

*** [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 - September 2022

Through [September 2022](#), our New Zealand domestic network delivered a **69.1%** on time performance for our customers, with our trunk peak time services achieving **70.1%**.

Our New Zealand domestic on time performance through 2022 year to date is **76.9%**.

Results are for departures within 15mins of schedule.

Jetstar Airways new CEO



The Qantas Group has appointed [Stephanie Tully as the new Chief Executive Officer of Jetstar](#).

This follows the announcement in June that current Jetstar CEO, Gareth Evans, will leave his role by the end of calendar 2022.

Ms Tully joined Qantas in 2004 and has worked across operational, commercial, marketing and customer loyalty functions in progressively more senior roles. She has been a Group Executive and Chief Customer Officer since 2019. For more information, [click here](#)

Jetstar Airways best low-cost airline across Australia-Pacific

Jetstar has been awarded [best low-cost airline in the Australia-Pacific](#) region and ranked as the world's second-best long haul low-cost airline.

Qantas has been ranked the world's fifth best airline in the Skytrax annual World Airline Awards, moving up three places from last year, and was named the best airline in Australia-Pacific.



The Skytrax Awards are based on the results of more than 13 million customer satisfaction surveys, with participants from 100 countries and 350 airlines featuring in the results. For more information and for all winners, [click here](#)

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

Jetstar Industry Update

October 2022



Reminder - JQ schedule changes Nov22-Mar23

We recently made **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.

Changes to our October 2022 schedule were also made in August.

Those impacted have been contacted directly and offered a range of options, with the majority of customers being reaccommodated on flights within a few hours of their original departure time.

Direct/API bookings - please check to see if you have received email communications on behalf of your customer and take the appropriate action if required.

GDS bookings - please check and action all UN/NO/TK sectors keeping in mind the Minimum Connect Time (MCT) for connections.

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](#).

New - Wellington Airport Express

Metlink's new Airport Express bus service runs seven days a week between Wellington Station, along Lambton Quay and through Kilbirnie to Wellington Airport with just five stops along the way.

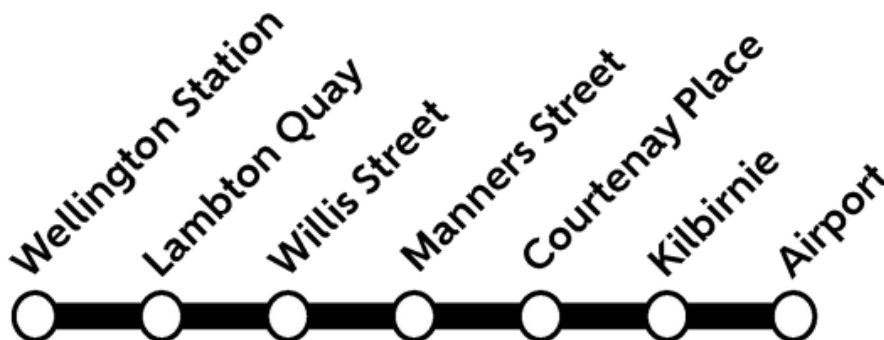
With a timetable designed around airport departure and arrival times, travel time between the railway station and the airport takes around 25-35 minutes, depending on traffic, with a high frequency of approximately every 10-20 minutes depending on the time of day.

As well as being fully electric, each bus offers free Wi-Fi, USB chargers and luggage racks.

For more information, [click here](#)



to Airport



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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 an Auckland-Wellington one-way sector - [points calculator](#)

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