

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

Trade & Groups - 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. Outside of these hours, our General Reservations team are available to assist.

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

Jetstar NZ on-time performance - March 2022

Through March, our New Zealand domestic network delivered a **94.4%** on time performance for our customers. Through 2022 year to date, our network continues to deliver a [consistent and reliable](#) on-time performance of **94.5%**. Results are for departures within 15mins of schedule.

Jetstar New Zealand domestic services - travel requirements updated

The NZ Government recently [announced](#) changes to the traffic light system including the relaxing of vaccine mandates across New Zealand. In light of this, and with New Zealand having one of the highest vaccination rates in the world, Jetstar will remove the requirement for passengers aged over 12 years and 3 months to be fully vaccinated or provide evidence of a negative supervised RAT - effective 5 April.

At both [Red](#) and [Orange](#), **you must continue to wear a face mask on all domestic flights** - unless you are exempt. Masks are 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 Auckland to Rarotonga services resume 2 June



Great news! The Cook Islands recently [announced](#) the removal of the 10-day stand-down period in New Zealand prior to travelling to the Cook Islands. Australians will be eligible to travel to the Cook Islands from 13 April providing they meet the [health entry requirements](#).

Jetstar will resume **Auckland to Rarotonga services from 2 June 2022**. For available low fares, [click here](#).

Jetstar Industry Update

April 2022



Jetstar Tasman services resume 13 April

The New Zealand Government recently [announced](#) fully vaccinated tourists will be allowed into New Zealand sooner than expected.

From 11:59pm on 12 April 22, fully vaccinated Australians can enter New Zealand without the need for managed or self-isolation. For more information on the required health entry requirements, and for passengers who do not meet the vaccination requirements, please [click here](#).



We are just delighted with this news and we will be resuming Tasman services to accommodate for this change.

- From 13 April, Jetstar will resume services between Auckland and Gold Coast (Coolangatta) and will operate 3 return services per week.
- From May, as well as flights between Auckland and Gold Coast, Jetstar will resume services between Auckland and Melbourne and Auckland and Sydney.

Even better news, for the travel month of May 22, every seat on every Qantas and Jetstar Tasman flight will be available to be booked as a Classic Flight Reward, customers can also pay for these seats with cash. For more information on Classic Flight Rewards, [click here](#)

For more information Jetstar requirements for travel to/from New Zealand, please [click here](#)

New Zealand Traveller Declaration (NZTD)

From April 2022, everyone travelling to New Zealand will be required to complete and submit a New Zealand Traveller Declaration (NZTD). The New Zealand Traveller Declaration is an online system that collects your travel and COVID-19 health-related information. To apply for an NZTD, [click here](#). For more information and the NZTD tool kit, [click here](#).

The New Zealand Government needs this information before you fly to New Zealand, so that you know what you need to do when you arrive.

Once your flight is booked, you can start your declaration up to 28 days before you fly. Please note, you need to submit your declaration online before you arrive at your departure airport. Your declaration may take 30 mins to complete, so give yourself plenty of time.

Upload your proof of vaccination, if required, and your pre-departure test result. If your NZTD meets the requirements, you will receive a Traveller Pass. You'll be asked to show your Traveller Pass at check-in and when you arrive in New Zealand.

Everyone needs to complete and submit a traveller declaration, including New Zealand citizens and permanent resident visa holders. If you are not a New Zealand citizen or resident, you still need to meet visa requirements to enter New Zealand. It is **free** to complete a New Zealand Traveller Declaration.

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

Auckland Airport - Greenline terminal walking route temporarily closed

Auckland Airport have advised that from 28 March, and until later this year, the Greenline pedestrian path between the domestic and international terminals will be **temporarily closed**.

While the Greenline is closed, all airport visitors will be asked to **use the green inter-terminal transfer bus** to travel between the domestic and international terminals. For more information, [click here](#)



Free inter-terminal transfer bus

Please note, walking between terminals **will not** be possible during this time as there are no safe pedestrian routes available.

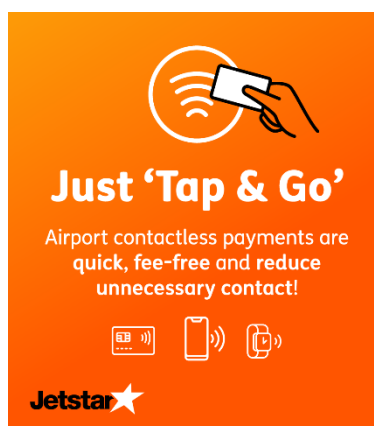


The free green inter-terminal bus operates every 15 minutes (10 minutes during school holidays) from 05:00 through to 23:00 daily.

Departure points are at the forecourt outside Door 8 at the international terminal and Door 2 (bus stop C) at the domestic terminal.

A new-look Greenline will reopen later this year in a similar location with a new canopy to provide better shade and shelter for those who choose to take the journey by foot.

We have gone cashless at all New Zealand airports



From 1 April, Jetstar have gone **cashless at all New Zealand based domestic and international airports**.

For greater health & safety, and to minimise contact with others, we have encouraged customers to utilise contactless check-in via our website or airport kiosk services. Offering cashless tap-and-go payments at airports adds to our [Fly Well](#) programme.

Jetstar has operated cashless cabins now since 2015 so this standardises our payment processes for our customers both at our airports and onboard our flights.

Airport payments are fee-free and include most credit cards, debit cards and digital payments. For more information on payment options, [click here](#).

Jetstar has and will pro-actively update customers of this change, so they are aware.

Please note, Jetstar does not currently accept mobile-device contactless payment for inflight services so please do ensure you have your physical card available for onboard purchases.

Inflight service resumes on all NZ Domestic flights from 5 April



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.

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 (card payment only), 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 onboard 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 minimum spend or card fees.
- Jetstar does not currently have mobile-device contactless payment available for inflight services so please do ensure you have your physical card available for onboard purchases

Fly Flexible - extended for international flights

[Fly Flexible](#) - book with confidence through jetstar.com (includes API, Agent Hub and Business Hub bookings). [One fee-free date change](#) on new domestic flight bookings until 30 April 2022 and new international flight bookings until 30 June 2022.

- JQ Domestic - valid for domestic flight bookings made from 17 Sep 21 to 30 Apr 22, for travel before 31 Aug 23.
- JQ International (including Tasman) - valid for international flight bookings made from 17 Sep 21 to 30 Jun 22 ([extended from 30 Apr 22](#)), for travel before 31 Aug 23.

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.

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

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

Jetstar Industry Update

April 2022



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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