

# Jetstar Industry Update

March 2024



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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: [subscribe here](#)

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## Jetstar NZ on-time performance - February 2024

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Through **February 2024**, our New Zealand domestic network delivered a **72.5%** on time performance for our customers, with our trunk peak time services achieving **85.5%**.

Our New Zealand domestic on time performance through 2024 year to date is **78.4%**.

Results are for departures within 15mins of schedule.

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## NEW - Jetstar Uniform

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Jetstar last week unveiled its revamped uniform as it ushers in a new era of low-cost travel and prepares to celebrate 20 years since taking to the skies.

The collection is designed by renowned Australian fashion designer, Genevieve Smart, who has worked alongside 40 Jetstar pilots, cabin crew and airport team members over the past 12 months to complete the final design. For more information, [click here](#).

It will be worn by more than 5000 of the airline's frontline team members across Australia as well as at Jetstar airlines based in New Zealand, Japan and Singapore from late 2024.

The new pilot uniform will switch from the more traditional black to blue and will feature stylish cuts, new epaulettes and the option of a neck scarf.

The cabin crew and airport uniforms offer a range of options to cater for individual style and preferences, including blazers in blue and orange, a shirt dress, tailored skirts, tapered fit trousers, polos and overcoats.

The new palette includes a softer orange complemented by blue; a colour combination which was inspired by the sunset as seen through an aircraft window.

Jetstar's current uniform will be sustainably disposed of in partnership with BlockTexx which uses recycling technology to turn textiles into raw materials that are used to create new products.

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

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## REMINDER - Subscribe to our Jetstar AU/NZ Trade Mail

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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](#)

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## Jetstar Agent Classroom - 2024/25 online learning schedule

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We at Jetstar are passionate about ensuring you have all the tools to educate your customers, about what they need to know about flying with Jetstar.

Our *New Starter Training* and *Masterclass* schedule has recently been released for the rest of 2024 and into 2025.

Each training session is 30 minutes and hosted via Microsoft Teams with a member of Jetstar sales team.

For more information and to register, [click here](#)



**Jetstar Agent Classroom**  
Learn more about selling Jetstar via our online learning sessions  
Next session; Novice 03 April / Masterclass 17 April

[Click here to Register](#)

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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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## Jetstar sponsors at Wellington Chamber of Commerce Golf Day 2024

Jetstar New Zealand were again proud sponsors of the Wellington Chamber of Commerce with Jarden Golf Day 2024 at the Shandon Golf Course on Friday 23 March. The Golf Day raise over **\$9,000 for the Wellington Free Ambulance**.



Closest to the pin (M) - Michael Rousell - Tyree New Zealand

Jetstar sponsored Hole 9 'closest to the pin' competition. Male and Female prize winners received return trips for two on our Jetstar New Zealand domestic network.



Closest to the pin (F) - Kay Brodie - Summerset



Business Card Draw - Jason Sadler - CentrePort

A special thank you to **Carl Amos from EVT Hotels & Resorts New Zealand** and **Avis New Zealand** who also supported our sponsorship this year.

Our hole activation winner received; Jetstar return flights for two from Wellington to Auckland, 2-day car rental with Avis New Zealand, 1-night stay at Rydges Auckland, 1-night stay at Rydges Formosa Golf Resort - plus a round of golf for 2 including cart.

The lucky recipient was so very generous and raffled off this prize on the day raising an additional \$1,600 for the Wellington Free Ambulance!

Our Business Card draw winner received, Jetstar return flights from Wellington to Queenstown - plus a 2-night stay at Rydges Lakeland Resort Queenstown.



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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 voucher where you can choose on board from the inflight menu. View our full menu [here](#)

- On WLGC 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

## 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](#)

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