

# Jetstar Industry Update

February 2023



**For Jetstar New Zealand Travel Alerts - [click here](#)**

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## Trade & Groups - how to contact us

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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:	<a href="#">Jetstar Information Centre</a>	Trade:	0800 284 510 (NZ 1000-1900 Mon-Fri)
Live Chat:	<a href="#">click here</a> (NZ 1000-1900 Mon-Fri)	Groups:	0800 401 283 (NZ 1030-1930 Mon-Fri)
Email:	<a href="mailto:sales@jetstar.com">sales@jetstar.com</a>	Trade Mail:	<a href="#">sign up here</a>

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## Jetstar NZ on-time performance - January 2023

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Through **January 2023**, our New Zealand domestic network delivered a **78.6%** on time performance for our customers, with our trunk peak time services achieving **83.0%**. Results are for departures within 15mins of schedule.

Unfortunately, the severe Auckland weather at the end of the month did impact services.

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## JQ schedule changes Jul23-Oct23

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Jetstar has recently made some seasonal **changes to our July 2023 through to October 2023 schedule**, with some adjustments to our domestic New Zealand, Trans-Tasman, and Rarotonga services.

Those impacted have been 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](#).

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## Jetstar Airways Network & Route Map

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With the launch of our direct Auckland to Brisbane service from March 2023, Jetstar now offers **over 100 flights per week across ten trans-Tasman routes**, fly direct to Melbourne, Sydney, Brisbane and the Gold Coast, then head out and [explore Australia](#).

Or, explore further afield with our onward **international services\* 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).

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

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On international services operated by our **B787 Dreamliner** aircraft, you can take advantage of our **Business Class fares** enjoying; 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 BNE Brisbane, SYD Sydney, MEL Melbourne and OOL Gold Coast only. Check [jetstar.com](https://www.jetstar.com) for current flight schedule. Please note, Jetstar Domestic and International flight schedules are subject to change.

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## 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

## 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<sup>^</sup> 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](#).

<sup>^</sup> 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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