

*** [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 - November 2022

Through [November 2022](#), our New Zealand domestic network delivered a [72.1%](#) on time performance for our customers, with our trunk peak time services achieving [74.3%](#).

Our New Zealand domestic on time performance through 2022 year to date is [76.4%](#).

Results are for departures within 15mins of schedule.

NEW ROUTE - Jetstar to take off from Sydney to Rarotonga non-stop



Jetstar will launch new flights between [Sydney and Rarotonga](#), marking the first time the low-cost carrier has operated direct flights between Australia and the largest of the Cook Islands.

Taking off [from 29 June 2023*](#), the new service will offer two weekly return flights operated by Jetstar's newest, and most fuel-efficient aircraft, the Airbus A321neo LR, which will carry up to 50,000 customers between the two destinations each year.

The launch of our new service is timed to coincide with the start of Australia's winter school holidays.

Flight number	Departs	Arrives	Frequency
JQ141 (SYD-RAR)	21:30	07:00	Thursday & Sunday
JQ142 (RAR-SYD)	09:00	12:30 ⁺¹	

This will add to our existing 3 per week Auckland to Rarotonga service. Our Auckland to Rarotonga service currently departs AKL at 1530, and departs RAR at 2120.

* Flights subject to government and regulatory approval

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

NEW - Inflight food & drinks menu

Our **NEW** [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

Jetstar sponsors at Wellington Chamber of Commerce Golf Day 2022

Jetstar New Zealand were again proud sponsors of the Wellington Chamber of Commerce with Jarden Golf Day 2022 at the Shandon Golf Course on Friday 25 November. The Golf Day managed to raise over **\$3,140** for the **Cancer Society Wellington**.



Jetstar sponsored Hole 9 'closest to the pin' competition plus promotional activation. Prize winners received **return trips for two** on our **New Zealand domestic network**.



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Jetstar Industry Update

December 2022



AKL Airport Security Screening - Advanced Imaging Technology



If you're travelling through domestic screening at Auckland Airport, it will look a little different. Aviation Security Service (AvSec) have introduced their new Advanced Imaging Technology body scanners to make your journey safer.

What does this mean for you? You **will not** be able to carry **unsealed liquids (coffee/tea/water/smoothies etc)** through the domestic screening point. Note, food will still be able to be carried airside.

To carry a drink through security screening, it **must** be in a sealed, leak proof container. This means you will need to finish your drink before you go through. Don't worry, if you haven't had your morning fix, there are café options serving drinks on the other side of security! For more information, [click here](#)

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](#)

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