

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 - August 2024

Owing to our wintery weather, through **August 2024**, our New Zealand domestic network delivered a **73.1%** on time performance for our customers, with our trunk peak time services achieving **76.1%**.

Our New Zealand domestic on time performance through 2024 year to date is **78.1%**.

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

Results are for departures within 15mins of schedule.

NEW - NZ & AU Domestic - Flex bundle includes 14kg carry-on baggage



For NZ/AU Domestic flights only - from 11 September 2024, for **Flex bundle fares purchased*** via the Jetstar website and Jetstar Agent Hub **will include 14kg[^] of carry-on baggage** (and in the API as soon as readily available).

Flex fares purchased after 4 June 2024 but before 11 September 2024, will include **7kg carry-on allowance**.

Customers who have a Flex fare with 7kg carry-on baggage allowance, can upgrade to a Flex fare with 14kg[^] carry-on baggage allowance via [Manage Booking](#) or via the Contact Centre – any fare difference will apply.

For more information on 14kg carry-on allowance and +7kg, [click here](#). You can check your carry-on baggage inclusion at [Manage Booking](#).

NOTE – Flex with 14kg carry-on baggage is for NZ/AU Domestic flights only. For connecting flights on the same booking, where NZ/AU Domestic flights connect to International flights (including all trans-Tasman and Rarotonga flights), the Flex bundle with 7kg carry-on baggage will remain available. * Flex fares purchased via Jetstar website, Agent Hub or API before 04Jun24 and after 11Sep24 will include 14kg carry-on allowance. Flex fares purchased after 04Jun24 but before 11Sep24 will include 7kg carry-on allowance. Please check your itinerary for your carry-on baggage allowance, you can also check at [Manage Booking](#). [^] 14kg - size & piece limits apply (max 2 items). Limited availability; available on selected routes.

Jetstar Agent Classroom

Learn more about selling Jetstar via our online learning sessions
New Starter Training: 02 Oct / Masterclass - Disrupt Management: 16 Oct

[Click here to Register](#)

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

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 (14kg - NZ/AU DOM)	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

- Carry-on baggage [conditions apply](#). Passengers can purchase +7kg carry-on baggage = 14kg total weight (14kg and +7kg - limited availability - select routes only - [conditions apply](#)).
- Additional checked baggage is available for purchase up to 40kg per passenger - [conditions apply](#).
- 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.
- 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.
- No fees apply where you are entitled to a refund or alternative flight under local law or [Conditions of Carriage](#).
- Earn [Qantas Frequent Flyer](#) Points on all New Zealand Domestic fares, including Starter fares.
- [Qantas Points](#) and [Status Credits](#) for members of affiliated frequent flyer programs.
- 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.

Jetstar bundles and fares classes in the GDS

Please note, there are some differences when purchasing Jetstar fares in the GDS, when compared to fares purchased via the Jetstar website, Agent Hub or the API.

- **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** includes 14kg carry-on baggage - 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** - like Flex Plus includes 20kg checked baggage & flexibility (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, AKLMCY, AKLOOL, AKLRAR, AKLSYD, AKLBNE, BNEFPS, CHCMEL, CHCOOL, CHCCNS, CNSDPS, DPSDRW, DPSMEL, DPSPER, DPSSIN, DPSSYD, DPSTSV, MELZQN, NANSYD, NANMEL, OOLWLG, OOLZQN, RARSYD, SYDZQN

Qantas Group & Jetstar FY24 results

The Qantas Group recently announced its full year results, including an Underlying Profit Before Tax (EBIT) of \$2.08 billion. Jetstar posted an Underlying Profit Before Tax (EBIT) of \$497 million for FY24. For more information, [click here](#)



- \$2.08b Qantas Group EBIT profit
 - \$1,063m QF Domestic profit / \$556m QF International profit
 - Completed 120+ customer and service improvement initiatives
 - Delivery of 11 new aircraft across Group – 20 to arrive in FY25
 - Three QantasLink A220 now operating across network
 - First Qantas A321XLR due to arrive April 2025
- \$497m Jetstar Group EBIT profit (a record result!)
 - \$298m JQ DOM profit / \$199m Jetstar INT profit
 - 25% growth in capacity
 - Improved on time performance reliability and customer NPS
 - Investing in a sustainable fleet - 5 new A321neo LR aircraft (now 15 total as at 29Aug24)
 - 12 million fares sold for under \$100 in FY24








Please note: All amounts referred to in this section are in AUD.

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

-  14kg carry-on allowance
(NZ/AU DOM only - combined weight - 2 items max - main item no more than 10kg)
-  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](#).

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

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 WLGC 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. Mastercard and Mastercard debit contactless payments - coming soon. There is no minimum spend or card fees for on board purchases.

Jetstar sponsors WECC lunch with the Reserve Bank Governor

Jetstar New Zealand were recent proud sponsors of the Wellington Chamber of Commerce lunch with the Reserve Bank Governor, Adrian Orr.

Jetstar supported this event with the business card prize draw of a city-break for two to Auckland - including return Starter Plus fares from Wellington to Auckland with Jetstar Airways, and with special thanks to Sikati Felise and Kerry Hardy from EVT Hotels & Resorts New Zealand, a 2-night stay at [Rydges Auckland](#) in a Deluxe Room, including breakfast for two.

Jetstar offered an additional prize draw of a return trip for two to anywhere on the Jetstar New Zealand Domestic network.

Congratulations to **Mary Fiso** from Fiso Investment Group winner of the Auckland city-break, and **Mitchell Pennington** from Wigram Capital Advisors Wallens winner of the Jetstar Domestic flights.



UPDATE - New Zealand Traveller Declaration

As part of digitising our border, **from 15 October 2024** New Zealand Traveller Declaration **paper forms will no longer be handed out on planes.**

To save time on arrival, the New Zealand Customs Service recommends travellers complete a digital declaration before their flight.

Travellers who cannot complete a digital declaration for any reason can complete a paper declaration form which will be available on arrival in New Zealand. Paper declarations will need to be manually processed by a border officer which may take longer.

For more information, [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.