

# Jetstar Industry Update

June 2023



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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 - May 2023

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Through **May 2023**, our New Zealand domestic network delivered a **64.2%** on time performance for our customers, with our trunk peak time services achieving **73.1%**.

Our New Zealand domestic on time performance through 2023 year to date is **69.0%**.

Results are for departures within 15mins of schedule.

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## Jetstar New Zealand 14th Birthday

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On 10 June 2009, Jetstar commenced domestic flights between Auckland, Wellington, Christchurch, and Queenstown, and this month Jetstar New Zealand will celebrate its **14th Birthday**. Sign up to our [Jetmail](#) and be the first to hear about our **upcoming sales and offers**.

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## **IMPORTANT** - changes to Jetstar Check-in, Bag Drop & Gate Close times

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At Jetstar, we keep working hard to improve our punctuality and reliability for our customers, so we recently made changes to closure times for check-in, bag drop and boarding.

From 23 May 2023, for Jetstar Airways (JQ) operated flights, **check-in and bag drop closure times changed to:**

- **40 minutes** prior to the scheduled departure time for flights departing from a **domestic New Zealand** or Australian terminal.
- **60 minutes** before departure for flights departing from an **international terminal**.

The **boarding gate will also close 20 minutes before departure** for both domestic and international flights.

Note, these changes are being communicated to customers by email, text message, on our website including while booking, and with signage in our terminals.

Most customers check-in online and get to the airport and the departure gate well ahead of their flight. For information on **Online Check-in** - applicable flights, requirements, and exceptions - [click here](#)

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

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## Jetstar sponsors at WLG Chamber of Commerce Pre-Budget Breakfast

Jetstar New Zealand were again proud sponsors of the Wellington Chamber of Commerce Pre-Budget event with Finance Minister, Hon. Grant Robertson.

Jetstar supported the event with the business card prize draw of a return trip for two from Wellington to Rarotonga, with a 5-night stay at the [Pacific Resort Rarotonga](#) thanks to Pacific Resorts Hotel Group.



Congratulations to [Naga Krishnan](#) from [Victoria University](#). See all event photos [here](#).



Donna Watson (GM Sales PRHG), James Stafford (Mgr, NZ Sales), Shelley Musk (Head of NZ)



James Stafford (Mgr, NZ Sales), Naga Krishnan (Victoria Uni), Donna Watson (GM Sales PRHG)

## NEW - Jetstar Groups - booking materialisation now included

Jetstar have recently added an enhancement to our Groups Terms & Conditions, which benefits you and your clients with **booking materialisation now included**.

What this means for you...if 20% or less of the Groups passengers have cancelled at the final payment deadline, 100% of the deposit amount paid for the cancelled Groups passengers can be used toward the final payment for the remaining group!

For more information, please check our Groups Terms & Conditions - [click here](#)

Take advantage of our Groups fares and benefits when booking for 10 or more passengers:

- 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 amongst the group - 20kg checked baggage per pax
- Group seating - ensuring your group is seated together (subject to availability)

If your request is for a group of between 10 and 50 passengers, you'll receive your quote within minutes<sup>2</sup>. Learn more about our Jetstar Groups benefits and to get a quote - [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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## 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

## 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](#).  
^ 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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