

Jetstar Industry Update

August 2024



Trade Support & Groups - how to contact us

Dedicated Trade Support and Groups - for all booking related queries, including GDS bookings. 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: [Agent Information Centre](#)

Trade: sales@jetstar.com Trade Mail: [subscribe here](#)

Jetstar NZ on-time performance - July 2024

Through **July 2024**, our New Zealand domestic network delivered a **73.8%** on time performance for our customers, with our trunk peak time services achieving **78.2%**. Wintery weather and a global IT outage didn't help airlines much!

Our New Zealand domestic on time performance through 2024 year to date is **78.8%**.

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

Results are for departures within 15mins of schedule.

NEW - Additional frequency between Auckland and Wellington

Following seasonal adjustments to our NW24 schedule (Oct24-Mar25), in the off-peak weeks, Jetstar has added **additional frequency between Auckland and Wellington** providing greater choice for peak time travellers and throughout the day. ***That's Choice!***

Added; AKLWLG - 1230 and 1730 // WLGAKL 1410 and 1910

Flt Nbr	Dep	DepT	Arr	ArrT
JQ251	AKL	0600	WLG	0705
JQ253	AKL	0645	WLG	0750
JQ259	AKL	1030	WLG	1135
JQ261	AKL	1230	WLG	1335
JQ263	AKL	1600	WLG	1705
JQ265	AKL	1730	WLG	1835
JQ267	AKL	1925	WLG	2030

Flt Nbr	Dep	DepT	Arr	ArrT
JQ250	WLG	0740	AKL	0845
JQ252	WLG	0830	AKL	0935
JQ256	WLG	1210	AKL	1315
JQ258	WLG	1230	AKL	1335
JQ260	WLG	1410	AKL	1515
JQ262	WLG	1740	AKL	1845
JQ264	WLG	1910	AKL	2015
JQ266	WLG	2105	AKL	2205

Additional flights are scheduled in the off-peak weeks between NW24 Oct24-Mar25. Flight schedules are subject to change. For our current flight schedule, check at www.jetstar.com

Jetstar Agent Classroom

Learn more about selling Jetstar via our online learning sessions
New Starter Training: 04 Sep / Masterclass - GDS: 18 Sep

[Click here to Register](#)

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

NEW - In-flight food & drinks menu

Our **NEW 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. 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 new 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.
- For on board purchases, we accept; Visa, Amex, JCB and Visa debit contactless payments. And Visa, Mastercard, Amex, JCB, Visa debit and Mastercard debit physical card payments. We expect to accept Mastercard and Mastercard debit contactless payments by the end of August 2024. There is no minimum spend or card fees for on board purchases.

Low fares and a Bacon & Egg Ciabatta!

Something different to start the day? I see your *Cookie* and raise you a *Bacon & Egg Ciabatta!*

That's right, alongside our very popular; Cheese & Ham Toastie and our Vili's Pie & Sausage Roll duo, we've added a Bacon & Egg Ciabatta to our all-day brekkie menu.

Pre-purchase your meal choice and it is cheaper - [click here](#)



Hot meals and hot snacks are available on selected New Zealand Domestic routes.

NEW - Contactless on board payments - Tap & Go...or stay seated!

Customers can now make **contactless (Tap & Go) payments** for on board purchases.

This new feature allows customers to pay for their items using Digital Wallet cards on their smartphones, watches, or by tapping their physical card, providing a seamless and convenient payment experience. For more information, [click here](#).

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SWING INTO PARADISE!

Join us for a Golf Tournament & Holiday in Rarotonga & be in to **WIN** a 5 night stay at The Edgewater Resort & Spa and return Jetstar flights from Auckland to Rarotonga!

4 – 8 November 2024 | 55+ Vets Tournament | Great Deals & Prizes!



edgewater.co.ck/golf

stay@edgewater.co.ck

This organiser of the event is The Edgewater Resort and Spa Rarotonga. For event and entry details, and T&Cs, [click here](#)








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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[^] 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.