

# Jetstar Industry Update

July 2021



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

## Have a booking query? How to contact us

Our dedicated [Trade Support](#) and [Groups](#) teams are here to help you. For all booking related queries, including GDS bookings, please contact our Trade 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>

## Jetstar NZ on-time performance

Winter is certainly upon us. Throughout June, we all experienced heavy fog in CHC, ZQN and DUD, and this was backed up with wintery blasts through the WLG region. We apologise for any inconvenience caused by these weather-related delays and cancellations.

Through **June 2021**, our New Zealand Domestic network delivered an **86.4%** on time performance for our customers, with our trunk peak time services achieving **91.7%**. Through 2021 year to date, our network continues to deliver a [consistent and reliable](#) on-time performance of **93.7%**. Results are for departures within 15mins of schedule.

## Thinking your plans may change? Pick the right bundle for you

As we all learn to live within a Covid related environment, our Jetstar New Zealand domestic fare bundles combine several [benefits](#) ensuring your travel experience offers **flexibility should you need it** and comfort on-board, all at an affordable price.

New Zealand Domestic fare bundles	Starter Fare	+\$29 Flex	+\$29 Plus	+\$60 Max
Seat selection <small>subject to availability</small>	+	✓ standard / upfront	✓ standard	✓ upfront / extra legroom
Carry-on baggage <sup>1</sup>	7kg combined weight	14kg <sup>2</sup> combined weight	7kg combined weight	7kg combined weight
Checked baggage <sup>3</sup>	+	+	20kg	30kg
Food & Drink	+	✓ \$10 in-flight voucher	✓ meal / in-flight voucher	✓ meal / in-flight voucher
Catch an earlier or later flight on same day <sup>4</sup>	x	✓ subject to availability	x	x
No fees for date, time or name changes <sup>4</sup>	x	✓	✓	✓
Refundable	x	✓ credit voucher	x	✓ credit voucher/cash <sup>5</sup>
Qantas Frequent Flyer Points <sup>6</sup> <small>Join fee <b>FREE</b> min. 400 Qantas Points on every NZ sector</small>	✓	✓	✓ Points <sup>7</sup> or Voucher <sup>8</sup>	✓ Points <sup>7</sup> or Voucher <sup>8</sup>

1. Carry-on baggage [conditions apply](#)

2. [Flex](#) - max 2 items - one large item up to 10kg, and one smaller item to fit under seat in front. [Conditions apply](#)

3. Additional checked baggage is available for purchase up to 40kg per passenger. [Conditions apply](#)

4. All changes are subject to Fare Difference at time of change, except same day time changes with the [Flex](#) bundle.

5. Flights will be refunded in the form of a credit voucher. Ticketless bookings made via the GDS (Global Distribution System) channel will receive refunds for cancellations in cash only at a fee per passenger, per booking, and must be requested through Jetstar. For current fees, see [Fees and Charges](#). GDS bookings issued on an airline partner ticket will need to be referred to that partner airline to process the refund. GDS bookings issued on a Hahn ticket can request a refund via BSP link.

6. Earn [Qantas Frequent Flyer](#) Points on all New Zealand Domestic Starter Fares

7. [Qantas Points](#) and [Status Credits](#) for members of affiliated frequent flyer programs

8. Jetstar Flight Rewards voucher will be issued within 7 days of the completion of each flight and emailed to the address on the passenger's booking. Customers who do not travel will not receive the voucher. Voucher will be issued in the currency of the booking and the amount varies by fare type and bundle. Voucher conditions apply.

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<sup>^</sup> 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](#)