

Jetstar Industry Update

January 2023



For 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 - December 2022

Through **December 2022**, our New Zealand domestic network delivered a **70.6%** on time performance for our customers, with our trunk peak time services achieving **71.9%**.

Our New Zealand domestic on time performance in 2022 was **76.0%**.

Results are for departures within 15mins of schedule.

NEW ROUTE - Auckland to Brisbane direct return service



Jetstar Airways recently announced the launch of new **direct flights from Auckland to Brisbane** just in time for this year's Easter school holidays.

The service will operate four times a week by an Airbus A320 aircraft, offering more than 70 thousand customers each year the opportunity to travel between New Zealand's biggest city and the Sunshine State's capital supporting local tourism and hospitality businesses.

The low-cost carrier's first return flight will **take off on Monday 27 March 2023*** with the route expected to be popular with New Zealand holidaymakers as well as Australian expats living in New Zealand keen to return home to visit family and friends.

Flight number	Departs	Arrives	Frequency
JQ148 (AKL-BNE)	15:15	16:10	Mon, Tue, Thu, Sat
JQ147 (BNE-AKL)	17:05	23:20	

This will add to our existing Sydney, Melbourne and Gold Coast Tasman services from New Zealand with Jetstar now operating to 4 Australian ports across 10 routes.

* Flights subject to government and regulatory approval

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

Thinking your plans may change? Pick the bundle that is right for you

Our **Jetstar New Zealand Domestic fare bundles** combine several **benefits** ensuring your travel experience offers **flexibility should you need it** and comfort on-board, all at an affordable price.

New Zealand Domestic fare bundles	Starter Fare	+\$29 Flex	+\$29 Plus	+\$60 Max
Seat selection <small>subject to availability</small>	+	✓ standard / upfront	✓ standard	✓ upfront / extra legroom
Carry-on baggage ¹	7kg combined weight	14kg ² combined weight	7kg combined weight	7kg combined weight
Checked baggage ³	+	+	20kg	30kg
Food & Drink	+	✓ \$10 in-flight voucher	✓ meal / in-flight voucher	✓ meal / in-flight voucher
Catch an earlier or later flight on same day ⁴	x	✓ subject to availability	x	x
No fees for date, time or name changes ⁴	x	✓	✓	✓
Refundable	x	✓ credit voucher	x	✓ credit voucher/cash ⁵
Qantas Frequent Flyer Points ⁶ <small>Join fee FREE min. 400 Qantas Points on every NZ sector</small>	✓	✓	✓ Points ⁷ or Voucher ⁸	✓ Points ⁷ or Voucher ⁸

- Carry-on baggage [conditions apply](#)
- [Flex](#) - max 2 items - one large item up to 10kg, and one smaller item to fit under seat in front. [Conditions apply](#)
- Additional checked baggage is available for purchase up to 40kg per passenger. [Conditions apply](#)
- All changes are subject to Fare Difference at time of change, except same day time changes with the [Flex](#) bundle.
- Flights will be refunded in the form of a credit voucher. Ticketless bookings made via the GDS (Global Distribution System) channel will receive refunds for cancellations in cash only at a fee per passenger, per booking, and must be requested through Jetstar. For current fees, see [Fees and Charges](#). GDS bookings issued on an airline partner ticket will need to be referred to that partner airline to process the refund. GDS bookings issued on a Hahn ticket can request a refund via BSP link.
- Earn [Qantas Frequent Flyer](#) Points on all New Zealand Domestic Starter Fares
- [Qantas Points](#) and [Status Credits](#) for members of affiliated frequent flyer programs
- Jetstar Flight Rewards voucher will be issued within 7 days of the completion of each flight and emailed to the address on the passenger's booking. Customers who do not travel will not receive the voucher. Voucher will be issued in the currency of the booking and the amount varies by fare type and bundle. Voucher conditions apply.

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 availability & fare difference if not same day)
- 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

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 not permitted under Jetstar's bilateral agreements signed with other carriers.
 - *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 disruption in accordance with our Conditions of Carriage and/or any applicable relevant laws.*
- If the passenger chooses **not** to utilise the alternative arranged Jetstar (or other airline) flight, then unfortunately Jetstar is unable to assist any further, and unused downline sectors with other carriers may be void 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.*

Qantas Frequent Flyer - Points Plus Pay on jetstar.com


With Qantas Frequent Flyer [Points Plus Pay](#) you can use a combination of Qantas Points and another payment method to purchase Jetstar DOM and INT flights originating in NZ.

A [minimum of 3500 Qantas Points](#) is required to pay for any part of a booking [on jetstar.com](#) (including Business Hub and Club Jetstar).

Customers can choose to pay with a mix of points and either a credit card, POLi or credit voucher. Any part of your booking redeemed using Qantas points will be payment fee free.

Visit Qantas Frequent Flyer [Points Plus Pay](#) and [Terms and Conditions](#) for more information.

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](#)