

Jetstar Industry Update

June 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 - May 2024

Through **May 2024**, our New Zealand domestic network delivered a **82.3%** on time performance for our customers, with our trunk peak time services achieving **84.4%**.

Our New Zealand domestic on time performance through 2024 year to date is **79.1%**.

Jetstar domestic reliability in May was **99.5%** of scheduled flights operated.

Results are for departures within 15mins of schedule.

NEW - Jetstar fare bundles

We have listened to our customers feedback, and we have redesigned our fare bundles to better align to our customers changing and evolving travel needs.

The new bundles are designed to better cater to a wide range of travellers - ranging from a basic bundle for those simply wanting a seat and a checked bag, to more flexible bundles which include a range of products and options.

See over page for our **new Jetstar fare bundles and inclusions**. For our FAQs, [click here](#)

Jetstar New Zealand 15th Birthday

On 10 June 2009, Jetstar commenced domestic flights between Auckland, Wellington, Christchurch, and Queenstown, and this month Jetstar New Zealand will celebrate its **15th Birthday**. Sign up to our [Jetmail](#) and be the first to hear about our **upcoming sales and offers**.

Jetstar Agent Classroom

Learn more about selling Jetstar via our online learning sessions
New Starter Training: 03 July / Masterclass - Post Booking options: 17 July

[Click here to Register](#)



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

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Jetstar fare bundles - pick the bundle that is right for you!

Our [Jetstar fare bundles](#) offer unbeatable value ensuring your travel experience is **flexible** and **comfortable**, all at an affordable price (Jetstar website / Agent Hub / API only. For GDS bundles, download our [GDS Guide](#))

	Starter	Starter Plus	Flex	Flex Plus
Seat selection (subject to availability)	\$	✓ standard	✓ standard / upfront	✓ upfront / extra legroom
Carry-on baggage ¹	7kg combined weight	7kg combined weight	7kg combined weight	7kg combined weight
Checked baggage ²	\$	20kg	\$	20kg
Food & Drink	\$	✓	NZ DOM / JQ LHI only ³ in-flight meal / voucher	✓ in-flight meal / voucher
Catch an earlier or later flight on same day ⁴	X	X	✓ subject to availability	✓ subject to availability
No Change Fees - date/time/name changes ⁴	X	X	✓	✓
No Change Fees - origin/destination changes ⁴	X	X	X	✓
Cancel your flight (credit voucher) ⁵	X	X	✓	✓
Qantas Frequent Flyer Points ⁶	✓	✓	Points ⁷ or Voucher ⁸	Points ⁷ or Voucher ⁸

1. Carry-on baggage [conditions apply](#). Passengers can purchase +7kg carry-on baggage = 14kg total weight (subject to availability - NZ DOM + select routes only - [conditions apply](#)).
2. Additional checked baggage is available for purchase up to 40kg per passenger - [conditions apply](#).
3. Flex bundle: in-flight meal / voucher inclusion on New Zealand Domestic flights and Jetstar (JQ) Long-Haul International flights only. Food & Drink is not included on all other routes.
4. All Change-Fee free changes are subject to Fare Difference at the time of change, except same day time changes with the Flex and Flex Plus bundle.
5. No fees apply where you are entitled to a refund or alternative flight under local law or [Conditions of Carriage](#).
6. Earn [Qantas Frequent Flyer](#) Points on all New Zealand Domestic fares, including Starter fares.
7. [Qantas Points](#) and [Status Credits](#) for members of affiliated frequent flyer programs.
8. Jetstar Flight Rewards voucher will be issued within 7 days of the completion of each flight and emailed to the address on the passenger's booking. Customers who do not travel will not receive the voucher. Voucher will be issued in the currency of the booking and the amount varies by fare type and bundle. Voucher conditions apply.

NOTE - Jetstar bundles and fares classes in the GDS

Whilst Jetstar fare bundles are changing in the Jetstar Agent Hub and API, in the GDS, the existing fare bundles will remain with some changes to inclusions.

- **Starter fare** - seat only (C class)
- **Starter +20kg** checked baggage (H class)
- **Starter Plus** including 20kg checked baggage is available on select International routes, including all trans-Tasman and Rarotonga flights* (K,L,M,N,O class)
- **Flex** retains 14kg carry-on baggage (GDS only) available on AU/NZ Domestic routes and select International routes (K,L,M,N,O class) (14kg carry-on size & piece limits apply. For more information, [click here](#))
- **Starter Max** will remain in the GDS now with 20kg checked baggage (Q,R,S,T,V,Y class)

For an overview of the GDS fare bundles and their inclusions, download our [GDS Guide](#).

* Starter Plus for sale on the following routes (& vice versa): ADLDPS, AKLMEL, AKLOOL, AKLRAR, AKLSYD, AKLBNE, BNEDPS, CHCMEL, CHCOOL, CHCSYD, CNSDPS, DPSPDRW, DPSMEL, DPSPER, DPSSIN, DPSSYD, DPSTSV, MELZQN, NANSYD, NANMEL, OOLWLG, OOLZQN, RARSYD, SYDZQN

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NOTE - Flex bundle now 7kg carry-on baggage

Please note, from 4 June 2024, new Flex bundle fares purchased* via the Jetstar website, Agent Hub or the API will **NOT include 14kg of carry-on baggage**. New Flex bundle fares will include **7kg carry-on allowance** - combined weight of 2 items max.

Customers have the option to **purchase +7kg carry-on baggage^** increasing carry-on allowance to 14kg combined weight. For more information, [click here](#).








* Flex fares purchased via Jetstar website, Agent Hub or API before 04Jun24 will include 14kg carry-on allowance. Please check your itinerary or [Manage Booking](#) for booking inclusions
^ size & piece limits apply (max 2 items) - limited availability - available on New Domestic flights and selected routes only

Flex or Flex Plus when travelling for business within New Zealand




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 or Flex Plus** bundle and enjoy the following inclusions: (available via jetstar.com, Agent Hub and API only)

Flex bundle

-  7kg carry-on allowance (combined weight - 2 items max)
-  Upfront or Standard Seat selection (subject to availability)
-  In-flight meal / voucher (NZ DOM & JQ LHI flights only)
-  Cancel your flight - get a credit voucher
-  No Change Fees for date, time or name changes (subject to fare difference)
-  Catch earlier or later flight on the same day (subject to availability - no extra charge / fare difference applies if not same day)
-  Qantas Points and Status Credits for members of affiliated frequent flyer programs

Flex Plus bundle - everything in Flex, plus...

-  20kg checked baggage
-  Upfront, Extra Legroom or Standard Seat selection (subject to availability)
-  No Change Fees for origin / destination changes (subject to fare difference)



To view our full range of bundles, inclusions and fare bundle Terms & Conditions, [click here](#). For GDS fare bundles, [click here](#).

In-flight food & drinks menu

Our **in-flight 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 in-flight 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 for on board purchases.
- 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

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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 Jetstar bundle.

With around 8[^] Jetstar NZ domestic return trips, take advantage of a [Classic Flight Reward](#). Or use [Points Plus Pay](#)*. Enjoy complimentary membership*, [click here](#).

[^] 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](#)

* Qantas Frequent Flyer [Points Plus Pay](#) - a min of 3500 points per booking on Jetstar flights - [Terms and Conditions](#) apply. Complimentary membership [Terms & Conditions](#) apply.

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