

Jetstar Industry Update

December 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 - November 2024

Through **November 2024**, our New Zealand domestic network delivered a **82.0%** on time performance for our customers, with our trunk peak time services achieving **82.3%**.

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

Jetstar domestic reliability in November was **99.1%** of scheduled flights operated.

Results are for departures within 15mins of schedule.

BSP Cash enhancement

The following transaction types are now possible using payment method BSP Cash*:

- Itinerary and name changes
- Adding post booking ancillary purchases to existing Jetstar bookings, e.g. baggage, meals, seat allocation
- Deposit, balance payment & ancillary purchases for Jetstar group bookings

Refunds will continue to utilise the ACM process with no changes seen for Agents. These transactions will continue to be visible on BSPLink.

You may also notice additional Jetstar data in your IATA HOT file and statements, with payment type CC or EX. These relate to flight changes or transactions made in your Jetstar BSP Cash bookings. This is supplementary information you do not need to reconcile your Jetstar BSP Cash transactions.

For more information, including reconciliation examples, please see our [FAQs](#).

If you have further questions, please contact our Jetstar Trade Support team via [Live Chat](#).

* Please remember - BSP Cash is only available to GoStandard & GoGlobal IATA accredited Travel Agents. BSP Cash payments will only be successful when bookings are in the same currency as the corresponding BSP the booking is being settled through.

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

Qantas Frequent Flyer & Everyday Rewards / Status Fast Track

We're making it easier for New Zealanders to earn more Qantas Points from everyday purchases and get closer to their dream holidays with the expansion of the Qantas Frequent Flyer program in New Zealand.

Earn more Qantas Points: Convert Everyday Rewards points from Woolworths, BP, Petstock, and more into Qantas Points. Make the most of Jetstar New Zealand's domestic network from as little as 6,400 Qantas Points*. For more information, [click here](#)



Status Fast Track: For a limited time, eligible New Zealand resident members of other airline programs can fast track their way to Qantas Gold status by earning 100 Status Credits in 90 days on flights with Qantas, Jetstar, and partner airlines[^]. For more information, [click here](#)

* Classic Flight Rewards are available on Qantas, Jetstar and partner airlines. Seats are subject to capacity controls, availability is limited, and some flights may not have any Classic Flight Rewards available. For more information, visit [Classic Flight Rewards](#). [^] Terms and Conditions and eligibility criteria apply – for more information [click here](#).

Earn Qantas Points on all Jetstar New Zealand Domestic flights

FREQUENT
FLYER



Qantas Frequent Flyer members earn a minimum of 400 Qantas Points on Jetstar domestic flights in New Zealand, including Starter fares, and **earn more points with a Flex / Flex Plus bundle**.

With around 8[^] Jetstar NZ domestic return trips (=6,400 points[^]), take advantage of a [Classic Flight Reward](#), or use [Points Plus Pay](#)*. New Zealand residents can join for free*, [click here](#).









[^] minimum of 400 Qantas points for a one-way sector - e.g. 6,400 points for a one-way Jetstar Classic Flight Reward from Auckland to Wellington or Christchurch - [points calculator](#)
* Qantas Frequent Flyer [Points Plus Pay](#) - a min of 3500 points per booking on Jetstar flights - [Terms and Conditions](#). Qantas Frequent Flyer free join - [Terms & Conditions](#).

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](#)



Qantas Status Fast Track

For a limited time, Qantas is inviting eligible members to fast track to Gold status and enjoy exclusive travel benefits that provide your clients with an impressive standard of comfort and ease each time they fly.*

Expressions of interest close January 14 2025.

Key benefits of Gold status[^]



Earn 75% more Qantas Points on Qantas, Jetstar and American Airlines flights



Access to over 600 lounges globally



Early access to Classic Flight Reward seats



On departure upgrades for domestic Australia Qantas operated flights when you use points



Fast track to ALL (Accor Live Limitless) Silver status after one eligible stay



Premium boarding

[Find out more](#)

*Terms and conditions apply. Visit qantas.com/agencyconnect/nz/en/agency-news/agency-news-november-24/qfstatusfasttrack.html for details.

[^]Terms and conditions apply. Visit qantas.com/nz/en/frequent-flyer/status-and-clubs/status/gold.html for details.

FREQUENT FLYER 

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Jetstar Agent Classroom

Learn more about selling Jetstar via our online learning sessions
New Starter Training: 08 Jan / Masterclass - Where we fly: 22 Jan

[Click here to Register](#)



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.