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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 - June 2024

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Through **June 2024**, our New Zealand domestic network delivered a **82.6%** on time performance for our customers, with our trunk peak time services achieving **81.8%**.

Our New Zealand domestic on time performance through 2024 year to date is **79.7%**.

Jetstar domestic reliability in June was **99%** of scheduled flights operated.

Results are for departures within 15mins of schedule.

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## **NEW** - Jetstar announces major expansion in New Zealand

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Jetstar plans to significantly grow its New Zealand operations, unlocking more than 240,000 new low fares seats each year and boosting tourism on both sides of the Tasman.

The first stage of this expansion includes the launch of new flights between **Christchurch and Cairns**, and **Auckland and the Sunshine Coast** (Maroochydore/MCY).

Jetstar will become the first airline to operate direct flights from Christchurch to Cairns and offer the first year-round flights from Auckland to the Sunshine Coast.

The low-cost carrier has also announced it will increase capacity on key domestic routes, starting with Christchurch to Auckland and Auckland to Wellington, with further growth planned over the next 12 months.

To support the growth in flying, Jetstar will base an additional aircraft in Christchurch from December, bringing its New Zealand fleet to eight Airbus A320 aircraft. It's the first time Jetstar has expanded its fleet in New Zealand in more than 10 years.



## Flight Schedules - new routes and improved connectivity

### Christchurch to Cairns\* (from 01Apr25)

Flight	Frequency	From	To	Depart	Arrive
JQ135	Tue, Thu	Cairns	Christchurch	22:55	06:50 <sup>#</sup>
JQ136	Wed, Fri	Christchurch	Cairns	08:05 <sup>#</sup>	10:40

<sup>#</sup>NZ daylight saving time

### Christchurch to Cairns\* (from 06Apr25)

Flight	Frequency	From	To	Depart	Arrive
JQ135	Tue, Thu, Sun	Cairns	Christchurch	22:55	05:50
JQ136	Mon, Wed, Fri	Christchurch	Cairns	07:05	10:40

### Auckland to Sunshine Coast/MCY\* (from 13Dec24)

Flight	Frequency	From	To	Depart	Arrive
JQ176	Tue, Fri, Sun	Auckland	Maroochydore	06:15	06:45
JQ175	Tue, Fri, Sun	Maroochydore	Auckland	08:00	14:10

In addition to the new routes, Jetstar has **adjusted its Christchurch to Melbourne flight times to improve connectivity to its long-haul international network**. This will provide better access to Jetstar's flights between Melbourne and Asia, including Ho Chi Minh City, Phuket, Singapore and Bangkok, and enhance inbound tourism to the South Island.

### Christchurch to Melbourne - time change (from 15Dec24)

Flight	Frequency	From	To	Depart	Arrive
JQ172	Tue, Wed, Fri, Sat, Sun	Christchurch	Melbourne	09:15	11:05
JQ171	Tue, Wed, Fri, Sat, Sun	Melbourne	Christchurch	12:05	17:20

\* subject to government and regulatory approval

## NEW - Real time schedule updates to Amadeus GDS

Jetstar recently launched an enhancement sending outbound SSM (Standard Schedules Message) messaging to the Amadeus GDS (Global Distribution System).

This enables real time schedule updates from our system to Amadeus, ensuring Travel Agents see the most accurate JQ, 3K, GK schedules in their Amadeus GDS booking system.

To download our current GDS guide, [click here](#)

### Jetstar Agent Classroom

Learn more about selling Jetstar via our online learning sessions  
New Starter Training: 07 Aug / Masterclass - Travel Agent Support: 21 Aug

[Click here to Register](#)

## Jetstar sponsors at ExportNZ ASB Wellington 2024 Export Awards



Jetstar New Zealand were again proud sponsors of the [ExportNZ](#) ASB Wellington 2024 Export Awards. Congratulations to all the amazing finalists and winners!

Jetstar supports the ASB Exporter of the Year Award with an additional prize for the winner of a return trip for two from Wellington to Gold Coast, with a 4 night stay at [The Wave Resort Broadbeach](#), with special thanks to Maria Wright from [Dreamtime Resorts](#).








Congratulations to the ASB Bank Exporter of the Year, to Kristy Grant (CEO) and the whole team at [Lane Street Studios](#).

## 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](#).

## 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<sup>^</sup> Jetstar NZ domestic return trips, take advantage of a [Classic Flight Reward](#). Or use [Points Plus Pay](#)\*. Enjoy complimentary membership\*, [click here](#).

<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](#)

\* 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.

## 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