

Jetstar Industry Update

April 2021



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

Trade Support & Groups contacts

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

Web:	Jetstar Information Centre	Trade:	0800 284 510 (0800-2200 Mon-Fri)
Live Chat:	click here	Groups:	0800 401 283 (1030-1930 Mon-Fri)
Email:	sales@jetstar.com	Trade Mail:	sign up here

Jetstar NZ on-time performance

Through **March 2021**, despite the impact of the varying Alert Level restrictions across New Zealand, our New Zealand Domestic network delivered a **95.2%** on time performance for our customers (results are for departures within 15mins of schedule).

With the Auckland region in lockdown early March, travel both in and out of the region was restricted to essential travel only. Whilst Jetstar was able to maintain some services for those that needed to travel, unfortunately there were cancellations during this time. Jetstar operated 88% of scheduled services through March. We apologise for any inconvenience caused if your flight was cancelled during this time.

Know your Checked Bag



Did you know...each passenger can purchase from 15kg up to 40kg of checked baggage. With Jetstar, **you are not restricted to a single checked bag** - no individual bag or item can weigh more than 32kg.

To learn more about your checked baggage options [click here](#).

Know your Bundle



Did you know...starting from just **\$29** on a New Zealand domestic sector, our Flex and Plus bundles combine several [benefits](#) ensuring your travel experience is both comfortable on board and offers flexibility if your plans change. Take advantage of:

- **Flex** - seat select, 14kg carry on, food & drink credit, same day change, cancel flight
- **Plus** - seat select, 7kg carry on, 20kg checked bag, food & drink

Both Flex & Plus bundles offer **fee-free date, time and name changes** (fare difference applies)

Terms and conditions do apply, to learn more about bundle inclusions [click here](#).

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

Inflight menu



Our 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.

- 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

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. Enjoy the following inclusions:



- 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.

Fee **FREE** QF Frequent Flyer, earn on all NZ DOM fares & AA Smartfuel

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 [Classic Flight reward](#)

Qantas recently launched a partnership with AA Smartfuel offering Frequent Flyer members the ability to earn Qantas Points. Members have the ability to link their AA Smartfuel account to their Qantas Frequent Flyer and choose to convert their fuel discounts into Qantas Points. For more information [click here](#).



* 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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