

Jetstar Industry Update

October 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 service update

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

- [Alert Level 2](#) for Jetstar ports south of the AKL boundary - **CHC<>WLG and WLG<>ZQN flights operating**
- [Alert Level 3](#) for the AKL region - all Jetstar flights in/out of AKL remain **suspended until at least Mon 11 Oct inclusive**, with the next review Government scheduled for Mon 11 Oct

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

Jetstar NZ on-time performance - September 21

Jetstar ports south of the Auckland boundary moved to Alert Level 2 from 08 Sep 21 with CHC<>WLG and WLG<>ZQN flights operating. All flights in/out AKL were suspended through September.

Through **September 2021**, from 08 Sep, Jetstar operated 84 domestic flights delivering a **94.3%** on time performance. Through 2021 year to date, our network continues to deliver a [consistent and reliable](#) on-time performance of **93.2%**. Results are for departures within 15mins of schedule.

Fly Flexible

As part of our [Fly Flexible](#) offering, if you book DOM or INT flight/s between 17 Sep and 31 Dec 21, we'll waive the change fee if you decide to change the date of your travel.

Head to [Manage Booking](#) to choose your new flight. You'll need to cover any Fare Difference in your new booking, and you will need to make the change before your flight opens for check-in at the airport. Click [here](#) for more information.

This offer applies for travel until 30 Jun 2023 on any Jetstar Airways (JQ) domestic or international flight when booked through jetstar.com, API, Agent Hub and Business Hub.

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

Compostable cutlery



As part of our commitment to reducing single use plastics on board, Jetstar is replacing all plastic disposable cutlery with **fully compostable cutlery packs**.

You can expect to see the new compostable cutlery onboard all our domestic flights in Australia and New Zealand when our on board service returns.

Please note, on all flights operating at Alert Level 2, our onboard food and beverage service is temporarily suspended. You can bring your own drinks and snacks, but please do make sure it fits in your carry-on bag allowance. Water will be available on request. If you have pre-purchased a meal we will be contacting agents/passengers with options. We appreciate your understanding.

Qantas Frequent Flyer - Points Plus Pay on JQNZ DOM & INT flights


Good news...if you're a [Qantas Frequent Flyer](#) member, and it is **free to join**, with [Points Plus Pay](#) you can use a combination of Qantas Points and another payment method to purchase Jetstar domestic and international flights originating in New Zealand.

A **minimum of 3500 Qantas Points** is required to pay for any part of a booking at jetstar.com (including Business Hub and Club Jetstar), simply use the slider to choose your mix of points and cash.

Customers can also choose to pay with 100% points and no other payment method, or with a mix of points with either a credit card, POLi or credit voucher. Any part of your booking redeemed using Qantas points will be payment fee free.

Visit Qantas Frequent Flyer [Points Plus Pay](#) and [Terms and Conditions](#) for more information.

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 partnership with AA Smartfuel offers 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](#)