

# Jetstar Industry Update

May 2022



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

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

Web:	<a href="#">Jetstar Information Centre</a>	Trade:	0800 284 510 (NZ 1000-1900 Mon-Fri)
Live Chat:	<a href="#">click here</a> (NZ 1000-1900 Mon-Fri)	Groups:	0800 401 283 (NZ 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 on-time performance - April 2022

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Through April, our New Zealand domestic network delivered a **84.1%** on time performance for our customers. Through 2022 year to date, our network continues to deliver a [consistent and reliable](#) on-time performance of **91.9%**. Results are for departures within 15mins of schedule.

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## Travel to Australia - Australian Digital Passenger Declaration (DPD)

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The Australian Government recently replaced the Australia Traveller Declaration (ATD) with the **Digital Passenger Declaration (DPD)**. This can be completed online ([click here](#)) or by downloading the free mobile app from the [App Store \(Apple\)](#) or [Google Play store \(Android\)](#).

All passengers are required to submit their DPD within 72 hours before departure for Australia. Parents or guardians should complete a declaration for any child under 16 years of age.

We ask that you remind passengers of this requirement to ensure a faster check-in experience.

[Click here](#) for the Digital Passenger Declaration (DPD) fact sheet.

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## Travel to Australia - pre-departure testing removed

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The Australian Federal Minister of Health and the Department of Home Affairs recently announced pre-departure testing of travellers to Australia will no longer be required (effective 18 April 2022).

Travellers commencing their journey to Australia will **not be required to have a pre-departure test** or upload PDT documentation into their Digital Passenger Declaration (DPD).

For Qantas and Jetstar, this change came into effect for all flights departing for Australia from 00:01hrs AEST on 18 April 2022.

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



**Jetstar New Zealand Group Bookings Promotion**  
For all new point of sale New Zealand Domestic and International  
Group Bookings from 1 May to 30 June 2022

- ✓ Deposit reduced by 50% - full & remaining balance due on final payment
- ✓ Unlimited name changes up to 24 hours before departure
- ✓ Final payment due 30 days prior to departure - reduced from 45 days

Our group fares for 10 or more passengers offer more flexibility and extras

**Get a Group quote**

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## Jetstar Agent Hub - check your sign-in credentials

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Our [Jetstar Agent Hub](#) portal is your dedicated trade platform. If you are returning to the travel industry, you have not accessed the Jetstar Agent Hub for some time or you are not already using the new Agent Hub portal, please [check your sign-in credentials](#) (Username and Password) or make the switch to our new Agent Hub portal today - [click here](#)

Once logged in, you will notice the keyboard-friendly search screen, and a complete list of our Jetstar destinations all within easy reach.

Searching for your bookings is easy. Whether created online or through other channels, you will be able to find and manage your bookings via the **Bookings** or **Search** tabs at the top of the homepage. Once complete, you can easily return to Agent Hub to manage other bookings or book new flights for your clients.

If you are having any sign-in issues, please contact our Trade Support team - [click here](#)

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## Common GDS enquiries - GDS guide and self-action

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We often receive common enquiries related to GDS bookings and these can often be managed by travel agents following instructions detailed in our [GDS guide](#).

- Hold time limits (page 1)
- Processing payments with Credit Card, BSP or Agency payment (page 2 to 4)
- Adding SSRs (page 5)
- Types of changes permitted and how to make changes to a GDS booking (page 5)
- Adding passenger contact details to ensure efficient disrupt resolution (page 6)
- Schedule changes via ASC message - agent action to take (page 7)
- Adding Ancillary Products and Services – add through [Agent Hub](#)

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## Inflight food & drinks menu

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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

**Don't miss out - previous Jetstar NZ Industry Updates can be found [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

## 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<sup>^</sup> 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**<sup>\*</sup>.

Enjoy **complimentary membership**<sup>\*</sup> 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](#).



<sup>\*</sup> Complementary membership [terms & conditions](#) apply. Qantas Frequent Flyer [Points Plus Pay](#) and [Terms and Conditions](#).

<sup>^</sup> 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](#)