

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

## Jetstar NZ on-time performance - October 2024

Through **October 2024**, our New Zealand domestic network delivered a **77.0%** on time performance for our customers, with our trunk peak time services achieving **78.9%**.

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

Jetstar domestic reliability in October was **98%** of scheduled flights operated.









Results are for departures within 15mins of schedule.

## 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](#).

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

## NEW - Changes to Jetstar Change Fees

For bookings made on and from 14 November 2024, there will be changes to how we apply the change fee.

From 14 November 2024, the change fee amount will vary based on how far in advance of the original flight departure you make the change. If you make changes to your booking:

- from 30 days (inclusive of day 30) until the day of your original scheduled flight departure - you will be charged a higher fee
- more than 30 days in advance of your original flight departing - you will be charged a lower fee

Change Fees apply per, passenger per flight when you change the date or the time of your flights at jetstar.com ([Manage Booking](#)), by phone or online chat at jetstar.com, in person at a General Sales Agent (GSA), or at the airport service desk.

This fee also applies when you make name changes to your booking through the Contact Centre by phone or online chat.

Please note - due to system limitations, GDS bookings will continue to have a standard change fee regardless of how far in advance flights are changed

Flight type	Change Fee on the day of departure up to and including 30 days	Change Fee more than 30 days	Change Fee via GDS standard change fee
Domestic flights in Australia	AUD \$80	AUD \$70	AUD \$80
Domestic flights in New Zealand	NZD \$70	NZD \$60	NZD \$70
Domestic flights in Japan	JPY ¥5,000	JPY ¥4,000	JPY ¥5,000
Short-haul and long-haul international flights on Jetstar Airways (JQ)	AUD / NZD \$105	AUD / NZD \$95	AUD / NZD \$105
International flights between Australia and New Zealand	AUD / NZD \$90	AUD / NZD \$80	AUD / NZD \$90
International flights with Jetstar Asia (3K)*	SGD \$75	SGD \$65	SGD \$75
International flights with Jetstar Japan (GK)	JPY ¥6,000	JPY ¥5,000	JPY ¥6,000

\* Additional airport service desk charges: Phuket (HKT) THB ฿250, Singapore (SIN) SGD \$20

If your customers wants greater flexibility, we do recommend choosing a **Flex** or **Flex Plus** bundle which allows for Change Fee-free changes (any fare difference will apply) - [click here](#)

For more information regarding Jetstar's Fees and Charges, and for **Change Fees for bookings made prior to 14 November 2024** - [click here](#)

### Jetstar Agent Classroom

Learn more about selling Jetstar via our online learning sessions  
New Starter Training: 04 Dec / Masterclass - Specific assistance: 18 Dec

[Click here to Register](#)

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

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

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

**Now accepting Mastercard** - 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](#).

- For on board purchases, we currently accept; Mastercard, Visa, Amex and JCB contactless payments, and Mastercard, Visa, Amex and JCB physical card payments.
- There is no minimum spend or card fees for on board purchases.

## 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 currently accept; Mastercard, Visa, Amex and JCB contactless payments, and Mastercard, Visa, Amex and JCB physical card payments.
- 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<sup>^</sup> Jetstar NZ domestic return trips, take advantage of a **Classic Flight Reward**. Or use **Points Plus Pay**<sup>\*</sup>. Enjoy complimentary membership<sup>\*</sup>, [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](#)

<sup>\*</sup> 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.