

# Jetstar Industry Update

October 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](mailto:sales@jetstar.com)      Trade Mail: [sign up here](#)

## Jetstar NZ on-time performance - September 2023

Unfortunately, with some extreme weather in both WLG and ZQN in the back half of the month, through **September 2023**, our New Zealand domestic network delivered a **73.0%** on time performance for our customers, with our trunk peak time services achieving **73.4%**.

Our New Zealand domestic on time performance through 2023 year to date is **70.2%**. Results are for departures within 15mins of schedule.

## Jetstar sponsors WLG Chamber of Commerce Breakfast with the PM

Jetstar New Zealand were recently proud sponsors of the Wellington Chamber of Commerce Breakfast with the Prime Minister, Right Honourable Chris Hipkins.

Jetstar supported this event with the business card prize draw of a city-break for two to Auckland - including return Starter Plus fares from Wellington to Auckland with Jetstar, and with special thanks to Carl Amos (EVT Hotels & Resorts New Zealand) and Jacques Meyer from [Rydges Auckland](#), a 2-night stay in a Superior Room, including buffet breakfast for two.

Jetstar offered an additional prize draw of a return trip for two to anywhere on the Jetstar New Zealand Domestic network.

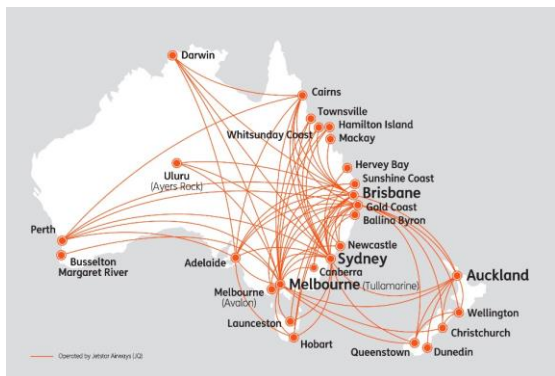
Congratulations to **Dr. Richa Chugh** from Victoria University winner of the Auckland city-break, and **Rochelle Wallens** from Ākina Foundation winner of the Jetstar Domestic flights.



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

## Explore Australia and beyond with Jetstar - one stop from NZ\*

With **over 100 flights per week across now ten trans-Tasman routes**, fly direct to Melbourne, Sydney, Brisbane and the Gold Coast and head out and [explore Australia](#) and beyond.



Adventure, culture, relaxation and incredible landscapes, all on the world's biggest island.

It may be the world's smallest continent, but that has its advantages. Australia has one of the most diverse and interesting landscapes of any country on earth, spanning tropical rainforests, vast deserts, long stretches of pristine beach and cosmopolitan cities.

Catch a show or a concert, sample some of the finest food anywhere in the world, spend nights discovering hidden bars or fill your suitcase with cutting-edge fashion. Or perhaps you'd prefer to snorkel on a coral reef, learn to hang ten alongside a pod of dolphins or trek through the desert with just the sound of the wind in your ears and birds soaring above you?

Via Sydney, Melbourne, Brisbane or the Gold Coast, connect and explore wider Australia with flights to the likes of Tasmania, Ayers Rock (Uluru), Cairns, Whitsunday Coast, Hamilton Island (Great Barrier Reef), Byron Bay, Perth and more - **just one-stop from New Zealand\***

Or, explore further afield with our **onward international services\*** connecting to; Fiji (Nadi), Singapore, Phuket (Thailand), Bali (Denpasar), Tokyo (Narita), Seoul (Incheon - South Korea), Ho Chi Minh City (Vietnam), Honolulu (Hawaii) and more...with Business Class seating available on select international routes.

Our B787 Dreamliner service offers **Business Class** fares which include; wide leather seats, 14kg carry-on baggage, 30kg checked baggage, meals, drinks and snacks on request, comfort pack, Inflight Entertainment plus more. T&Cs apply, for more information, [click here](#).

\* New Zealand ports (AKL Auckland, WLG Wellington, CHC Christchurch and ZQN Queenstown) connect with select DOM AU and INT destinations via SYD Sydney, MEL Melbourne BNE Brisbane and OOL Gold Coast/Coolangatta only. Check [jetstar.com](http://jetstar.com) for current flight schedule. Note, Jetstar Domestic and International flight schedules are subject to change.

## International to International through checked baggage

Unfortunately, Jetstar **don't** transfer baggage between domestic and international flights.

However, we do **transfer checked baggage between connecting international Jetstar flights** and flights with our interline and codeshare partner airlines, where both international flights were purchased on the same booking. For more information, [click here](#).

If you meet the correct travel requirements (visa, transit etc), our check-in staff will let you know if your baggage will be transferred. You may still need to check-in at the connecting airport to obtain your next boarding pass before check-in closes.

Please note - if you are transferring between domestic flights, or between international and domestic flights, in most cases you **will** need to collect your baggage and check in again.

## Disrupt management - Codeshare & Interline multi airline coupons

Jetstar New Zealand connects with partner airlines through codeshare or interline tickets.

With demand for International travel increasing, it is important to refresh agents and remind passengers of the appropriate action to take during a disrupt when connecting from a Jetstar Domestic New Zealand sector to a partner airline International sector, or vice versa, on how to rebook itineraries.



- **Coupons must be used in the booked order/flight sequence.** If the passenger elects to not travel any one of the sectors, then all remaining sectors are void
  - *The passenger must contact the ticketing/issuing agent/airline and request a reissue of the ticket. Note, the issuing carriers may charge a fee and/or fare difference depending on fare conditions.*
- If the passenger did not travel on the Jetstar sector, **Jetstar cannot take control or finalise the coupon**, this is not permitted under Jetstar's bilateral agreements signed with other carriers.
  - *The passenger can contact the ticketing/issuing agent/airline to request a full or partial refund, depending on the fare conditions.*
- **In case of a disrupt by Jetstar**, Jetstar is responsible to take the passenger to the ticketed destination.
  - *Contact Jetstar - we will work with the other downline/connecting carriers and ensure that the passenger reaches their ticketed destination. The passenger should not be referred to the ticketing/issuing agent/airline. Jetstar will bear any reasonable costs occurring out of this disruption in accordance with our Conditions of Carriage and/or any applicable relevant laws.*
- If the passenger chooses **not** to utilise the alternative arranged Jetstar (or other airline) flight, please note that unused downline sectors with other carriers may be void and the other carrier may not allow the passenger to continue with their journey.
  - *If the passenger still wishes to travel, the **passenger must contact the ticketing/issuing agent/airline** and request a reissue of the ticket. Note, the issuing carriers may charge a fee and/or fare difference depending on fare conditions.*

## Jetstar Agent Classroom - online learning

Jetstar's **online Agent Classroom** learning program has been designed to keep you informed and updated on how to sell our award-winning low-cost carrier service.

There are **Novice** and **Masterclass** sessions available, with each session taking 30 minutes and hosted via Microsoft Teams. For more information, dates and to register, [click here](#)

### Jetstar Agent Classroom

Learn more about selling Jetstar via our online learning sessions  
Next session; Novice 08 November / Masterclass 22 November

[Click here to Register](#)

## 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<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.

\* Complementary membership [terms & conditions](#) apply. Qantas Frequent Flyer [Points Plus Pay](#) and [Terms and Conditions](#).

<sup>^</sup> 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](#)