

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

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## Have a booking query? How to contact us

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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:	<a href="#">Jetstar Information Centre</a>	Trade:	0800 284 510 (0800-2200 Mon-Fri)
Live Chat:	<a href="#">click here</a>	Groups:	0800 401 283 (1030-1930 Mon-Fri)
Email:	<a href="mailto:sales@jetstar.com">sales@jetstar.com</a>	Trade Mail:	<a href="#">sign up here</a>

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## Jetstar NZ - for travel out of Auckland

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

**Passengers travelling out of Auckland only** will need to be fully vaccinated or provide evidence of a supervised negative COVID-19 Rapid Antigen test 72 hours prior to departure, for more information [click here](#). This requirement will remain in place until 17 January 2022.

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

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## Jetstar NZ on-time performance - December 2021

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Through **December 2021**, Jetstar operated 570 domestic flights delivering a **84.6%** 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.

CHC<>WLG and WLG<>ZQN flights were operating through December. All flights in/out AKL resumed on 15 December.

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## Fly Flexible extended

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As part of our [Fly Flexible](#) offering, **if you book DOM or INT flight/s between 17 September 2021 and 28 February 2022** (extended from 31 December 2021), 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 June 2023 on any Jetstar Airways (JQ) domestic or international flight when booked through jetstar.com, API, Agent Hub and Business Hub.

## NEW Inflight menu (service on NZ DOM flights is temporarily suspended)



Our new 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.

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.

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. View our full menu [here](#)

- 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.

## 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 jetstar.com

With Qantas Frequent Flyer [Points Plus Pay](#) you can use a combination of Qantas Points and another payment method to purchase Jetstar DOM and INT flights originating in NZ.

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).

Customers can choose to pay with a mix of points and 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.

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

# Jetstar Industry Update

January 2022



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**Fee FREE Frequent Flyer, earn on all JQNZ DOM fares & AA Smartfuel**

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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](#)

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