

Jetstar Industry Update

June 2022



*** [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 - May 2022

Through May, our New Zealand domestic network delivered a **79.5%** on time performance for our customers, with our trunk peak time services delivering **85.5%**.

Through 2022 year to date, our network continues to deliver a [consistent and reliable](#) on-time performance of **89.4%**. Results are for departures within 15mins of schedule.

Jetstar NZ domestic travel - more frequency, more peak time choice!

With the easing of restrictions, and as New Zealanders adapt to living with Covid, we have seen confidence in the market and a return to both domestic and international air travel.

From June, you will see significantly **more frequency across our NZ domestic schedule** as life returns to normal. With a schedule of 86% in June and 92% in July of pre-Covid levels, you will see **more peak time choice and your usual flight times across our domestic network**.

Your pre-departure journey - give yourself plenty of time

As volumes increase at domestic airport terminals, please remind customers to allow more time to check-in and to pass-through airport security screening. **Please note**, security screening times during am/pm peak-time travel can take longer than normal.

Jetstar remind passengers to **be at the boarding gate 25 minutes before departure, boarding gates will close 15 minutes before departure**.

Jetstar Domestic counter and bag-drop open 2 hours before departure and close promptly 30 minutes before departure.



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

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Jetstar New Zealand 13th Birthday

On 10 June 2009, Jetstar commenced domestic flights between Auckland, Wellington, Christchurch, and Queenstown, and this month Jetstar New Zealand will celebrate its **13th Birthday**. Sign up to our [Jetmail](#) and be the first to hear about our **upcoming sales and offers**.

Jetstar NZ Tasman & Rarotonga – more services, more frequency

Jetstar New Zealand is delighted to continue its international restart resuming more services across the Tasman and to Rarotonga from June 2022:

- Wellington to Gold Coast - **3 per week**
- Queenstown to Gold Coast - **3 pw** (4 pw from July)
- Queenstown to Sydney - **3 pw** (daily from July)
- Auckland to Rarotonga - **3 pw**
- Auckland to Gold Coast - **4 pw** (daily from July)
- Auckland to Melbourne - **4 pw** (daily from July)
- Auckland to Sydney - **4 pw** (daily from July)



And from July 2022:

- Queenstown to Melbourne - **5 per week**
- Christchurch to Melbourne - **3 pw** (from 24 July)
- Christchurch to Gold Coast - **3 pw** (from 25 July)

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

New look for Jetstar's new Airbus A321LR



Jetstar has unveiled the new livery for its world-class fleet of Airbus NEOs as the airline prepares to embark on a new era of flying.

The arrival of these high tech, super-efficient aircraft symbolises how Jetstar has grown to become one of the largest and most successful low-cost carriers in the Asia Pacific region.

The new look livery is painted with an innovative two coat 'basecoat-clearcoat' paint system that reduces paint weight by up to 30 per cent. This results in a fuel saving of up to 108 tonnes each year across the whole A321LR fleet and a saving of nearly 350 tonnes of CO2 emissions. Read more about our A321LR [here](#)

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Jetstar sponsors at WLG Chamber of Commerce Pre-Budget Breakfast

Jetstar New Zealand were again proud sponsors of the Wellington Chamber of Commerce Pre-Budget event with Finance Minister, Hon. Grant Robertson.

Jetstar supported the event with a prize draw giveaway of a return trip for two from Wellington to the Gold Coast with a 4-night stay at the [JW Marriott Gold Coast Resort & Spa](#).



Jetstar is the only airline to offer a non-stop service between Wellington and the Gold Coast when our 3 per week service returns in June of this year.

Congratulations to **Andrew McGrath** from Kaihuia Consultants. See all event photos [here](#).



Nisi Lilo (Mgr, NZ Cabin Crew), James Stafford (Mgr, NZ Sales), Shelley Musk (Head of NZ)



Andrew McGrath (Kaihuia Consultants), James Stafford (Mgr, NZ Sales)

New Zealand's borders are reopening!

The New Zealand Government recently [announced](#) that our border will be fully open for business two months earlier than originally planned with the New Zealand border reopening to all tourists and visa holders **from 11:59pm 31 July 2022**.

Travellers will still need to meet all health requirements to enter New Zealand, including [vaccination requirements](#) and providing proof of a negative [pre-departure test](#).

Please note, **pre-departure testing requirements currently apply until 31 July 2022**, however, the Government has indicated that pre-departure testing requirements may be removed before this date.

Auckland Airport Transport Hub - relocation of car parking

A major project is about to get underway at Auckland Airport with the development of a world-class Transport Hub. Over the coming months there will be key changes to car parking and roading that you need to know about. All visitors to Auckland Airport will notice these changes, as **familiar car parks and pick up/drop off zones are changed or closed**. For more information, [click here](#).

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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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Inflight food & drinks menu



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

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[^] 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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