

Jetstar Industry Update

May 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 **April 2021**, our New Zealand Domestic network delivered a **95.9%** on time performance for our customers. Through 2021, year to date, we are delivering a [consistent and reliable](#) on-time performance of **95.5%**. (Results are for departures within 15mins of schedule)

Flying Flexibly - don't worry, we'll help you out

Planning a trip at the moment can be tricky. A border that's open one week can be closed the next – then back open again. So, we are giving you some **extra flex** (and some extra peace of mind) when you book a flight with us.

You will always be eligible for a credit voucher for the full value of your booking if your domestic or international flight is cancelled or affected* by border restriction changes.

The expiry date for all new and existing Jetstar vouchers issued as a result of COVID-19 disruptions has been **extended to December 2022**. You will have up to a year to book your travel from this date on another available flight or across [multiple bookings](#), that means customers will be able to use their vouchers for travel up until December 2023.

Depending on the circumstances, cash refunds or free changes to flight dates or times might also be available. Terms & conditions do apply. *For more information [click here](#)

Quarantine-Free travel to New Zealand, Jetstar's first flight SYD-AKL



On 19 April, Jetstar launched **quarantine-free flights to New Zealand** for the first time in more than a year and we were delighted to offer the first flight arrival from SYD into AKL, JQ201.

There were many emotional scenes as loved ones were finally able to reunite with relatives after being separated across the Tasman.

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

Quarantine-Free Travel between Australia and New Zealand

Following the announcement of the quarantine free two-way travel bubble, Jetstar has resumed international services between Australia and New Zealand.

Please check the following requirements for travel between Australia and New Zealand:

- Travellers must not have been in or visited a country outside Australia or New Zealand for at least 14 days before departure and International connections are not permitted.
- Travellers must meet the eligibility criteria as defined by the [New Zealand](#) and [Australian](#) Governments.
- Travellers must complete relevant pre-departure documentation: [New Zealand](#) and [Australia](#).

Please be aware that **online check-in is not available for trans-Tasman flights**. Please arrive at the airport three hours prior to departure to allow adequate time to check-in for your flight.

For more information, please visit the [Australian](#) and [New Zealand](#) Governments sites.

Jetstar sponsors at WLG Chamber of Commerce Pre-Budget breakfast

Jetstar New Zealand were again proud sponsors of the Wellington Chamber of Commerce Pre-Budget event with Finance Minister, Hon. Grant Robertson.

Jetstar supported the event providing the business card prize draw giving away a return trip for two from Wellington to the Gold Coast with a 4-night stay at the JW Marriott Gold Coast Resort & Spa.



Jetstar is the only airline to offer a non-stop service between Wellington and the Gold Coast when our 3 per week service returns in August of this year.

Congratulations to **Danny Eyre** from Allen + Clarke. See more event photos [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 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** Frequent Flyer, earn on all JQNZ 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 its 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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