

# Jetstar Industry Update

January 2024



## 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 - December 2023

Unfortunately, owing to some (more) extreme weather across the country affecting some services, through **December 2023**, our New Zealand domestic network delivered a **68.6%** on time performance for our customers, with our trunk peak time services achieving **70.3%**.

Our New Zealand domestic on time performance through 2023 was **71.5%**.

Results are for departures within 15mins of schedule.

## GDS - Qantas (QF-081) default fare quote for JQ/GK/3K fares (POS NZ)

Jetstar has recently made a system change, with **Qantas (QF-081) the default ticketing carrier for JQ, GK and 3K fares in Point of Sale New Zealand**, Australia and Korea.

The fare quote will default to QF without having to stipulate the validating carrier.

This has been implemented in all major GDS providers (Amadeus, Sabre, Travelport).

Please note, whilst your fare quote will default to Qantas (QF-081), agents in New Zealand can still fare quote on Hahn Air (HQ-169) if required.

For our full GDS Guide - [click here](#)

## NEW - Jetstar App: carry-on allowances on mobile boarding passes



Jetstar has recently enhanced Mobile Boarding Pass to now display customers' carry-on baggage allowance for both iOS and Android.

Whether a customer has chosen 7kg or 14kg carry-on, their carry-on allowance is now available at a glance as a reminder.

To learn more about carry-on allowance and available options, [click here](#)

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

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### Jetstar App

The Jetstar app is convenient and easy to use. You can sign into the Jetstar app with your Jetstar account or access some features as a Guest.

Users can see trip details at a glance including flight status, Manage Booking/add extras and even receive important updates from Jetstar.

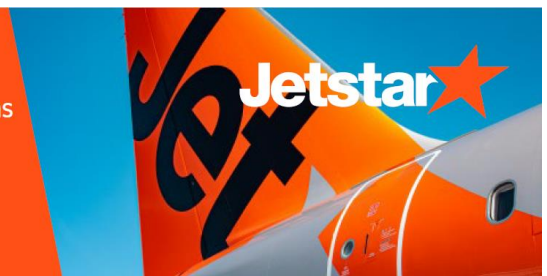
You'll also be able to check-in via the app (selected routes only), view your Mobile Boarding Pass and save it to your phone's wallet (varies based on phone). [To download the Jetstar app, click here](#)



### Jetstar Agent Classroom

Learn more about selling Jetstar via our online learning sessions  
Next session; Novice 07 February / Masterclass 21 February

[Click here to Register](#)



### Agent Hub - Cyber Safety

Jetstar would like to remind Agents of the shared responsibility to ensure that you, your colleagues, and your customers information remain Cyber Safe when accessing Agent Hub.

Cyber Safety tips to help protect your account and your customers:

- Be vigilant with emails and attachments as they could pose a phishing risk - emails may contain malicious content / links / attachments or direct you to a malicious or fake site:
  - Stay alert for unexpected or unsolicited email messages, especially ones containing links, attachments or QR codes – always check sender name / sender email address.
  - Look out for wording with urgency to make you panic or lure you.
  - Never click on suspicious links / attachments or scan suspicious QR codes.
  - Verify requests are legitimate using a trusted source.
  - Always follow established processes.
- Never share your login credentials with others
- Never login from open networks / public Wi-Fi (e.g. internet Café) as they could be compromised – keep work, personal, financial and sensitive information off public Wi-Fi.
- Use different unique passwords / passphrases for each of your accounts, change them regularly and keep them safe.
- Any suspicious activity must be reported to Jetstar immediately – please refer to your existing fraud (reporting) process.

#### Cyber Safety Recommendations

- Where available, enable multi-factor authentication (MFA) on your accounts.
- Ensure your work / personal devices have the latest security / operating system and that your Anti-virus / Malware protection is up to date.

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## 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.



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 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

## 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](#)