

# Jetstar Industry Update

December 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)

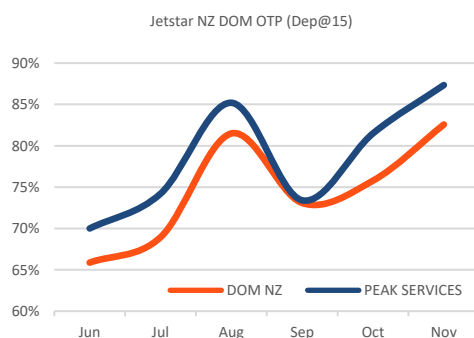
Trade: 0800 284 510 (NZ 0900-2100 Mon-Fri)

Web: [Jetstar Information Centre](#)

Trade: [sales@jetstar.com](mailto:sales@jetstar.com)

Trade Mail: [sign up here](#)

## Jetstar NZ on-time performance - November 2023



With our continued focus and consistency in our reliability, through **November 2023**, our New Zealand domestic network delivered an **82.6%** on time performance for our customers, with our trunk peak time services achieving **87.3%**.

Our New Zealand domestic on time performance through 2023 year to date is **71.7%**.

Results are for departures within 15mins of schedule.

## NEW - Inflight food & drinks menu

Our **inflight food and drinks menu** offers a range of hot and cold meals and snacks available for purchase 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.

Next time you fly, try out our new cheese & tomato relish toastie or our gluten/meat-free mushroom risotto. For a quick and easy bite on shorter flights, try our new Vege BBQ Chips, Mild salami twin pack or Lindt Excellence milk chocolate bar with a James Squire Alcoholic Ginger Beer.



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](#)

Jetstar, still the only domestic airline that offers you a **Pie & Sausage Roll**. *That's Choice!*

- On WLGCHC flights, passengers can purchase a snack and drink from our on board 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 on board purchases

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

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## **NEW - Payment Fee (Point of Sale New Zealand)**

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Jetstar does not charge a Payment Fee for bookings made in New Zealand Dollars (NZD) using POLi (connected to selected New Zealand bank accounts), Jetstar voucher, Jetstar Gift Card, and Points Plus Pay Flights (where the total booking is redeemed in Qantas points). **For all other bookings, a Payment Fee will apply.**

Please note, Jetstar recently changed from a Booking and Service Fee to a Payment Fee. For more information on our Payment Fees, [click here](#)

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### Jetstar Agent Classroom

Learn more about selling Jetstar via our online learning sessions  
Next session; Novice 03 January / Masterclass 17 January

[Click here to Register](#)



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## **REMINDER - IATA Billing and Settlement Plan (BSP) payment changes**

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Effective 4 Dec 23, Jetstar changed the way it processes IATA Billing and Settlement Plan (BSP) payments to better align with industry BSP standards. For more information, [click here](#)

Jetstar has moved away from ADM and ACM to process BSP payments, to using the IATA Financial Gateway (IFG) to validate in real time agent's eligibility to pay with BSP Cash, with tickets (TKTT) being assigned per passenger. Please note, BSP Cash is only available to GoStandard and GoGlobal IATA accredited agents.

Jetstar BSP transactions continue to be available from [BSPLink](#) to ensure Agents are able to reconcile their transactions. Agents who use BSP will notice some changes to Jetstar BSP statements and when Jetstar accepts BSP as a payment option.

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## **UPDATED - Travel Agent Terms & Conditions**

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Jetstar recently updated its Travel Agent Terms and Conditions. A summary of some of the key clauses which have changed include:

- 17. Liability and Indemnity
- 19. Suspending Access to the Site, API and Airline GDS Content (in the event of a breach)
- 20. Term and Termination
- 24. Privacy

There are also some changes which relate to how Jetstar will notify you of future updates to the Travel Agent Terms and Conditions and your rights where such updates are made.

As a registered agent of Jetstar, we recommend you review and familiarise yourself with our Travel Agent Terms and Conditions - [click here](#)

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## Jetstar Network & Route Map (current as of Oct 23)

With **over 50 flights per week across ten Tasman routes**, fly direct to Melbourne, Sydney, Gold Coast and Brisbane, then head out and [explore Australia](#) - just one-stop from NZ\*

Or, explore further afield with our onward **international services\*** connecting to; Fiji, Singapore, Phuket, Bali, Seoul, Ho Chi Minh City, Honolulu and more



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

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

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## Flex with confidence when travelling for business

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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](#).

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

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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.

\* 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](#)