

Jetstar Industry Update

November 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 service update

With varying restrictions for domestic and Tasman operations, the following applies:

- [Alert Level 2](#) for Jetstar ports south of the AKL boundary - **CHC<>WLG and WLG<>ZQN flights operating**
- [Alert Level 3](#) (Step 1) for the AKL region - all Jetstar **flights in/out of AKL remain suspended until Tue 09 Nov inclusive**. AKL will move to Alert Level 3 (Step 2) at 23:59pm on Tue 09 Nov. Travel outside of an Alert Level 3 area is restricted.
- Tasman - with continued restrictions across NZ, and continued requirement for MIQ upon arrival into NZ, **Tasman services will remain suspended until 31 Dec 21**

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

Jetstar NZ on-time performance - October 2021

Our CHC, WLG and ZQN ports remain operating at Alert Level 2, with CHC<>WLG and WLG<>ZQN flights operating through October. All flights in/out AKL remain suspended.

Through **October 2021**, Jetstar operated 135 domestic flights delivering a **97.0%** on time performance. Through 2021 year to date, our network continues to deliver a [consistent and reliable](#) on-time performance of **93.6%**. Results are for departures within 15mins of schedule.

Reminder - 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. For more information, [click here](#).

This offer applies for travel until 30 Jun 23 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](#)

Jetstar International restart

With 70% of Australians now fully vaccinated and the rest of the country rolling their sleeves up faster than ever before, we are excited to share our plans for the **return of international flying** earlier than expected.

The Australian Federal Government has confirmed that **international borders will open by 1 November** and Victoria, NSW and QLD have released their reopening plans. This allows Jetstar to bring forward the start date for some of our international routes and accelerate the ramp up of our domestic operations.

In summary, for Jetstar:

- **AU Domestic** capacity will be added as states and territories lift domestic border restrictions, beginning with Sydney-Melbourne from early November 2021
- **Singapore** services from Melbourne from 16 December (Jetstar Airways) and Darwin from 20 December 2021 (Jetstar Asia)
- **Fiji (Nadi)** services from Sydney from 17 December 2021
- **Phuket** services from Sydney from 12 January 2022

We are also in discussions with the Indonesian Government about welcoming fully vaccinated Australians back to Bali with reduced or no quarantine requirements. This could also see us restarting flights to the most popular international destination in our network months earlier than scheduled.

With the ramp up of international services, we have also accelerated the return of our Boeing 787-8 Dreamliner's and we will also take delivery of three Airbus A321neo LRs from second half of calendar year 2022.

For more information on requirements for international flying from Australia, [click here](#)

Passenger contact information

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 this important contact information through your booking platform, including; Name, Email, Phone and Post code.

For GDS bookings, please add passenger's mobile number via SSR CTCM and email address via SSR CTCE. For our JQ GDS user guide, [click here](#)

This is not currently a NZ Government requirement for domestic travel, however, this information is important and collection is encouraged to ensure efficient disrupt resolution.

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

Jetstar Agent Hub

Our [new Jetstar Agent Hub portal](#) was launch in New Zealand early 2020. From Oct 2021, any agents signing into the old Agent Hub will be automatically redirected to our new portal.

Jetstar have a dedicated team focused on improving our Agent Hub portal. Our goal is to deliver what you have been asking for - a website that is fast and easy to use!

If you are not already using the new portal, please make the switch to our new Agent Hub portal today - [click here](#)

Once logged in, you will notice the keyboard-friendly search screen, and a complete list of our Jetstar destinations all within easy reach.

Searching for your bookings is easier. Whether created online or through other channels, you will be able find and manage your bookings via the **Bookings** or **Search** tabs at the top of the homepage. Once complete, you can easily return to Agent Hub to manage other bookings or book new flight for your clients.

If for some reason you still need to use the old URL to manage your accounts, you can access the old Agent Hub for a short time, [click here](#).

Jetstar Agent Hub - 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.

Within the Agent Hub portal, in the Contact section, we collect two email addresses, one for Passenger and one for the Booking Contact. Validation is in place to ensure the email address and email domain differ. These checks are in place helping us to improve the quality of the booking contacts and to ensure a more efficient disrupt resolution for our passengers.

Contact

Please make sure you get these details right! We'll email you your travel itinerary and notify you of any important changes to your booking. We collect your info in line with our [Privacy Policy](#).

First name	Last name
<input type="text" value="James"/> ✓	<input type="text" value="Stafford"/> ✓

Please make sure that the passenger email is different to the agent email, so that we can communicate flight updates with both people.

Passenger email	Booking contact email
<input type="text" value="James.Test@jetstar.com"/>	<input type="text" value="James.Stafford@jetstar.com"/> ✓

Passenger's email domain must be different to agent's email domain

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


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](#)