

Jetstar Industry Update

September 2023



Trade Support & 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.

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 - August 2023

Through **August 2023**, our New Zealand domestic network delivered an **80.6%** on time performance for our customers, with our trunk peak time services achieving **85.2%**.

Our New Zealand domestic on time performance through 2023 year to date is **69.8%**.

Results are for departures within 15mins of schedule.

NEW - Jetstar Airways COVID Vouchers extended indefinitely

Jetstar are extending the time you have to book flights using unused Jetstar Airways COVID Vouchers* which means you can **extend your customers COVID Vouchers indefinitely**.

You can still book using your customers current vouchers until 31 December 2023. If the voucher is not used by 31 December 2023, you can contact [Trade Support](#) at any time after the voucher has expired and we will issue a new voucher. Please note, no action is required until after 31 December 2023 if the voucher expires.

Once COVID Vouchers are reissued, there will be no limit to the amount of extensions customers can obtain. This means, customers can continue to extend vouchers year after year.

You can use Jetstar COVID Vouchers to book any flight available for any available travel date. Travel dates are usually available up to 12 months in advance. You can use Jetstar COVID Vouchers on all Jetstar fares, including sale fares, on domestic or international trips.

Jetstar COVID Vouchers remain multi-use vouchers and can be used across multiple bookings – any outstanding credit from one booking can be used towards another.

Agents and customers can check their remaining credit amount and voucher expiry date by visiting the voucher balance portal, [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.

* COVID Vouchers refers to all Jetstar Airways vouchers that have an expiry date of 31 December 2023 (which will be extended on request)

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

REMINDER - Jetstar Agent Classroom - online learning

Jetstar has developed an [online Agent Classroom](#) learning program designed to keep you informed and updated on how to sell our award-winning low-cost carrier service.

Novice - first Wednesday of every month - 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. **Next sessions: 06Sep & 04Oct**

Masterclass - third Wednesday of every month - a deep dive into a specific topic for travel professionals of all levels. **Next sessions: 20Sep & 18Oct**

Each session will be 30 minutes and hosted via Microsoft Teams with a member of Jetstar sales team. 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](#)

Qantas Group & Jetstar FY23 results

The Qantas Group recently announced its full year results, including an Underlying Profit Before Tax (EBIT) of \$2.47 billion. Jetstar posted an Underlying Profit Before Tax (EBIT) of \$404 million for FY23. For more information, [click here](#)



- \$2.47b Qantas Group EBIT profit
 - \$1.27b QF Domestic profit / \$906m QF International profit
 - 46 million passengers flown safely to their destinations
 - Increased flying by 132% compared to FY22 (ASK)
 - Qantas most on-time major domestic airline 11 out of 12 mths
 - Multi-billion-dollar order for 24 aircraft (inc 12 A350s & 12 B787s to replace our A330 fleet)
- \$404m Jetstar Group EBIT profit
 - Investing in a more sustainable fleet - 9 new A321neo LR aircraft (~18 total by end 2024)
 - 18 destinations - announced, operationally launched or re-started
 - On track to sell 10 million fares under \$100 this calendar year
 - Sold 850,000 toasties, 825,000 cheese/crackers, 9 million bags & 5 million bundles

Please note: All amounts referred to in this section are in AUD.

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Digital New Zealand Traveller Declaration - Auckland now live

Travellers arriving at **any one of New Zealand's international airports** now have the option to complete a digital declaration instead of a paper arrival card.

Passengers can also download and complete their declaration via the NZTD app, [click here](#).

A Paper Arrival Card will be available on board flights into New Zealand for those that have not completed a Digital New Zealand Traveller Declaration.

You can scan your passport to instantly upload your details. You will receive an email and reference number when you submit your declaration. For more information, [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 - cancel and hold in credit - 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 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](#)