

# Jetstar Industry Update

November 2023



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## Trade Support & 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.

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](#)

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## Jetstar NZ on-time performance - October 2023

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Unfortunately, more unseasonal/extreme weather throughout the month did impact some services. Through **October 2023**, our New Zealand domestic network delivered a **74.8%** on time performance for our customers, with our trunk peak time services achieving **81.5%**.

Our New Zealand domestic on time performance through 2023 year to date is **70.6%**. Results are for departures within 15mins of schedule.

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## UPDATE - Jetstar Airways COVID Vouchers – automated extension

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**GOOD NEWS!** Jetstar will use an automated process to indefinitely extend the validity of your Jetstar Airways COVID Vouchers.

In December, **the expiry date of your voucher(s) will automatically update in our system** and will be valid indefinitely. Expiry dates at this time will be changed to and show as 31/12/9999.

We will send you a confirmation email once your voucher(s) have been extended. Note, you are no longer required to contact us from 01 January 2024 for a new voucher to be issued.

**Expiring or expired vouchers** - If you have a Jetstar COVID voucher which expires or has expired this year, we will also automatically extend that voucher indefinitely. If you plan to use that voucher before it is updated in our system in December, please contact our [Trade Support](#) team for a replacement voucher.

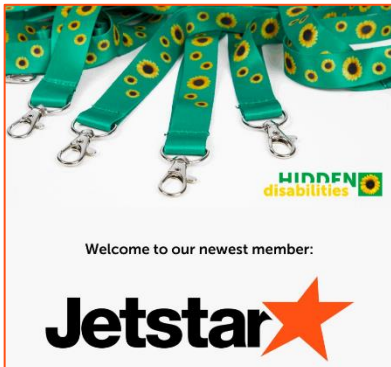
You can use Jetstar COVID Vouchers to book any available flight on any travel date. Travel dates are usually available up to 12 months in advance. You can use Jetstar COVID Vouchers on all Jetstar fares, including sale fares, on domestic or international trips.

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 and relevant expiry date.

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

## NEW - Hidden Disabilities Sunflower program



Jetstar are proud to announce we have partnered with the internationally recognised [Hidden Disabilities Sunflower](#) program and joined a network of airports, retail stores, tourism and transport providers that have trained their staff to recognise Sunflower items and support those wearing them. For more information, [click here](#)

Hidden disability (also known as non-visible disability or invisible disability) can include any disability that is not immediately obvious or apparent to others.

Hidden disabilities may be associated with a wide range of conditions that affect how a person experiences day-to-day life and the world around them, such as autism spectrum disorder, intellectual and cognitive disability such as dementia, hard of hearing and/or low vision, or chronic health conditions.

If you'd like us to know that you, or someone you're travelling with, has hidden disability, you can:

- wear a Sunflower lanyard, badge, wristband or similar item.
- share this information when you book your trip (which will enable us to add a DPNA Special Service Request code to your booking).
- let us know by calling the Contact Centre/Trade Support before you fly or telling our airport staff on the day.

By choosing to wear a Hidden Disabilities Sunflower item, customers with hidden disability can discreetly signal to our staff at the airport and on board that they may need assistance. Jetstar Airways (JQ) staff are trained to recognise the Hidden Disabilities Sunflower program and Sunflower products.

Please note, that wearing a Sunflower item does not mean you'll receive personal escort through the airport and that all passengers need to meet [our Independent Traveller Requirements](#), including those with hidden disability.

Sunflower lanyards are available free of charge at several airports in the Jetstar Airways (JQ) network. In Australia; Melbourne, Sydney, Brisbane, Adelaide, Perth, Cairns, Hobart and Gold Coast Airports. In New Zealand, Auckland, Christchurch, Queenstown and Wellington.

### Jetstar Agent Classroom

Learn more about selling Jetstar via our online learning sessions  
Next session; Novice 06 December / Masterclass 20 December

[Click here to Register](#)

## 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 (card payment only). Whilst you can purchase on board, 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

## Flex with confidence when travelling for business

Jetstar fare bundles offer unbeatable value ensuring your New Zealand domestic travel experience is flexible and comfortable, all at an affordable price. Add a [Flex bundle](#) and enjoy the following inclusions;



- 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
- 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)
- 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](#).

## 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](#)<sup>\*</sup>.

Enjoy [complimentary membership](#)<sup>\*</sup> and start earning Qantas Points today.

<sup>\*</sup> 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](#)