
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 - December 2024

Through **December 2024**, our New Zealand domestic network delivered a **69.9%** on time performance for our customers, with our trunk peak time services achieving **71.6%**.

Our New Zealand domestic on time performance through 2024 was **77.4%**.

Jetstar domestic reliability in December was **97.1%** of scheduled flights operated.

Results are for departures within 15mins of schedule.

NEW - Become a Jetstar MaSTAR! - learn and win with Jetstar

Jetstar has developed a new program to keep you informed and updated on how to sell our award-winning low-cost carrier – **our Jetstar MaSTARs program!**

- On the **first Wednesday of every month** Jetstar will be running a session aimed at those new to the industry or those who just want a refresher on how best to sell Jetstar. This session will focus on giving you an overview of our product and providing you with the tools to have a wholistic conversation about selling your favourite LCC – Jetstar!
- On the **third Wednesday of each month** Jetstar will host a MaSTARclass session which will appeal to travel professionals of all levels – it will be a deep dive into a specific topic.

Each session will be 30 minutes or less and hosted on Microsoft Teams with a member of Jetstar's sales team – starting 12:00pm NZST.

Simply attend 3 out of 5 sessions to be eligible to win our Jetstar MaSTAR's Trivia. The MaSTAR's Trivia will be a Kahoot quiz hosted in June, with questions based on your prior 5 months of learning. Prizes include (T&C's apply, [click here](#)):

- 1st place – 2 x return tickets on our international network
- 2nd place – 2 x return tickets on our domestic network
- 3rd place – Jetstar swag pack

For more information, and to register for a Jetstar MaSTAR! class session, [click here](#)

Jetstar Agent Learning

Learn more about selling Jetstar via our online learning sessions
New Starter Training: 05 Feb / MaSTARs program - Jetstar fleet: 19 Feb

[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.

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](#)

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](#).