

Jetstar Industry Update

September 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 - August 2022

Throughout July and into August, Covid cases and the requirement to self-isolate, along with seasonal flu, impacted businesses throughout the country and across 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 **August 2022**, our New Zealand domestic network delivered a **64.1%** on time performance for our customers, with our trunk peak time services achieving **71.3%**. Our on time performance through 2022 year to date is **77.9%**. Results are for departures within 15mins of schedule.

JQ schedule changes Nov22-Mar23

NZ domestic and international travel continues to perform well with strong demand, however rising fuel prices (as previously [announced](#)) and some operational requirements, has required the Qantas Group to rebalance capacity.

Unfortunately, we have had to make **changes to our November 2022 through to March 2023 schedule**, including a number of adjustments which impact our domestic New Zealand, Trans-Tasman, and Rarotonga services.

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.

Should you have any booking queries relating to the above schedule changes, including GDS bookings and Jetstar sectors that are part of codeshare and interline bookings, please contact our Trade Support team direct - [click here](#).

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

Disrupt management - Codeshare & Interline multi airline coupons

Jetstar New Zealand connects with partner airlines through codeshare or interline tickets.

With demand for International travel increasing, it is important to refresh agents and remind passengers of the appropriate action to take during a disrupt when connecting from a Jetstar Domestic New Zealand sector to a partner airline International sector, or vice versa, and the conditions of carriage of each operating airline.



- **Coupons must be used in the booked order/flight sequence.** If the passenger elects to not travel any one of the sectors, then all remaining sectors are void
 - *The passenger must contact the ticketing/issuing agent/airline and request a reissue of the ticket. Note, the issuing carriers may charge a fee and/or fare difference depending on fare conditions.*
- If the passenger did not travel on the Jetstar sector, **Jetstar cannot take control or finalise the coupon**, this is against the legal bilateral agreement signed with the other carrier.
 - *The passenger can contact the ticketing/issuing agent/airline to request a full or partial refund, depending on the fare conditions.*
- In case of a disrupt by Jetstar, Jetstar is responsible to take the passenger to the ticketed destination.
 - **Contact Jetstar** - we will work with the other downline/connecting carriers and ensure that the passenger reaches their ticketed destination. The passenger should not be referred to the ticketing/issuing agent/airline. Jetstar will bear any reasonable costs occurring out of this delay in accordance with our Conditions of Carriage and/or any applicable relevant laws.
- If the passenger chooses **not** to utilise the alternative arranged Jetstar flight, then unfortunately Jetstar is unable to assist any further, and the other carrier may not allow the passenger to continue with their journey.
 - *If the passenger still wishes to travel, the passenger must contact the ticketing/issuing agent/airline and request a reissue of the ticket. Note, the issuing carriers may charge a fee and/or fare difference depending on fare conditions.*

Credit Voucher extension

Credit vouchers issued for Jetstar Airways (JQ) and Jetstar Asia (3K) flights impacted by COVID-19 due to expire by 31 December 2022 will have a **new expiry date of 31 December 2023**, the travel dates for any new booking must also be on or before 31 December 2023.

Any existing unused travel vouchers issued due to the impact of COVID-19 by Jetstar Airways (JQ), Jetstar Asia (3K) are multi-use vouchers. By multi-use, we mean that the vouchers can be used across multiple bookings. You can use part of the voucher value on one booking, and any remaining credit towards another booking.

If you are not sure how much credit you have left on your voucher, to check the remaining balance of your voucher, and the validity, [click here](#)

If you have received a credit voucher for a reason not related to COVID-19 (for example, a Flex fare voucher), please check the full Terms and Conditions of use on your voucher.

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[^] 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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