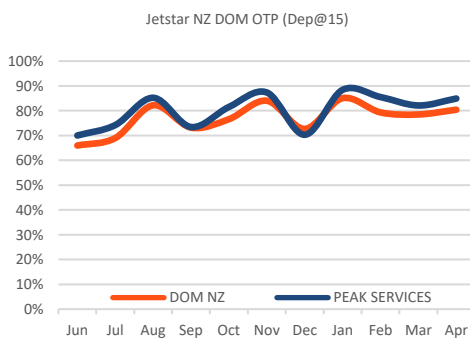


Trade Support & Groups - how to contact us

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 - April 2024



With our continued focus and consistency in our reliability, through **April 2024**, our New Zealand domestic network delivered a **78.7%** on time performance for our customers, with our trunk peak time services achieving **84.9%**.

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

Results are for departures within 15mins of schedule.

Air New Zealand versus Jetstar: Which airline is the most reliable right now? Don't just take my word for it, [click here](#)

Jetstar Agent Classroom

Learn more about selling Jetstar via our online learning sessions
New Starter Training: 05 June / Masterclass - Bundle changes: 19 June

[Click here to Register](#)



Jetstar not accepting GDS bookings from non-IATA agents (selected POS only)

Unfortunately, Jetstar will no longer confirm bookings made through the GDS by non-IATA registered travel agents.

Please note, this is with the exception of non-IATA agent bookings from point-of-sale **New Zealand**, Australia, Singapore, Japan and Philippines.

For more information, please refer to our current GDS guide - [click here](#)

NOTE - The New Zealand Traveller Declaration is free

The New Zealand Custom Service have advised they are seeing an increase in travellers reporting that they are being charged to complete the New Zealand Traveller Declaration.

Feedback suggests travellers are visiting websites with a similar URL address to the NZTD website, that also look and sound official. The New Zealand Custom Service is working with the relevant government agencies to establish if these websites are legitimate.

Please continue to remind your customers of the official website and completion of [the New Zealand Traveller Declaration is free](#) to all those entering New Zealand. For more information, please visit: www.travellerdeclaration.govt.nz

Inflight food & drinks menu

Our [inflight food and drinks menu](#) offers a range of hot and cold meals and snacks available for 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

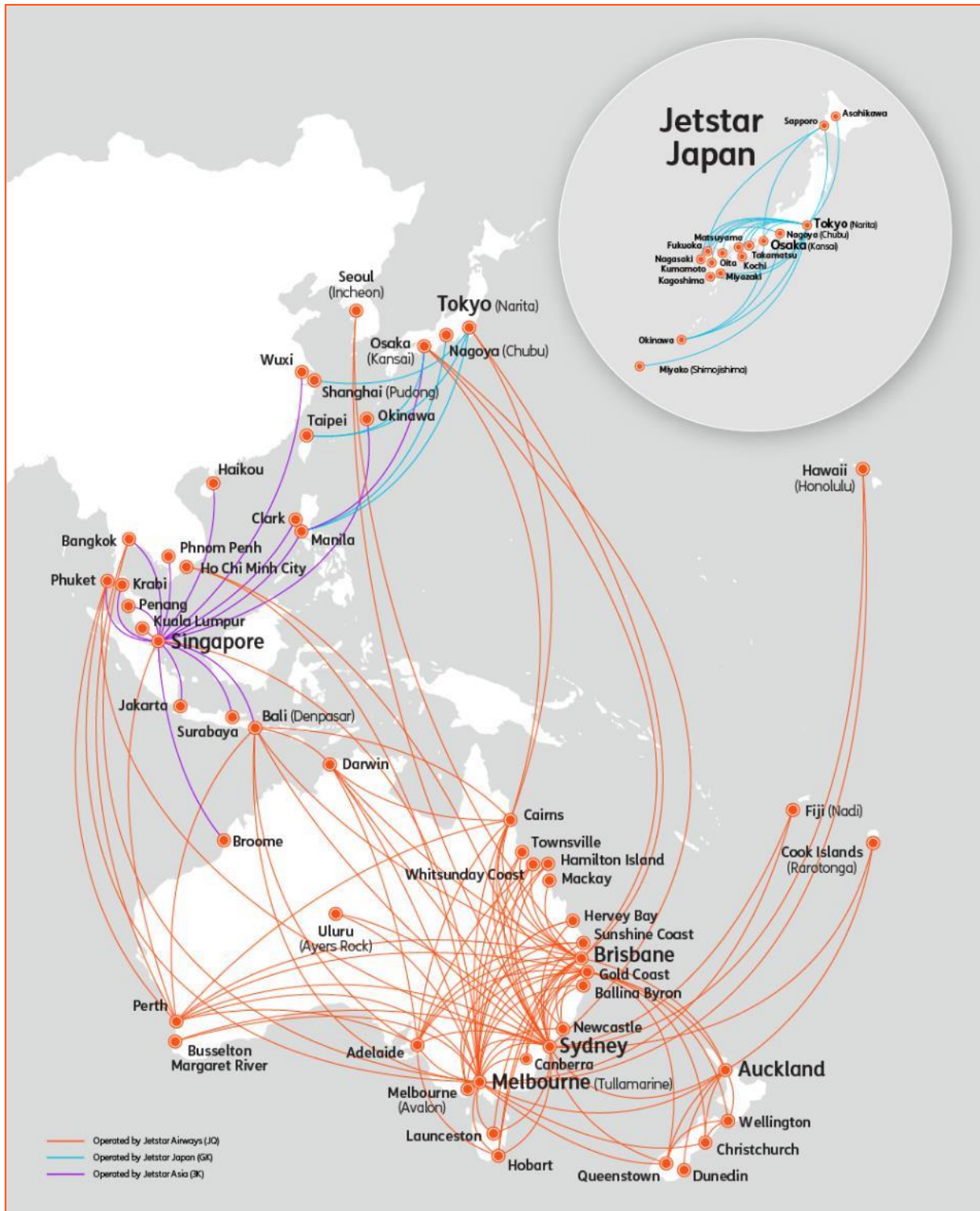
To view our full range of available bundles, inclusions and *terms & conditions, [click here](#).

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

Jetstar Network & Route Map (current as of April 2024)

With **over 60 flights per week across 10 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. Route map includes new routes scheduled to commence in 2024. Check [jetstar.com](https://www.jetstar.com) for our current flight schedule.

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