

**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 - March 2023

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Through **March 2023**, our New Zealand domestic network delivered a **67.3%** on time performance for our customers, with our trunk peak time services achieving **68.3%**.

Our New Zealand domestic on time performance through 2023 year to date is **72.5%**.

Results are for departures within 15mins of schedule.

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## COVID-19 issued Credit Vouchers - final extension

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Jetstar recently **extended the [window of travel for vouchers](#)** issued for Jetstar Airways (JQ) and Jetstar Asia (3K) flights impacted by COVID-19 due to expire by 31 December 2023.

Customers who hold a credit voucher will be able to **select and use their credit for any available flight on the Jetstar website at the time of redemption** (originally bookings were required to be made for flights on or before 31 December 2023\*)

Our flights are generally made available around 12 months in advance, so customers will have now even longer before they need to travel. This **final** extension is excellent news for our customers.

Please note, the expiry date of 31 December 2023 for these vouchers is **not** being extended.

Any existing unused travel vouchers issued due to the impact of COVID-19 by Jetstar Airways (JQ), Jetstar Asia (3K) are multi-use vouchers. By multi-use, we mean that the vouchers can be used across multiple bookings. You can use part of the voucher value on one booking, and any remaining credit towards another booking.

If you are not sure how much credit you have left on your voucher, to check the remaining balance of your voucher, and the validity, [click here](#)

If you have received a credit voucher for a reason **not** related to COVID-19 (for example, a Flex fare voucher), please check the full Terms and Conditions of use on your voucher.

\* Credit vouchers issued for Jetstar Airways (JQ) and Jetstar Asia (3K) flights impacted by COVID-19 due to expire by 31 December 2023, originally required travel dates for any new booking to also be on or before 31 December 2023



## Travelling is better in a Group in 2023!

Save \$23 per passenger, per sector on all New Zealand Domestic flights

- ✓ For all new point of sale New Zealand Domestic Group Bookings
- ✓ Bookings from 1 April to 31 May 2023 - for travel from 1 May to 31 August 2023
- ✓ Initial deposit reduced by 50% - full & remaining balance due on final payment
- ✓ A later final payment - due 30 days prior to departure

Our group fares for 10 or more passengers offer more flexibility and extras

[Get a Group quote](#)

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## Group bookings & benefits

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Planning a big trip for a school group, sports team, wedding party or conference? **Booking for 10 or more passengers?** Take advantage of our Group fares and benefits, including:

- A convenient payment plan - pay an upfront deposit, then the full and final balance later<sup>1</sup>
- Unlimited name changes up to 24 hours before you fly.
- Shared checked baggage allowance among the group - each group passenger is entitled to checked baggage up to 20kg.
- Group seating - ensuring your group is seated together (subject to availability)
- Support and booking assistance from our dedicated Groups team.

If your request is for a group of between 10 and 50 passengers, you'll receive your quote within minutes<sup>2</sup>. Get a fast quote [here!](#)

For more information on Group bookings, [click here](#).

1. The exact date your deposit and balance will be due will depend on the country you make your booking from. Details will be in our email response to your booking query.  
2. Please read the Group Bookings [Terms and Conditions](#)

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## Reminder - Flex bundle available in the GDS

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Our GDS fare structure has recently changed with the **Flex bundle now available for sale on fare classes K,L,M,N,O** (replacing our Starter Plus bundle) on domestic routes and select international 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 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, DPSDRW, DPSPER, DPSSIN, DPSSYD, DPSTSV, MELZQN, NANSYD, OOLWLG, OOLZQN, RARSYD, SYDZQN

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## Flex with confidence when travelling for business

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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

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

## 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<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](#)<sup>\*</sup>. Enjoy [complimentary membership](#)<sup>\*</sup> 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](#).



<sup>\*</sup> 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](#)