

Jetstar Industry Update

March 2022



***** 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.

Please note, [from 01 March](#), there has been a small adjustment to our Trade Support open hours. Outside of these hours, our General Reservations team are available to assist you.

Web:	Jetstar Information Centre	Trade:	0800 284 510 (1000-1900 Mon-Fri)
Live Chat:	click here (1000-1900 Mon-Fri)	Groups:	0800 401 283 (1030-1930 Mon-Fri)
Email:	sales@jetstar.com	Trade Mail:	sign up here

Jetstar NZ on-time performance - February 2022

Through [February 2022](#), our New Zealand domestic network delivered an **96.1%** on time performance for our customers, with our trunk peak time services achieving **98.6%**.

Through 2022 year to date, our network continues to deliver a [consistent and reliable](#) on-time performance of **94.6%**. Results are for departures within 15mins of schedule.

Face masks on all domestic flights

At [Red level](#), [you must wear a face masks on all domestic flights](#) - unless you are exempt - with masks available at departure gates in your [Fly Well](#) pack. Please remind customers, it is an offence to refuse to follow crew instructions onboard, and this includes any directions relating to the wearing of masks.

Jetstar Tasman and Rarotonga Services

The New Zealand Government recently [announced](#) its plan to reopen international borders in a phased approach through to October 2022.

From July 2022, fully vaccinated Australians and visitors from countries who do not need a visa, can enter New Zealand if they meet the detailed [health requirements](#) at this time.

In light of this, and with the July 2022 opening phase for Australians remaining under review, [Jetstar has temporarily suspended Tasman and connecting Rarotonga services until 31 May 2022](#).

Customers/agents have been contacted directly with a range of options including; a reaccommodation option, a free move to the next available flight after 31 May 2022, a credit voucher or a refund.

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

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NEW - Afterpay - Don't just pay later. Pay better

Jetstar New Zealand has launched [Afterpay](#), offering more ways to pay, making it easier for you and your whānau to travel across New Zealand and on your next overseas trip.



We are the first airline in New Zealand to offer a **Buy Now, Pay Later** payment option with Afterpay NZ available for bookings made online at [Jetstar.com only](#) for all Jetstar (JQ) New Zealand domestic and international flights. For more information, [click here](#).

Get what you need now, make your first payment today and the rest over 6 weeks.

Afterpay never charges interest and is free when you [pay on time](#). Don't worry, Afterpay send you reminders, so you never miss a payment. There are no sign-up fees, no establishment fees and no monthly account fees. For more Afterpay information, [click here](#).

- For New Zealand residents over the age of 18, Afterpay NZ is available for flights booked at least 48 hours before the first departing flight on the booking. NZD currency only.
- Total booking value must not exceed NZD \$3,000 (including Booking & Service Fees - Jetstar New Zealand Booking & Service Fees of NZD \$5 per passenger per Domestic flight and NZD \$8 to NZD \$12.50 per passenger, per international flight apply). Afterpay will assess your individual eligibility to make a purchase up to this amount.
- Afterpay NZ is not currently available as a part-payment with Jetstar Credit Voucher, Jetstar Gift Card or Qantas Frequent Flyer Points Plus Pay
- Any bookings made using the Afterpay service are subject to Afterpay's [Terms and Conditions](#).

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 [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, [click here](#)

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:



- Cancel your flight at any time and get a credit voucher (valid for 36 months)
- No fees for date, time or name changes (subject to fare difference)
- Catch an earlier or later flight on the same day (no extra charge, subject to availability)
- 14kg carry-on allowance (size & piece limits apply - max 2 items, one main item up to 10kg & one small item to go under seat in front - [click here](#))
- 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

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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.

With around 8[^] Jetstar NZ domestic return trips, take advantage of a domestic NZ [Classic Flight reward](#). Or, with a minimum of 3500 Qantas points, use a combination of points and another payment method with [Points Plus Pay](#)^{*}.

Enjoy [complimentary membership](#)^{*} and start earning Qantas Points today.

Qantas partnership with AA Smartfuel offers Frequent Flyer members the ability to earn Qantas Points, and convert fuel discounts into Qantas Points by linking your account. For more information [click here](#).



* Complementary membership [terms & conditions](#) apply. Qantas Frequent Flyer [Points Plus Pay](#) and [Terms and Conditions](#).
[^] minimum of 400 Qantas points for a one-way sector. For example - 6,400 Qantas points required for a Auckland-Wellington one-way sector - [points calculator](#)

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