

Jetstar Industry Update

June 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 **May 2021**, our New Zealand Domestic network delivered a **94.0%** on time performance for our customers. Through 2021, year to date, we are delivering a [consistent and reliable](#) on-time performance of **95.2%**. (Results are for departures within 15mins of schedule)

Jetstar Sales Kit 2021

It's here! The travel agent's bible to selling at Jetstar. Simply [click here](#) and download your copy of this handy go-to guide for everything you need to know about selling Jetstar.

For this and more useful Jetstar information, visit our [Travel Agents Information Centre](#)

Adding passenger contact information

With ongoing adjustments to our schedule owing to the impact of Covid-19, it is important that agents include passenger contact details on all bookings ensuring we can efficiently contact each passenger in the event of a schedule change, disrupt or delay.

For international flights to Australia, and for domestic within Australia, the Australian Government has requested all airlines and travel agents collect detailed passenger information to assist with contact tracing efforts.

Jetstar.com has started collecting this additional information for each passenger, and we are seeking your support to collect and pass through this important contact information through your booking platform, including; Name, Email, Phone and Post code.

For more information on adding passenger contact information, please [click here](#)

Adding passenger contact information - via the GDS

Please add passenger's mobile number via SSR CTCM and email address via SSR CTCE using the GDS key entries found on page 6 of Jetstar's GDS user guide - please [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 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](#))
- Earn Qantas Frequent Flyer Points on all Jetstar NZ Domestic fares, including Flex fares

* 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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