
NEW - Trade Support Live Chat & Voice operating hours extended

Our dedicated **Trade Support operating hours have been extended** to provide New Zealand agents with a greater level of service and support.

From 4 July, operating hours for Trade Support Live Chat and Voice (0800 284 510) will be from **9:00am to 9:00pm, Monday to Friday**. Outside of these hours, our General Reservations team are available to assist.

Please note, our Groups team are available from 10:30am to 7:30pm, Monday to Friday. For more information on group bookings, group quotes and contact details, [click here](#).

For all booking related queries, including GDS bookings, please contact our Trade Support team using any one of the below contact links, or [click here](#).

Live Chat:	click here (NZ 0900-2100 Mon-Fri)	Groups:	0800 401 283 (NZ 1030-1930 Mon-Fri)
Trade:	0800 284 510 (NZ 0900-2100 Mon-Fri)	Web:	Jetstar Information Centre
Trade:	sales@jetstar.com	Trade Mail:	sign up here

Jetstar NZ on-time performance - June 2023

Through **June 2023**, our New Zealand domestic network delivered a **64.5%** on time performance for our customers, with our trunk peak time services achieving **70.0%**.

Our New Zealand domestic on time performance through 2023 year to date is **68.2%**.

Results are for departures within 15mins of schedule.

NEW - Brisbane Airport partnership - including daily AKLBNE services



Jetstar is boosting international flying with its new landmark partnership with Brisbane Airport.

From 29 Oct 23, our four return services per week between **Auckland and Brisbane increases to daily**, adding over 90,000 seats a year.

And from 1 Feb 24, Jetstar will operate its **new A321 NEO LR on the Auckland to Brisbane** route.

In addition, Jetstar will fly direct from Brisbane to Tokyo (Narita), Osaka and Seoul, and we are also adding more services between Brisbane and Bali. All up, an additional half a million low fares seats between Brisbane and international destinations. To read more, [click here](#)

Jetstar flies across the Tasman to four Australian ports - Sydney, Melbourne, Gold Coast and Brisbane - across 10 routes from New Zealand.

GDS ticketless bookings - no longer accepted

From 1 July 23, all Jetstar bookings made via the GDS must be ticketed bookings. **Jetstar no longer accept any ticketless forms of payment for Jetstar bookings made through the GDS** (e.g. credit card, agency credit/BSP, UATP).

For any new Jetstar booking/s created in the GDS from this date, New Zealand travel agents (point of sale New Zealand) must issue the booking either on; Qantas (QF-081) ticket stock, or Hahn Air (HR-169) ticket stock.

For Jetstar interline partner tickets - Jetstar segments sold in conjunction with one of our partner airlines segments, tickets can be issued on our partner airline's ticket stock.

Travel agents who don't have ability to issue QF or HR tickets have the following options:

- Book through Agent Hub - credit card and agency credit can be used for Agent Hub bookings. Please ensure that you have completed registration to access Agent Hub in order book and pay on Agent Hub. To register, [click here](#)
- Book through a consolidator who can issue Qantas or Hahn tickets

To view and download our full GDS guide, [click here](#)

Jetstar sponsors at ExportNZ ASB Wellington 2023 Export Awards

Jetstar New Zealand were again proud sponsors of the [ExportNZ](#) ASB Wellington 2023 Export Awards. Congratulations to all the amazing finalists and winners!

Jetstar supports The ASB Exporter of the Year Award with an additional prize for the winner of a return trip for two from Wellington to Gold Coast, with a 4-night stay and with special thanks to the [JW Marriott Gold Coast Resort and Spa](#).

Congratulations to the ASB Bank Exporter of the Year, and to the whole team at [COGO](#).

To view all of the event photos, [click here](#).



NEW - Jetstar App

Introducing the new and improved Jetstar app! We've rebuilt the app using the latest technology and incorporated changes based on feedback we have received from our customers.

The new app is more reliable, convenient and easier to use. You can sign into the Jetstar app with your Jetstar account or access some features as a Guest.

Users can see trip details at a glance including flight status, Manage Booking/add extras and even receive important updates from Jetstar.

You'll also be able to check-in via the app (selected routes only), view your Mobile Boarding Pass and save it to your phone's wallet (varies based on phone).

To learn more, and to [download the new Jetstar app](#), [click here](#)



UPDATED - Travel Agent Terms & Conditions

Jetstar recently made some changes to its [Travel Agent Terms and Conditions](#), to read more about the changes, [click here](#). A summary of some of the important changes include;

- Virtual Credit Cards no longer accepted form of payment. Other [payment methods](#).
- Access to lower fares for Online Registered Agents (ORA) that achieve new Ancillary Targets.
- Changes to fare prices accessed through travel agent booking channels on some international and longer domestic Australia routes - for route groups, [click here](#)

Flex with confidence when travelling for business

For only **\$30** 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 (GDS bookings - cash at fee per pax, per booking - T&Cs apply*)
- 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

To learn more about our Flex bundle, [click here](#). Or, to view our full range of available bundles, inclusions and *terms & conditions, [click here](#).

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 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[^] 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](#).



^{*} Complimentary 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](#)