

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

Have a booking query? How to contact us

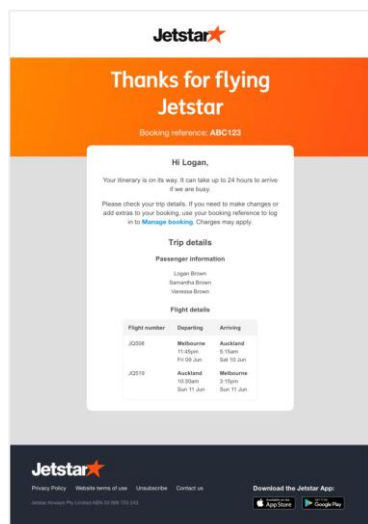
Our dedicated **Trade Support** and **Groups** teams are here to help you. For all booking related queries, including GDS bookings, please contact our Trade team using any one of the below contact links.

Web: [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 **July 2021**, our New Zealand Domestic network delivered an **89.4%** on time performance for our customers, with our trunk peak time services achieving **92.0%**. Through 2021 year to date, our network continues to deliver a **consistent and reliable** on-time performance of **93.1%**. Results are for departures within 15mins of schedule.

Booking confirmation emails



Coming soon... we appreciate booking itineraries can take up to 24 hours to arrive. We have therefore developed an intermediary automated email which will be sent as soon as the booking is committed.

We believe this confirmation will provide agents with the confidence their booking has been created, which should reduce queries to our Trade Support team and save you time.

The email will provide you with the PNR, an overview of the flight details and the booking amount paid. A full and final itinerary will follow within 24 hours.

We will introduce this to all Indirect channels and only agents will receive this confirmation. For GDS bookings, opt in only.

Travel between Australia and New Zealand

The New Zealand Government recently announced a temporary suspension of quarantine-free travel from Australia to New Zealand, **from 23:59pm on Friday 30 July 2021 until 24 September 2021**. As a result, our Trans-Tasman services until the 24 September have been cancelled. Please note, customers affected by cancellations have been contacted by our team directly with a range of options including a credit voucher or a refund, customers do not need to take any action prior to being contacted. For more information, click [here](#)

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

Travel between New Zealand and Rarotonga

Unfortunately, Jetstar have decided to suspend services to Rarotonga **until 28 March 2022** for a number of operational reasons, however, we will resume services to Rarotonga from 29 March 2022.

Customers booked on Jetstar flights to Rarotonga between October 2021 and 28 March 2022 will be contacted by our team directly and will be offered a range of options including a credit voucher or refund for their cancelled flight.

For Jetstar customers who still wish to travel between Auckland and Rarotonga on their original travel dates, Air New Zealand are offering our customers impacted by this cancellation an opportunity to book with them directly (subject to availability), and the price will be quoted by Air New Zealand on re-booking.

Customers will need to follow these steps:

1. **Select a refund** option from Jetstar
2. Email Air New Zealand on jgsupport@airnz.co.nz and include “**RAR flights**” followed by your **travel dates** in the subject line and **attach a copy of your original Jetstar Itinerary**. Please also include your passenger name and best contact number.

Air New Zealand will respond to customers in order of travel date. You can expect to hear from Air New Zealand on these approximate dates below:

- Customers travelling in October – **from 9 August 2021**
- Customers travelling in November and December – **from 16 August 2021**
- Customers travelling between January and March – **from 23 August 2021**

For more information, click [here](#)

Jetstar Airways voted Best Low-Cost Airline in Asia-Pacific

Jetstar Airways has been [voted](#) **Best Low-Cost Airline for the Asia-Pacific Region 2021**

The *Airline Ratings'* annual [Airline Excellence Awards](#) acknowledge the best of the best in the airline industry and in turn help passengers choose who to fly with. As well as in flight product, the world's best airlines must also be innovative, have a good route network and score highly for safety. All awards are assessed against a strict criteria with judges who have over 200 years combined experience in the industry.



The Qantas Group also won a number of Gold Awards including **Best Lounges, Best Domestic Service and Best Regional Airline (QantasLink)**.

Qantas came in fourth in the top twenty airline world rankings behind Qatar, Air New Zealand and Singapore Airlines, as judged by a panel of global editors who reviewed nearly 400 airlines worldwide.

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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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