

*** [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 - October 2022

Through [October 2022](#), our New Zealand domestic network delivered a **76.6%** on time performance for our customers, with our trunk peak time services achieving **82.4%**.

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

Results are for departures within 15mins of schedule.

Reminder - NZ Traveller Declaration no longer required

From Thursday 20 October 2022, travellers flying to New Zealand by air **do not** need to complete a New Zealand Traveller Declaration.

If you have already completed a Traveller Declaration for travel after Thursday 20 October 2022, you will not be required to present your Traveller Pass on arrival into New Zealand.

For more information, [click here](#)

Rarotonga - spend less on flights, and more on island life



Rarotonga is a quintessentially Pasifika paradise, combining blindingly white sand, impossibly blue ocean and vibrantly green jungle with the warm, welcoming hospitality of the Cook Islands people. It's the perfect getaway for nature lovers, thrill-seekers, families or just those who want to relax in a tropical wonderland.

Jetstar operates **3 return services per week from Auckland to Rarotonga**, with connecting services from select domestic NZ ports. Current services have been retimed making for an easier family getaway - departing Auckland at 1530 and departing Rarotonga at 2120.

Check out our low fares from New Zealand to Rarotonga [here](#)

Explore Australia and beyond with Jetstar - one stop from NZ*

With around **100 flights per week across nine trans-Tasman routes**, fly direct to Melbourne, Sydney and the Gold Coast with Jetstar or head out and [explore Australia](#) and beyond.



Adventure, culture, relaxation and incredible landscapes, all on the world's biggest island.

It may be the world's smallest continent, but that has its advantages. Australia has one of the most diverse and interesting landscapes of any country on earth, spanning tropical rainforests, vast deserts, long stretches of pristine beach and cosmopolitan cities.

Catch a show or a concert, sample some of the finest food anywhere in the world, spend nights discovering hidden bars or fill your suitcase with cutting-edge fashion. Or perhaps you'd prefer to snorkel on a coral reef, learn to hang ten alongside a pod of dolphins or trek through the desert with just the sound of the wind in your ears and birds soaring above you?

Via Sydney, Melbourne, or the Gold Coast, connect and explore wider Australia with flights to the likes of Tasmania, Ayers Rock (Uluru), Cairns, Whitsunday Coast, Hamilton Island (Great Barrier Reef), Byron Bay, Perth and more - **just one-stop from New Zealand***

Or explore further afield with our onward **long-haul international B787 Dreamliner** flights* connecting via SYD, MEL or OOL to; Fiji (Nadi), Singapore, Phuket (Thailand), Bali (Denpasar), Tokyo (Narita), Seoul (Incheon - South Korea), Ho Chi Minh City (Vietnam) or Honolulu (Hawaii).

Our B787 Dreamliner service offers **Business Class** fares which includes wide leather seats, 14kg carry-on baggage (size & piece limits apply), 30kg checked baggage, meals, drinks and snacks on request, comfort pack, Inflight Entertainment plus more. For more information, [click here](#).

* New Zealand ports (AKL Auckland, WLG Wellington, CHC Christchurch and ZQN Queenstown) connect with select DOM AU and INT destinations via SYD Sydney, MEL Melbourne and OOL Gold Coast/Coolangatta only. Check jetstar.com for current flight schedule. Please note, Jetstar Domestic and International flight schedules are subject to change.

International to International through checked baggage

Whilst we don't transfer baggage between domestic and international flights in New Zealand, we do **transfer checked baggage between connecting international Jetstar flights** and flights with our interline and codeshare partner airlines, where both international flights were purchased on the same booking. For more information, [click here](#).

If you meet the correct travel requirements (visa, transit etc), our check-in staff will let you know if your baggage will be transferred. You may still need to check-in at the connecting airport to obtain your next boarding pass before check-in closes.

PLEASE NOTE - If you are transferring between domestic flights, or between international and domestic flights, in most cases you **will** need to collect your baggage and check in again.

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.

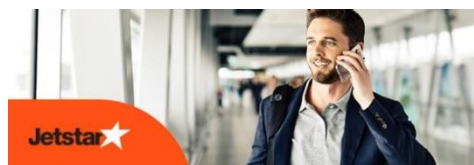
Food isn't included with our Starter fares, but you can purchase a meal, snack or drink on selected flights. Whilst you can purchase on board (card payment only), we do recommend you pre-purchase to get the meal of your choice, [plus pre-purchase is cheaper!](#)

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. 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

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](#)