

Jetstar Industry Update

February 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 Trade Mail: [subscribe here](#)

Jetstar NZ on-time performance - January 2024

Through **January 2024**, our New Zealand domestic network delivered a **81.7%** on time performance for our customers, with our trunk peak time services achieving **88.4%**.

Our New Zealand domestic on time performance through 2024 year to date is **81.7%**.

Results are for departures within 15mins of schedule.

Jetstar named the safest low-cost airline in the world!

Industry website Airline Ratings has [revealed](#) its annual list of the world's safest airlines with [Jetstar being named the safest low-cost airline for 2024](#).

The rankings are based on a range of factors, including safety incidents and initiatives and audits from governing and industry bodies. Airline Ratings recognised all airlines appearing in their Top 25 as being "standouts in the industry" and said the safety margins between them were very small.

Jetstar Agent Classroom

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

[Click here to Register](#)



Subscribe to our Jetstar AU/NZ Trade Mail

Jetstar regularly sends out important updates and information to trade across both AU and NZ. Whilst this monthly update is specific to New Zealand, our Trade Mails focus on the wider Jetstar network and our indirect proposition.

All recent Trade Mails can be found [here](#).

We recommend all New Zealand agents subscribe to these Trade Mail updates - [click here](#)

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

NEW - A321neo LR now operating daily on AKLBNE



From 1 Feb 24, Jetstar boosted capacity on its popular Auckland to Brisbane service with the introduction of its state-of-the-art A321neo LR aircraft.

It will be the first time the airline has operated a NEO on a Trans-Tasman route and will add more than 80 thousand low fares seats a year.

The extra capacity is due to the NEO having 46 more seats than Jetstar's existing A320 aircraft which have been flying between Brisbane and Auckland.

Jetstar currently operates a daily return service between Auckland and Brisbane but is set to increase capacity to up to 11 return services per week from April, in response to strong demand.



Jetstar currently has low fare deals available on [Auckland to Brisbane flights](#) from \$182[^].

Jetstar has just welcomed its 11th state-of-the art NEO, with a further 7 NEO LR aircraft set to join its fleet by the end of the year. NEO fast facts:

- up to 50 per cent quieter than similar size Airbus A320/A321s
- up to 20 per cent less fuel burn helping to reduce emissions
- an extra fuel tank to fly further (about 3,500 nautical miles / 6,482 kilometres)
- 46 more seats compared to the Airbus A320
- 232 wider seats each with USB power and seat back device holders
- extra-large overhead storage bins with 40 per cent more space
- coloured LED lighting to provide better comfort.

The entire fleet has also recently been fitted with new wireless In-flight Entertainment, so customers can download the Jetstar Entertainment App on their device and enjoy a range of content from as little as \$5.

New Zealand Traveller Declaration (NZTD) Toolkit

The New Zealand Traveller Declaration (NZTD) Toolkit for Partners is supplied by the New Zealand Customs Service.

These tools are free to use on; social media sites, intranet, newsletters, employee and client updates, website, or anywhere you think is appropriate. Please feel free to share these tools with your partners and overseas contacts.

You can find the latest resources on the NZ Customs Toolkit for Partners - [click here](#)

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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[^] 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](#)

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