

Jetstar Industry Update

December 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 - Auckland services resume!

With the introduction of the new [protection framework](#), travel restrictions across the Auckland regional boundary will be lifted from 15 December 2021.

From 15 December, our New Zealand domestic network will resume reconnecting Kiwis across the country in time for Christmas and a much needed summer break.

Passengers travelling out of Auckland will need to be fully vaccinated, or have a negative test 72 hours prior to departure, to leave Auckland and visit other parts of the country. This requirement will remain in place during the core summer period, until 17 Jan 22.

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

Jetstar NZ on-time performance - November 2021

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

Through **November 2021**, Jetstar operated 128 domestic flights delivering a **97.7%** on time performance. Through 2021 year to date, our network continues to deliver a [consistent and reliable](#) on-time performance of **93.9%**. Results are for departures within 15mins of schedule.

Jetstar Tasman and Rarotonga services

The Government recently announced a change to requirements for passengers arriving from overseas into New Zealand.

We are encouraged by the relaxing of the entry requirements into New Zealand, however, it is expected the need for home isolation will continue to impact demand for travel into next year. In light of this, and with the need for home isolation remaining under review, Jetstar has temporarily suspended Tasman and Rarotonga services until 31 March 22.

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

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

NEW Inflight menu + Inflight service returns from 15 December



As we return to the skies across New Zealand, it's time to jazz up our inflight menu with some new and tasty treats available from 15 December.

As well as your regular favourites, there are some new additions including; Chicken wraps, Homestyle sandwiches, Springhill Farm coconut & dark choc slices, Furphy ale, White Claw mango seltzer, "greetings from" 100g chocolate blocks and Do-Good-Labs chocolate bars.

Our inflight [food and drinks](#) menu offers a range of hot and cold meals and snacks including meat-free, vegan, gluten-free and gluten-friendly options. Passengers can also choose from a range of hot drinks, soft drinks or something from the bar. View the full menu [here](#).

Food isn't included with our Starter fares, but you can purchase a meal, snack or drink 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 a meal deal where you can choose on board 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 prior to flying.
- Jetstar accepts Visa, MasterCard, American Express, JCB, and Visa and Mastercard debit cards. 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.

Fly Carbon Neutral - now available in Agent Hub


[Fly Carbon Neutral](#) is now available to passengers and agents when booking through the Jetstar [Agent Hub portal](#) and can be added on the 'Review and pay' page.

Qantas has been offsetting emissions for more than a decade - with our 'tick-the-box' to [Fly Carbon Neutral](#) offsetting program being one of the largest of any airline. Carbon offsetting is a key tool in aviation's global transition to a low carbon economy, and in meeting our commitments of capping emissions at 2019 levels and reaching net zero emissions by 2050.

Fly carbon neutral

You will offset 58kgs carbon emissions from your trip with our certified and accredited carbon offset program.

\$0.59 Offset my trip



Our carbon offset portfolio reflects the strategic priorities of the Qantas Group - including our commitment to support Indigenous economic development through our Reconciliation Action Plan in Australia, and the promotion and protection of natural places like the [Rarakau Māori rainforest, New Zealand](#)

Jetstar Industry Update

December 2021



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.

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](#)

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