

Jetstar Industry Update

March 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 - February 2023

Through **February 2023**, our New Zealand domestic network delivered a **71.6%** on time performance for our customers, with our trunk peak time services achieving **78.1%**.

Unfortunately, the severe weather experienced across the North Island through mid-February did impact some of our Domestic and International services.

Our New Zealand domestic on time performance through 2023 year to date is **75.1%**.

Results are for departures within 15mins of schedule.

Jetstar NZ DOM & INT schedule Jul23 to Oct23

Jetstar recently made some seasonal changes to our **July 2023 through to October 2023** schedule (NS23).

Through Jul-Oct23, we have **increased frequency on most of our trans-Tasman routes** during peak weeks to meet demand, with our Tasman operation at over 100% and New Zealand Domestic at around 75% of our pre-Covid capacity. During the off-peak weeks our **New Zealand Domestic schedule is at around 95% of our pre-Covid capacity**. This represents a significant level of frequency for our Kiwi customers - ***That's Choice!***

To accommodate, we have made some adjustments to our domestic New Zealand, trans-Tasman and Rarotonga schedule. Those impacted by a schedule adjustment have already 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](#).

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

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NEW - Flex bundle available in the GDS

From 7 March 23, our GDS fare structure will change to offer the **Flex bundle** for sale on fare classes K,L,M,N,O (replacing our Starter Plus bundle) on most routes.

Where the Flex bundle is not available, our Starter Plus bundle will remain available for sale on fare classes K,L,M,N,O on select routes* - including all trans-Tasman and Rarotonga flights.

For more information and our **latest GDS guide** - [click here](#)

* Starter Plus for sale on following routes (& vice versa): ADLDPS, AKLMEL, AKLOOL, AKLRAR, AKLSYD, AKLBNE, CHCMEL, CHCOOL, CNSDPS, DPSPDRW, DPSPMEL, DPSPER, DPSSIN, DPSSYD, DPSTSV, MELZQN, NANSYD, OOLWLG, OOLZQN, RARSYD, SYDZQN

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:

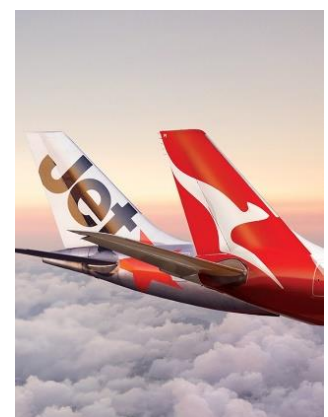


- Cancel your flight at any time - get a credit voucher / hold in credit via the GDS
- No fees for date, time or name changes (subject to fare difference)
- Catch an earlier or later flight on the same day (no extra charge / subject availability & fare difference if not same day)
- 14kg carry-on allowance (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

Qantas Group & Jetstar H1 FY23 results

The Qantas Group recently announced a half year result, including an Underlying Profit Before Tax of \$1.43 billion. Jetstar posted an Underlying Profit Before Tax of \$177 million for the first half of FY23. For more information, [click here](#)

- \$1.4b Qantas Group profit
 - \$785m QF Domestic profit / \$464m QF International profit
 - \$100m investment in lounges
 - Qantas A350 all new First & Business travel experience
- \$177m Jetstar profit
 - 8 new/re-started routes - including AKLBNE and SYDRAR
 - \$200m Group investment in improving reliability
 - Investing in a more sustainable fleet - 6 new A321NEOs so far



Please note: All amounts referred to in this section are in AUD.

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Travelport GDS - Real Time Schedule Updates

Recently Jetstar launched outbound SSM (Standard Schedules Message) messaging to the Travelport GDS (Global Distribution System) which enables **real time schedule updates to Travelport's booking systems** that their Travel Agents use.

Previously we used a form of transmission for schedule updates where there was a delay in this process, taking multiple days for these updates to be transmitted and update in the Travelport GDS.

This real time schedule update enhancement removes that period where our schedules aren't synchronised in the Travelport GDS, reducing booking errors and incorrect schedule information, and ensuring a better Travel Agent experience.

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



[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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