

# Jetstar Industry Update

## January 2021



\*\*\* [Latest Jetstar New Zealand Travel Alerts - click here](#) \*\*\*

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### Need to contact us?

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Please select one of our dedicated Jetstar Trade Support channels:

Live Chat: [Jetstar Live Chat](#)

Email: [sales@jetstar.com](mailto:sales@jetstar.com)

Web: [Agent Information Centre](#)

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### Jetstar NZ on-time performance

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In **December 2020**, our New Zealand domestic network delivered **96.8%** OTP for our customers. Despite the challenges of 2020, throughout the year our New Zealand domestic on-time performance averaged **92.5%** (results are for departures within 15mins of schedule).

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### Business friendly schedule

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With our Christchurch base now open for business, Jetstar is pleased to offer a wider range of morning and evening peak time flights. First flights including 0600 AKLWLG, 0655 AKLWLG, 0635 AKLCHC, 0630 CHCAKL, 0745 WLGAKL, 0840 CHCWLG

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### Fly with confidence, Fly Well

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At Jetstar, your health and safety has always been our highest priority. That's why we introduced the [Fly Well](#) program, a series of new and existing wellbeing measures designed to protect you - and your peace of mind - when you fly with us in this new travel era. For more information, [click here](#).

**Fly Well packs** - wearing a face mask is compulsory for passengers on all flights between New Zealand and Australia and all domestic New Zealand flights. Please take a complimentary Fly Well pack before you board, this pack contains a face mask and sanitising wipes for your flight.

You will need to wear a mask at the boarding gate and throughout your flight, unless you're under 12 years old or have a medical condition that exempts you. Your mask needs to cover your mouth and nose. You can use the mask from your Fly Well pack or bring your own.

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

### NEW Inflight menu



Pre-Purchase now

Our new inflight [food and drinks](#) menu offers a range of hot and cold meals and snacks including vegetarian, vegan, gluten-free and low sugar options. Passengers can also choose from a range of hot drinks, soft drinks, or something from the bar.

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 inflight menu.

As part of our [Fly Well](#) program, we have introduced a streamlined single-page laminated menu which is easy to wipe down and modified our card-handling procedures for our buy-on-board service

- 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. Jetstar does not currently have mobile device contactless payment available so please do ensure you have your physical card available on board.

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



Jetstar's standard carry-on allowance for Starter, Plus & Max fares is [7kg total combined weight](#) - size & piece limits apply, maximum 2 items\*.

Our airport teams monitor and limit carry-on baggage for passenger safety and to help ensure departures are as timely as possible.

Please don't be surprised if a Jetstar team member checks the weight, size and total items of your carry-on baggage at the check-in counter or at the gate. These checks can include [weighing all combined carry-on items](#), including laptop bags, wheeled bags and handbags.

Please note, it is much cheaper to book the correct weight before travel 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

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

Customers wishing 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 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 children.

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

- \* For more information click [here](#). Size & piece limits apply - max 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. Limited availability. Available on selected routes only.

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

### Flex with confidence when travelling for business

More and more New Zealand businesses are reintroducing domestic travel, and the need for confidence in investment has never been more important.



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 New Zealand service.

- Catch an earlier or later flight on the same day (no extra charge, subject to availability)
- No fees for date, time or name changes (subject to fare difference)
- Cancel your flight at any time and get a credit voucher (valid for 36 months)
- 14kg\* carry-on allowance (max 2 items - one main item up to 10kg & one small item to go under seat in front)
- Upfront or standard seat selection (subject to availability)
- \$10 in-flight voucher (to be used in-flight only from our [Jetstar Menu](#))
- Qantas Frequent Flyer Points on all Jetstar NZ domestic flights

\* For more information click [here](#). Size & piece limits apply - max 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. Limited availability. Available on selected routes only.

### Which Jetstar Bundle is right for you?

Travelling for business or leisure? Whilst bundles are available on all Jetstar flights, in New Zealand each bundle combines several [benefits](#) ensuring your travel experience offers flexibility if required and comfort on-board, all at an affordable price.

New Zealand domestic fare bundles	Starter Fare	+\$29 Flex	+\$29 Plus	+\$60 Max
Seat selection <small>subject to availability</small>	+	✓ standard / upfront	✓ standard	✓ upfront / extra legroom
Carry-on baggage <sup>1</sup>	7kg <small>combined weight</small>	14kg <sup>2</sup> <small>combined weight</small>	7kg <small>combined weight</small>	7kg <small>combined weight</small>
Checked baggage <sup>3</sup>	+	+	20kg	30kg
Food & Drink	+	✓ \$10 in-flight voucher	✓ meal / in-flight voucher	✓ meal / in-flight voucher
Catch an earlier or later flight on same day <sup>4</sup>	x	✓ subject to availability	x	x
No fees for date, time or name changes <sup>4</sup>	x	✓	✓	✓
Refundable	x	✓ credit voucher	x	✓ credit voucher/cash <sup>5</sup>
Qantas Frequent Flyer Points <sup>6</sup> <small>Join fee <a href="#">FREE</a> min. 400 Qantas Points on every NZ sector</small>	✓	✓	✓ Points <sup>7</sup> or Voucher <sup>8</sup>	✓ Points <sup>7</sup> or Voucher <sup>8</sup>

1. Carry-on baggage [conditions apply](#)

2. Flex - max 2 items - one large item up to 10kg, and one smaller item to fit under seat in front. [Conditions apply](#)

3. Additional checked baggage is available for purchase up to 40kg per passenger. [Conditions apply](#)

4. All changes are subject to Fare Difference at time of change, except same day time changes with the Flex bundle.

5. Flights will be refunded in the form of a credit voucher. Ticketless bookings made via the GDS (Global Distribution System) channel will receive refunds for cancellations in cash only at a fee per passenger, per booking, and must be requested through Jetstar. For current fees, see [Fees and Charges](#). GDS bookings issued on an airline partner ticket will need to be referred to that partner airline to process the refund. GDS bookings issued on a Hahn ticket can request a refund via BSP link.

6. Earn [Qantas Frequent Flyer](#) Points on all New Zealand Domestic Starter Fares

7. [Qantas Points](#) and [Status Credits](#) for members of affiliated frequent flyer programs

8. Jetstar Flight Rewards voucher will be issued within 7 days of the completion of each flight and emailed to the address on the passenger's booking. Customers who do not travel will not receive the voucher. Voucher will be issued in the currency of the booking and the amount varies by fare type and bundle. Voucher conditions apply.

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## Qantas Frequent Flyer fee **FREE** join, earn on all JQNZ domestic fares

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FREQUENT  
FLYER 

As a [Qantas Frequent Flyer](#) member you can earn Qantas Points on Jetstar domestic flights in New Zealand, including Starter fares. **Earn a minimum of 400 Qantas Points on every sector flown** and this increases in value with our available Jetstar bundles.

Enjoy [complimentary membership](#)\* and start earning Qantas Points today. With around 8<sup>^</sup> Jetstar New Zealand domestic return trips you can take advantage of a [domestic Classic Flight reward](#)

\* Terms & conditions apply ^ minimum of 400 Qantas points for a one-way sector, e.g. 6,400 Qantas points required for an Auckland-Wellington one-way sector - [points calculator](#)