

\*\*\* [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 market leading on-time performance

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Following recently released market results, the Jetstar New Zealand team is extremely proud to continue its [market leading on-time performance](#) delivering **89.4%** (Arr15) over the 12 months July 2021 to June 2022 on domestic routes.

Results are for arrivals within 15 mins of schedule when compared to the local market.

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## Jetstar NZ on-time performance - July 2022

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The resurgence of Covid along with seasonal flu, and the requirement to self-isolate, has impacted businesses throughout the country and our aviation industry. Thank you for your patience and support during this very busy time as our Jetstar teams work tremendously hard to meet the demand for travel across New Zealand and overseas.

Through July, our New Zealand domestic network delivered a **50.4%** on time performance for our customers. Our on time performance through 2022 year to date is **79.9%**.

Results are for departures within 15mins of schedule.

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## Fly Well

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Your health and safety is our highest priority. Our Fly Well program is a series of wellbeing measures designed to improve safety and help you feel comfortable about flying again.

You should defer your travel plans [if you have tested positive for COVID-19](#), or if you've been in close contact with someone who has tested positive for COVID-19 in the week leading up to your flight.

Please refer to our [Fly Well](#) page or contact us via [Live Chat](#) to discuss your available options.

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## September schedule changes - NZ Domestic

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

Unfortunately, we have recently had to make [changes to our September 2022 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.

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## Fly Flexible

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Fly Flexible gives you one fee-free date change on applicable bookings (API, Agent Hub & Business Hub). A Fare Difference, if any, still applies.

**International flights** - valid for Jetstar Airways (JQ) international flight [bookings made between 17 September 2021 and 30 June 2022](#), for travel before 31 August 2023.

**Domestic flights** - valid for Jetstar Airways (JQ) domestic flight [bookings made between 17 September 2021 and 30 April 2022](#), for travel before 31 August 2023.

Changes must be made before your flight opens for check-in at the airport. Head to [Manage Booking](#) to choose your new flight. For more information, [click here](#)

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## Changes to GDS fare structure and new GDS Guide

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We have made some changes to our GDS offering, effective 04 August 2022. [Please download our new GDS Guide - click here](#)

The most significant change for New Zealand based agents is the availability of seat only Starter fares without checked bagged (RBD C), and Starter Plus and Starter Max fares available in lower booking classes.

Please note, fares issued before 04 August will remain valid. Should you make any changes to existing bookings from 04 August, changes will be using availability and fares published at that time.

Going forward, if your regular fares or products are not available via the GDS at the time booking, we do encourage you to make your selection via [Jetstar Agent Hub](#) or an API connection if available.

## Change to vaccination requirement for international travellers

From 19 Jul 22, we will **no longer require passengers on international flights operated by the Qantas Group to be fully vaccinated against COVID-19**. This is in line with the Federal Government's [announcement](#) that international visitors are no longer required to provide proof of vaccination against COVID-19 before entering Australia.

**Please note**, customers will still need to show proof of vaccination if their destination requires it. Currently all destinations require it except for Vietnam. For more information on requirements for international travel, [click here](#)

**Masks remain mandatory at the boarding gate and on board all Jetstar flights** unless you're under 12 years old (Jetstar Airways), under 6 years old (Jetstar Asia) or have a medical condition that exempts you.

## Auckland Airport inter-terminal walkway reopens

Good news! **Auckland Airport's inter-terminal walkway has reopened**.

This means passengers will once again have a choice of walking between the domestic and international terminals.

The walkway will follow a new route, which includes a pedestrian canopy, along Fred Ladd Way, an improvement on the old route that cut through a carpark near the domestic terminal.

Passengers will still have the option of riding the free, green, inter-terminal bus as a comfortable alternative to walking. This operates every 15 minutes from 5am to 11pm daily.

The map below outlines the inter-terminal walking route and bus departure points.



# Jetstar Industry Update

## August 2022



### 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

### 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](#)

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