

\*\*\* [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:	<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>

## Jetstar NZ on-time performance - June 2022

Through June, our New Zealand domestic network delivered a **61.5%** on time performance for our customers. Our on time performance through 2022 year to date is **84.8%**. Results are for departures within 15mins of schedule.

## Be in to WIN a \$10,000 Gold Coast holiday



Go in the draw to **WIN a \$10,000 holiday for four people, to the Gold Coast.**

Enjoy everything the incredible Gold Coast has to offer, courtesy of Auckland Airport Strata Club, Jetstar New Zealand and Tourism & Events Queensland.

To enter simply sign in to [Strata Club](#) when you [book parking](#), [shop The Mall online](#) or scan your digital Strata Card when you shop with Strata Partners at the airport before 31 July 2022. Every time you scan, or book is an entry, the more you use your digital Strata Card the more chances you have to win! For more information, [click here](#)

Strata Club [terms & conditions](#) and [Gold Coast holiday competition terms & conditions](#) apply. The competition ends 31 July 2022

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

---

## NZ Domestic - Jul/Aug schedule changes

---

NZ domestic travel continues to perform well with strong demand, however rising fuel prices over the past month (as previously [announced](#)), has required the Qantas Group to rebalance capacity, including capacity in our domestic network in New Zealand.

Unfortunately, we have had to make changes to our Jul/Aug schedule, and we will continue to monitor market conditions and adjust capacity as needed.

Those impacted will be contacted directly and offered a range of options. The majority of customers have been reaccommodated on flights within a few hours of their original departure time.

For **GDS bookings, please check and action all UN/NO/TK sectors** keeping in mind the Minimum Connect Time (MCT) for connections. You may at times need to wait for your GDS to be updated with the correct schedule.

---

## Removal of Pre-Departure Testing for all travellers to New Zealand

---

The New Zealand Government recently [announced](#), from 11.59pm on Monday 20 June, **travellers to New Zealand no longer need a COVID-19 pre-departure test.**

Everyone travelling to New Zealand by air must complete a [New Zealand Traveller Declaration](#), and receive a Traveller Pass, before they travel.

Most travellers need to be vaccinated and take 2 rapid antigen tests (RATs) after arriving in New Zealand.

If you are [transiting](#) through New Zealand, you do not need to be vaccinated or complete the New Zealand Traveller Declaration.

For more information about travelling to, leaving and transiting through New Zealand, visit the Unite against Covid-19 website, [click here](#)

---

## Vaccination requirement for International travel and travel to Australia

---

**Please note**, we require **all** passengers on international flights operated by the Qantas Group to be fully vaccinated.

Over the weekend the Australian federal government [announced](#) some changes to the country's entry requirements effective from 12.01am on Wednesday 6 July. From tomorrow, the Australian Government won't request passengers to complete a digital passenger declaration (DPD) or declare their COVID-19 vaccination status to enter Australia.

We will continue to review our requirements for international passengers and will inform customers of any changes to our policy.

For more information on Jetstar vaccination requirements for international travel, [click here](#)

---

## Jetstar Co-Pilots survey

---

Jetstar's very popular Co-Pilots program has returned. A forum for travel professionals to provide feedback and shape the airline for you and your customers. It would be great to receive your feedback regarding Jetstar, so please complete our short [Co-Pilots survey here](#).

If you want to have your say, have access to exclusive offers, be first to hear about business improvements and be in the running to win great prizes, [join Co-Pilots here](#)

---

## Specific Assistance Services on Jetstar

---

Jetstar endeavours to provide a travel experience that is safe, comfortable and affordable for all of our customers, including those with specific assistance needs. Jetstar can provide [specific assistance](#) to customers:

- requiring mobility assistance, assistance on and off the aircraft and torso restraints
- who are blind or have a vision impairment
- who are deaf or have a hearing impairment
- travelling with service dogs
- travelling with assistive devices
- requiring oxygen

Passengers requiring a wheelchair, please ensure you **notify Jetstar of wheelchair requirements when booking** as Jetstar might not be able to provide assistance on the day of travel due to operational constraints and limitations. For more information, [click here](#)

Jetstar requires passengers to be able to travel independently or with an Accompanying Passenger who can assist the passenger. For more information, [click here](#)

For information on battery powered mobility aids which require Dangerous Goods clearance, please [click here](#)

For more information [click here](#), or if you are unsure, please contact our [Trade Support](#) team

---

## 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. For more information, [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](#)**

## 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

## 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\\*](#).

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](#).

<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](#)