

Jetstar Industry Update

September 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:	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 domestic services...flights outside of AKL resume

With varying alert levels across New Zealand, the following applies:

- [Alert Level 2](#) for all NZ regions north & south of the AKL boundary from 23:59pm 07 Sep - Jetstar flights CHC<>WLG and WLG<>ZQN will **resume from Wed 08 Sep**
- [Alert Level 4](#) restrictions for the AKL region - all Jetstar flights in/out of AKL are **suspended until Tue 14 Sep inclusive**, with the next review on Mon 13 Sep

For more information, please visit our Jetstar Travel Alerts page [here](#)

Jetstar NZ market leading on-time performance

Following recently released market results, the Jetstar New Zealand team is proud to continue its **market leading on-time performance** delivering **94.0%** (Arr15) over the 12 months Jul20 to Jun21 on domestic routes. Results are for arrivals within 15 mins of schedule when compared to the local market (Arr15).

Jetstar NZ on-time performance - August 21

New Zealand moved to Alert Level 4 travel restrictions on the 17 Aug - essential travel only. At this time, the NZ Govt extended a travel window until 20Aug for customers wanting to return home. Unfortunately, owing to alert level restrictions across NZ, Jetstar temporarily suspended domestic services after the 20 Aug.

Throughout **August 2021**, and to 20 Aug, Jetstar operated 546 domestic flights delivering a **92.5%** (Dep15) and **92.5%** (Arr15) on time performance. Our trunk peak time services delivered **95.3%** (Dep15) and **96.5%** (Arr15) on time performance.

Through 2021 year to date, our network continues to deliver a [consistent and reliable](#) on-time performance of **93.0%** (Dep15).

Results are for departures (Dep15) and arrivals (Arr15) within 15mins of schedule.

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

Travel between Australia and New Zealand

As a result of ongoing travel restrictions between Australia and New Zealand, our Trans-Tasman services remain **suspended until 17 December 2021**.

Customers affected by these cancellations have been contacted by our team directly with a range of options. Customers do not need to take any action prior to being contacted. For more information, click [here](#)

Qantas Group international travel restart preparations

The Qantas Group has recently provided more detail on preparations for restarting its international flights with plans linked to the vaccine rollout in Australia and key overseas markets.

Based on current projections, Australia is expected to reach National Cabinet's 'Phase C' vaccination threshold of 80% in December 2021 which would trigger the gradual reopening of international borders. Should those projections change, or dates move, the restart plans will be adjusted accordingly.

Key markets like the UK, North America and parts of Asia have high and increasing levels of vaccination. This makes them highly likely to be classed as low risk countries for vaccinated travellers to visit and return from under reduced quarantine requirements, pending decisions by the Australian Government and entry policies of other countries.

- **Flights between Australia and New Zealand will be on sale for travel from 18 December 2021** on assumption some or all parts of the two-way bubble will restart.
- From mid-December 2021, Qantas Group flights would start from Australia to COVID-safe destinations, which are likely to include Singapore, the United States, Japan, United Kingdom, Canada and Fiji.
- The rest of the Qantas and Jetstar international network is planned to open up from April 2022, with capacity increasing gradually.

Please note, international flights remain subject to Government and Regulatory approval.

Jetstar Airbus A321neo LR



To support the resumption of international services and the growth in domestic travel once local borders restabilise, we are pleased to share Jetstar will take delivery of three Airbus A321neo LRs from second half of calendar year 2022.

The longer range, 15% more fuel efficient, quieter A321neo LR will seat 232 passengers in a single class cabin and lift the bar on comfort for low fare travellers.