with 'closest to the pin' competition and promotional activation. Prize winners received **return trips for two on our Jetstar New Zealand domestic network**. Congratulations to; Jay Maaka - Hudson Taylor, Katrina Cook - ANZ, Grace Tocker - Z Energy, Nick McFall - Creative Mouse Design and Steve Willoughby - Beyond Recruitment.



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

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



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 (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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