

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

## Need to contact us?

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](#)

## Jetstar NZ on-time performance

In **January 2021** we operated up to 94% of our pre-Covid schedule and I am pleased to share with you that our New Zealand domestic network delivered **95.0%** on-time performance for our customers (results are for departures within 15mins of schedule).

## Fly with confidence, Fly Well



**Fly Well packs** - wearing a face mask is compulsory for passengers on all flights between New Zealand and Australia and all domestic flights in New Zealand. 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.

For more information on our Fly Well program [click here](#)

## IMPORTANT Aviation Security Service policy change - batteries

From 1 January 2021, no loose or spare batteries will be allowed in passengers' **checked luggage**. This includes batteries in their original retail packaging.

There will also be a limit of 20 loose or spare batteries of any type allowed in **carry-on luggage**, unless an airline has approved the carriage of more batteries.



Each spare battery in your carry-on luggage **must** be individually protected by being in retail packaging, individual bag, a protective pouch, or with tape placed over exposed terminals.

This requirement is due to changes to the International Air Transport Association (IATA) Dangerous Goods Regulations. Please [click here](#) for more information.

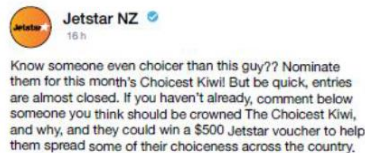
Don't miss out - previous Jetstar NZ Industry Updates can be found [here](#)

### The **Choicest Kiwi** Competition

As part of our new ongoing **'That's Choice'** activity, Jetstar recently launched The **Choicest Kiwi** competition. Through this social media campaign, we asked our followers on Instagram and Facebook to nominate the **Choicest Kiwi** they know to go into the running to win a \$500 Jetstar voucher.

We will select 2 Kiwis as our finalists, then put it to our followers to vote on who they think deserves to win. We'll crown one person 'The **Choicest Kiwi**' on our social channels every second month. For this round, the vote for a winner is on Wednesday 10 February.

Keep a look out for this campaign and our other **'That's Choice'** activity across our New Zealand media and social channels.



### 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.

## 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.

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

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](#)