

Jetstar Industry Update

May 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 - April 2023

Through **April 2023**, our New Zealand domestic network delivered a **63.4%** on time performance for our customers, with our trunk peak time services achieving **71.2%**.

Our New Zealand domestic on time performance through 2023 year to date is **70.2%**.

Results are for departures within 15mins of schedule.

Jetstar NZ on-time performance - leading the local market

Following recently released market results, despite a challenging period of operation for all airlines, Jetstar New Zealand achieved an average **76.2%** (Arr15) on-time performance, **leading the local market** over the last 6 months October 2022 to March 2023 on domestic routes.

Results are for arrivals within 15 mins of schedule when compared to the local market.

Jetstar bookings on Qantas (081) ticket stock via the GDS

New Zealand agents now have the option to ticket **Jetstar flights on Qantas (081) ticket stock via the GDS**, this is in addition to the option of ticketing Jetstar flights on Hahn ticket stock.

Jetstar flights on Qantas (081) tickets are permitted with or without a Qantas fare, making it easier for agents to sell and service Jetstar bookings.

Qantas (081) ticketing is available across our domestic and international networks of Jetstar Airways (JQ), Jetstar Japan (GK) and Jetstar Asia (3K).

Please note; Qantas Agency Connect will continue to support Qantas ticketed bookings containing both Qantas and Jetstar flights, and **[Jetstar Trade Support](#) will provide the servicing for ticketed bookings containing only Jetstar flights.**

For more detailed information and advice, please visit our [FAQs](#) or download our [GDS Guide](#)

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



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](#)

Online check-in for Jetstar flights from New Zealand to Australia

Online check-in is now available for Jetstar operated flights from New Zealand to Australia (excludes Auckland to Rarotonga flights at this time).

If online check-in is available - and you **don't** have checked baggage, visa or entry requirements - you may be able to head straight to the boarding gate when you arrive at the airport. Note, carry-on baggage restrictions and limits still apply - for more information on carry-on bag limits, [click here](#)

Online check-in for Jetstar Airways (JQ) flights opens two days before your flight and closes two hours before departure - all you'll need is your booking reference and your passport details.

Online check-in is simple, fast and available for almost all Jetstar flights – with some exceptions. For information on applicable flights, requirements, and exceptions - [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 - 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

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 on board.
- 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

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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](#)