

# Jetstar Industry Update

March 2021



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

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## Trade Support & Groups lines open

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Our dedicated Trade Support and Groups line are back **open for calls**. Feel free to contact our team using any one of the below contact links.

Web:	<a href="#">Jetstar Information Centre</a>	Trade:	0800 284 510 (0800-2200 Mon-Fri)
Live Chat:	<a href="#">click here</a>	Groups:	0800 401 283 (1030-1930 Mon-Fri)
Email:	<a href="mailto:sales@jetstar.com">sales@jetstar.com</a>	Trade Mail:	<a href="#">sign up here</a>

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## Jetstar NZ on-time performance

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Through **February 2021**, despite the impact of the varying Alert Level restrictions across New Zealand, our New Zealand Domestic network delivered a **96.0%** on time performance for all of our customers (results are for departures within 15mins of schedule).

Despite the two Auckland region lockdowns, we were delighted to maintain the vast majority of services for Kiwis with Jetstar operating 96.5% of our scheduled services. We apologise for any inconvenience caused if your flight was cancelled during this time.

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## Jetstar Trade Mail sign up

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Jetstar sends out regular Trade Mail with important updates that are relevant to our industry partners. To receive these Trade Mail updates, please [sign up here](#).

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## Trans-Tasman, Rarotonga & International update

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Subject to border restrictions, Jetstar is currently operating ONE return flight per week between **Auckland and Sydney (every Tuesday)** - this flight operates as a green flight only and unfortunately does not accept international transit passengers.

For the latest advice, please check the [New Zealand](#) and [Australian](#) government travel requirements, which may include mandatory health declarations, entry permits, pre-approval and quarantine (possibly at your own expense), or you could be denied entry.

All other **Trans-Tasman** flights, excluding AKL-SYD-AKL, and flights between **Auckland and Rarotonga**, are suspended through until the end of **June 2021**.

Jetstar has also announced it will extend the suspension of **all other international flights** to the end of **October 2021**, this is in response to the ongoing COVID-19 situation.

We will directly contact customers/agents who are impacted by cancellations with a range of alternative options.

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

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## Jetstar sponsors at Wellington Chamber of Commerce Golf Day 2021

Jetstar New Zealand were again proud sponsors of the Wellington Chamber of Commerce with Jarden Golf Day 2021 at the Shandon Golf Course on Friday 19 February. The Golf Day managed to raise over \$2,270 for the Cancer Society Wellington.



Hamish Allen - Stadium Trust

Jetstar sponsored Hole 9 'closest to the pin' competition and promotional activation. Prize winners received **return trips for two on our New Zealand domestic network**. Congratulations to; Hamish Allen (Stadium Trust), Emma Bianchi (Findex), Alan Ruscoe (ASB Bank) Nik King-Turner (Talent International) and Des Walsh (NZME) who also won 1,099 jet planes.



Emma Bianchi - Findex



Des Walsh - NZME



Alan Ruscoe - ASB Bank



Nik King-Turner - Talent International

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## Credit Voucher extension

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Jetstar will be extending credit vouchers issued as a result of COVID-19 disruptions to have an **expiry date of December 2022**. As Jetstar's flights are published up to one year in advance, customers will be able to use their vouchers **for travel up until December 2023**.

Extensions will be automatically processed through March and April, and customers will receive an email with the extension back to the email address attached to their voucher.

These vouchers remain **multi-use** and can be used across multiple bookings - any outstanding credit from one booking can be used towards another. To check the balance of current vouchers please visit [click here](#).

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## Flex with confidence when travelling for business

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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.

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

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FREQUENT  
FLYER



[Qantas Frequent Flyer](#) members earn **a minimum of 400 Qantas Points** on Jetstar Domestic flights in New Zealand, including Starter fares, and this can increase in value with a bundle.

Enjoy [complimentary membership](#)\* and start earning Qantas Points today. With around 8^ 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](#)

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