

Jetstar Industry Update

August 2023



REMINDER - Trade Support Live Chat & Voice operating hours extended

Operating hours for our dedicated Trade Support Live Chat and Voice (0800 284 510) have been extended - now open **NZ 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 NZ 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](#).

Trade:	Live Chat (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 - July 2023

Through **July 2023**, our New Zealand domestic network delivered a **68.4%** on time performance for our customers, with our trunk peak time services achieving **74.2%**.

Our New Zealand domestic on time performance through 2023 year to date is **68.3%**.

Results are for departures within 15mins of schedule.

REMINDER - Jetstar Check-in, Bag Drop & Gate Close times

For Jetstar Airways (JQ) operated flights, **check-in and bag drop closure times recently 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 have been 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](#)

NEW - Jetstar Agent Classroom - online learning

Do you want to learn about selling Jetstar?

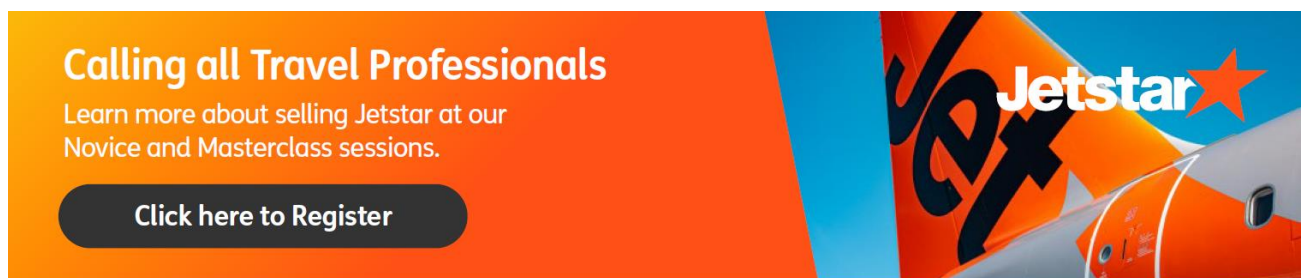
We at Jetstar are passionate about ensuring you have all the tools to educate your customers about what they need to know about flying with Jetstar.

Jetstar has developed a new **Agent Classroom** program designed to keep you informed and updated on how to sell our award-winning low-cost carrier service.

On the first Wednesday of every month, Jetstar will host a *Novice* session aimed at those new to the industry and for those who want a refresher. Each session will focus on product providing you with the tools you need to have an informed conversation with your customers.

On the third Wednesday of each month, Jetstar will host a *Masterclass* session which will appeal to travel professionals of all levels which will be a deep dive into a specific topic.

Each session will be 30 minutes and hosted via Microsoft Teams with a member of Jetstar sales team. **Next online session 16 August**. For more information and to register, [click here](#)



Calling all Travel Professionals
Learn more about selling Jetstar at our Novice and Masterclass sessions.

[Click here to Register](#)

The banner features a background image of a Jetstar aircraft tail with the 'Jetstar' logo and an orange star.

NEW - Digital New Zealand Traveller Declaration - WLG, CHC & ZQN

International travellers **arriving into Wellington, Christchurch or Queenstown airports only** now have the option to complete a digital declaration instead of a paper Passenger Arrival Card, before travelling to New Zealand.

From late August, travellers arriving into Auckland Airport will be able to complete a digital declaration. Until then, international travellers arriving into Auckland will need to complete a paper Passenger Arrival Card, which will be handed out on-board their flight to New Zealand.

The NZ Traveller Declaration aims to help passengers move through airports more efficiently and improve the safety and security of New Zealand. For more information, [click here](#)

Passengers also have the option of downloading and completing their declaration via the NZTD app, [click here](#). It will take around 10 mins to complete your declaration using the app.

You can scan your passport to instantly upload your passport details. You will receive an email and reference number when you submit your declaration, and a confirmation email will be sent to you any time you resubmit your declaration.

NEW - Queenstown self-service kiosks & automated bag-drop

Queenstown Airport has enhanced its passenger experience with a check-in area upgrade, including new bag drop and kiosk technology provided by Elenium.

Nine extra **self-service kiosks** and six **automated bag-drop units** have been added to the shared check-in area utilised by Jetstar for both Domestic and International flights. This is in addition to the 15 kiosks that were installed in 2019.

The process is quick and easy for passengers to use, and queues have reduced markedly since the introduction of this additional technology.

This project represents Queenstown Airport's commitment to modernisation and improving its customer experience.



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](#).

To view our full range of available bundles, inclusions and *terms & conditions, [click 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

Qantas Frequent Flyer - earn Qantas Points on JQNZ DOM Starter fares

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.

* 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](#)