

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 - March 2024

Through **March 2024**, our New Zealand domestic network delivered a **78.2%** on time performance for our customers, with our trunk peak time services achieving **82.1%**.

Our New Zealand domestic on time performance through 2024 year to date is **78.3%**.

Jetstar domestic reliability in March - **100%** of scheduled flights operated. **0 cancellations**

Results are for departures within 15mins of schedule.

Group bookings

Planning a big trip for a school group, sports team, wedding party or conference? **Booking for 10 or more passengers?** Take advantage of our special group fares!



Convenient payment plan - pay a deposit up front, then the final balance later*



Flexibility with unlimited name changes - not sure exactly who is travelling? Make unlimited name changes up to 24 hours before you fly



Shared baggage allowance - each passenger is entitled to 20kg checked baggage. The combined checked baggage weight/allowance can be shared amongst the group



Standard seat selection - seat your group together (subject to availability)



Dedicated support - you can count on support and booking assistance from our Groups team - call 0800 401 283 or email groupreservations@jetstar.com (NZ 10:30-19:30, Mon-Fri)

All group fare quotes must be requested via the group booking request form. For more information on Group bookings and to request a group booking quote, [click here](#)

* The exact due date of your deposit and balance will depend on the country you make your booking from. Details will be in our email response to your booking query.

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

Jetstar Industry Update

April 2024



NEW - Jetstar App - fast online check-in

We have recently released an update for the [Jetstar app](#), introducing **fast online check-in**.

Fast online check-in is now available on the app for Australian and New Zealand domestic sectors, significantly speeding up the online check-in process for our customers.

Have you updated your Jetstar app? If you haven't, do it now via your mobile app store.

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
New Starter Training: 08 May / Masterclass - Bundles: 22 May

[Click here to Register](#)



UPDATE - New Zealand Traveller Declaration

The **Passenger Arrival Card (PAC)** is no longer in circulation or accepted at New Zealand airports (effective 23:59:59 on 31 March 2024). The PAC has been replaced with the NZTD paper declaration form from 1 April 2024.

NZTD paper declaration forms will only be given to passengers who cannot complete a digital NZTD, or who request a paper declaration form. NZTD paper declaration forms will also be available at New Zealand international airports.

The New Zealand Customs Service recommends travellers complete a digital New Zealand Traveller Declaration via the NZTD app or online form, using your phone or computer.

For air travellers, the earliest you can submit your declaration is 24 hours before you start your trip to New Zealand. It needs to be submitted by the time you reach passport control in New Zealand.

For more information, [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 voucher 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.

^{*} Complimentary 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](#)