

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 - September 2024

Through **September 2024**, our New Zealand domestic network delivered a **78.0%** on time performance for our customers, with our trunk peak time services achieving **80.1%**.

Our New Zealand domestic on time performance through 2024 year to date is **77.8%**.

Jetstar domestic reliability in September was **99.4%** of scheduled flights operated.

Results are for departures within 15mins of schedule.

Jetstar's expansion continues with three more trans-Tasman routes



Jetstar's New Zealand expansion continues with 3 more trans-Tasman routes offering thousands of low fares

Jetstar recently [announced](#) another (yes, another!) major expansion of its New Zealand operations, unlocking more than 190,000 new low fares seats every year and injecting millions of dollars into the country's tourism economy.

The **three new services** will take off from **Hamilton to the Gold Coast***, from **Hamilton to Sydney***, and from **Dunedin to the Gold Coast*** from June 25, and operated by Jetstar's fleet of Airbus A320 (flight schedules on page 3)

It will be the first time Jetstar has ever flown to and from Hamilton and the first time the low-cost carrier will operate international flights to and from Dunedin.



The new routes will provide many Kiwis with a more direct access to the Gold Coast and Sydney - two of Australia's most popular tourist destinations - and make it easier for travellers to connect onto Jetstar's extensive low-cost network across Australia, Asia and the Pacific.

Following the [announcement](#) of Christchurch to Cairns and Auckland to the Sunshine Coast, this is Jetstar's second major expansion in New Zealand in just a few months, as the airline embarks on its most significant expansion in New Zealand in more than 10 years.

* subject to government and regulatory approval

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

Jetstar Industry Update

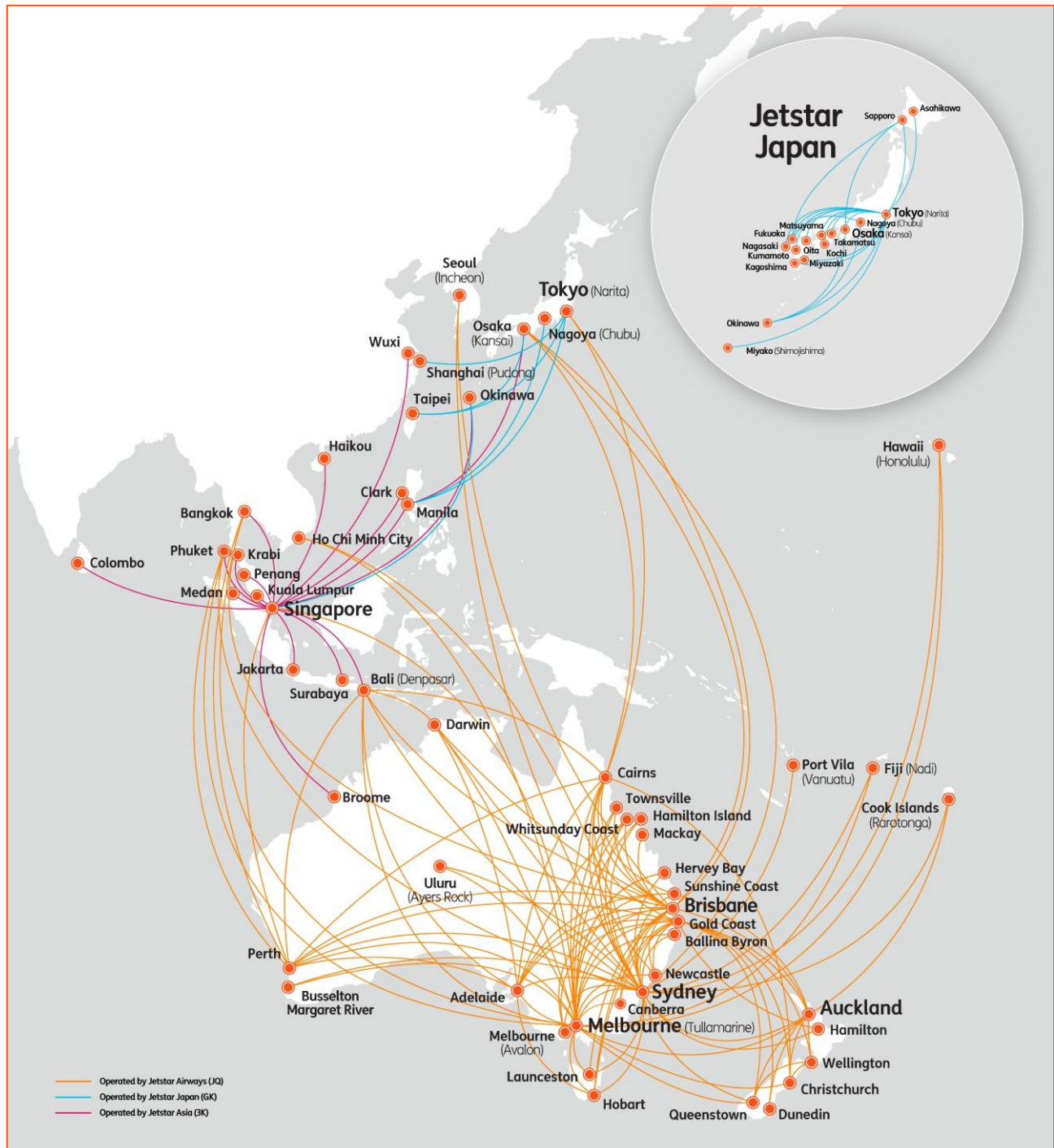
October 2024



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

With **over 70 flights per week across now 15 Tasman routes**, fly direct to; Melbourne, Sydney, the Gold Coast, Brisbane, the Sunshine Coast and Cairns, then head out and [explore Australia](#) - just one-stop from NZ*

Or, explore further afield with our onward **international services*** connecting one-stop via Australia to; Fiji, Singapore, Phuket, Bali, Seoul, Ho Chi Minh City, Tokyo, Osaka and more.



* New Zealand ports (AKL Auckland, WLG Wellington, CHC Christchurch, ZQN Queenstown, DUD Dunedin and HLZ Hamilton) connect with select DOM AU and INT destinations via BNE Brisbane, SYD Sydney, MEL Melbourne, OOL Gold Coast, CNS Cairns and MCY Sunshine Coast only. NOTE - the above route map includes new routes commercially launched but are scheduled to commence operating in 2024 and 2025. Check jetstar.com for our current flight schedule.

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

Flight schedules for our new trans-Tasman routes

Dunedin to Gold Coast* (from 24Jun25)

Flight	Frequency	From	To	Depart	Arrive
JQ189	Tue, Thu, Sat	OOL	DUD	0925	1445 [^]
JQ190	Tue, Thu, Sat	DUD	OOL	1545*	1725

Hamilton to Gold Coast* (from 18Jun25)

Flight	Frequency	From	To	Depart	Arrive
JQ163	Wed, Fri, Sun	OOL	HLZ	0620	1130 [^]
JQ164	Wed, Fri, Sun	HLZ	OOL	1230*	1420

Hamilton to Sydney* (from 16Jun25)

Flight	Frequency	From	To	Depart	Arrive
JQ165	Mon, Tue, Thu, Sat	SYD	HLZ	0615	1115 [^]
JQ166	Mon, Tue, Thu, Sat	HLZ	SYD	1205*	1335

* subject to government and regulatory approval
[^] non daylight savings time

NEW - Real Time Schedule Updates to Sabre GDS

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

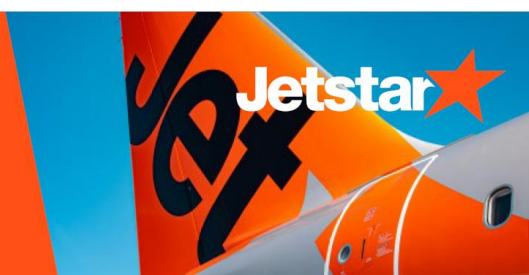
This enables real time schedule updates from our system to Sabre, ensuring Travel Agents see the most accurate JQ, 3K, GK schedules in their Sabre GDS booking system.

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

Jetstar Agent Classroom

Learn more about selling Jetstar via our online learning sessions
New Starter Training: 06 Nov / Masterclass - Baggage: 20 Nov

[Click here to Register](#)



UPDATE - New Zealand Traveller Declaration

As part of digitising our border, New Zealand Customs Service had planned to remove paper New Zealand Traveller Declaration forms from on board planes, from October 2024.

Following valuable feedback from industry partners, New Zealand Customs Service will be deferring implementation to the first quarter of 2025.

To save time on arrival, [Jetstar and the New Zealand Customs Service recommends travellers complete a digital declaration before their flight](#). For more information, [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

-  14kg carry-on allowance
(NZ/AU DOM only - combined weight - 2 items max - main item no more than 10kg)
-  Checked baggage - available to purchase
-  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
-  Catch earlier or later flight on the same day
(subject to availability - no extra charge / fare difference applies if not same day)
-  No Change Fees - date, time or name changes
(subject to fare difference)
-  Qantas Points and Status Credits

Flex Plus bundle

-  7kg carry-on allowance
-  20kg checked baggage
-  Upfront, Extra Legroom or Standard Seat selection
(subject to availability)
-  In-flight meal / voucher
-  Cancel your flight - get a credit voucher
-  Catch earlier or later flight on the same day
(subject to availability - no extra charge / fare difference applies if not same day)
-  No Change Fees - date, time, name, origin or destination changes
(subject to fare difference)
-  Qantas Points and Status Credits

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

Note - Flex fares purchased via Jetstar website, Agent Hub and 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 and upgrade your fare at [Manage Booking](#).

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. 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**.

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

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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