

*** [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 on-time performance - January 2022

Through [January 2022](#), there were no border restrictions across Domestic New Zealand with Jetstar operating 898 flights delivering a **93.1%** on time performance.

Through 2021, January to December, our network delivered a [consistent and reliable](#) on-time performance of **93.2%**.

Results are for departures within 15mins of schedule.

Jetstar New Zealand Domestic Services

Following the latest New Zealand Government [advice](#), the whole country moved to RED in the traffic light settings from 23:59 on 23 January 2022.

As a result of this change, [for all Domestic New Zealand flights from Monday 24 January](#), Jetstar reinstated (from Auckland) and introduced for all other domestic New Zealand ports its requirement for [all passengers aged over 12 years and 3 months](#) travelling onboard our services to be [fully vaccinated](#) [or](#) [have evidence of a negative result](#) from a supervised COVID-19 [Rapid Antigen Test](#) up to 72 hours prior to departure. A negative PCR test taken within 72 hours of travel will also be accepted.

Please note, [free rapid antigen tests](#) for asymptomatic unvaccinated travellers aged over 12 years and 3 months will be available at selected pharmacies until 30 June 2022.

Face masks are mandatory on all flights and are available at departure gates in your [Fly Well](#) pack.

At the RED setting, our Domestic New Zealand service will continue to operate as scheduled, however, we are planning ahead and the impact Omicron may have on our people and customers. We may have to make some changes to our flight schedule over the coming weeks, but if we do, we will contact agents/passengers directly to notify you of a range of options.

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

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

Jetstar Tasman and Rarotonga Services

The New Zealand Government recently [announced](#) an update to requirements for passengers arriving from overseas into New Zealand and its plan to reopen international borders in stages through to October 2022.

Jetstar's trans-Tasman and Rarotonga flights are currently suspended until the end of March 2022. If there are any changes to our schedule beyond March, we will contact customers/agents directly with a range of alternative options.

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

Inflight food & drinks service at RED setting - Domestic NZ



At the RED setting, our inflight food & drinks service has moved to a [pre-purchase service only](#).

Selected pre-purchase items are available from our inflight [food and drinks menu](#). Please select your meal, snack or drink in advance of your flight at time of booking or add via [Manage Booking](#).

For fare bundles where food and drink is included, you will be offered a snack and drink onboard.

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.

For more information on our food and drink offering, and how to pre-purchase - [click here](#)

Fly Flexible - EXTENDED

To ensure you can book with confidence, we're introducing further flight flexibility for all domestic and international flights with Jetstar Airways (JQ).

As part of our [Fly Flexible](#) offering, if you book a Jetstar Airways (JQ) flight **between 17 September 2021 and 30 April 2022** (extended from 28 February 2022), 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 31 August 2023 (extended from 30 June 2023) on any available Jetstar Airways (JQ) domestic or international flight when booked through jetstar.com, API, Agent Hub and Business Hub.

Codeshare & Interline multi airline coupons

Jetstar New Zealand connects with partner airlines through codeshare or interline tickets.

Within International restart underway, it is important to refresh agents and remind passengers of the appropriate action to take during a disrupt when connecting from a Domestic New Zealand sector to an International carrier, or vice versa, and the conditions of carriage of each operating airline.



- **Coupons must be used in the booked order/flight sequence.** If the passenger elects to not travel any one of the sectors, then all remaining sectors are void
 - *The passenger must contact the ticketing/issuing agent/airline and request a reissue of the ticket. Note, the issuing carriers may charge a fee and/or fare difference depending on fare conditions.*
- If the passenger did not travel on the Jetstar sector, **Jetstar cannot take control or finalise the coupon**, this is against the legal bilateral agreement signed with the other carrier.
 - *The passenger can claim a full or partial refund from the ticketing/issuing agent/airline depending on the fare conditions.*
- In case of a disrupt by Jetstar, Jetstar is responsible to take the passenger to the ticketed destination.
 - *Contact Jetstar - we will work with the other downline/connecting carriers and ensure that the passenger reaches their ticketed destination. The passenger should not be referred to the ticketing/issuing agent/airline. Jetstar will bear any reasonable costs occurring out of this delay.*
- If the passenger chooses not to utilise the alternative arranged Jetstar flight, then Jetstar is no longer responsible, and the other carrier may not allow the passenger to continue with their journey.
 - *The passenger must contact the ticketing/issuing agent/airline and request a reissue of the ticket. Note, the issuing carriers may charge a fee and/or fare difference depending on fare conditions.*

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)
- In-flight meal deal or snack
- 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.

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](#)