

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:	Travel Agents page
Trade:	sales@jetstar.com	Trade Mail:	subscribe here

Jetstar NZ on-time performance – July 2025

Through **July 2025**, our New Zealand domestic network delivered **76.0%** on time performance for our customers, with our trunk peak time services achieving **81.3%**.

Jetstar's New Zealand domestic reliability in July was **98.3%** of scheduled flights operated.

Our New Zealand domestic on time performance through 2025 year to date is **78.2%**.

Results are for departures within 15mins of schedule.

NEW - In-flight food & drinks menu

Our **NEW in-flight food and drinks menu** offers a range of hot and cold meals and snacks, including; vegan, vegan-friendly, gluten-free and gluten-friendly options. Passengers can also choose from a range of hot drinks, soft drinks or something from the bar.

What's new? For those chasing that all-day brekkie fix, say hello to the Bacon & Egg Roll on a milk bun - warm, hearty, and ready to fly. We are introducing Coke and Coke Zero, and the creamy Kiwi icon, a Whittaker's Creamy Milk Chocolate Bar. We have added Cuppa Soup flavour options and Instant Noodles. Or sip sustainably with our Brenonul Cup which includes a free hot drink with any cup purchase. Plus more! Check out our full menu - [click here](#)



And yes...we still have your favourite Pie and Sausage Roll (always blow on your pie!)

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](#).

- No hot meal service on AKLWLG and WLGCHC. Purchase a snack and drink from our on-board menu (WLGCHC via call bell service only), 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.

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

Jetstar & Experience Gold Coast - Hamilton & Dunedin mega famil

A huge thank you to Kate Fulton and Kym Crawford from Experience Gold Coast, the 10 travel agents travelling from Hamilton, the 10 travel agents travelling from Dunedin and to all of the Gold Coast suppliers who supported and generously contributed to making this mega famil such a valuable and unique experience for everyone. We all took home something new!

Click the below links to explore more of what the Gold Coast has to offer.



Experience Gold Coast
Hamilton Airport
Dunedin Airport
Gold Coast Airport

Hotels

The Sebel Twin Towns Coolangatta
Dorsett Gold Coast
Avani Broadbeach Residences
The Rydges Gold Coast Airport
Mondrian Gold Coast - site inspection
The Star Gold Coast - site inspection

Restaurants

Siblings Kirra Restaurant, Coolangatta
Tarte Beach House, Currumbin
Kiyomi at The Star Gold Coast
KÖST Bar & Grill Broadbeach
Surfers Pavilion

Experience

Aries Coach Transfers
Tropical Fruit World
Currumbin Wildlife Sanctuary
SkyPoint Observation Deck
Village Roadshow Theme Parks - Movie World
Dreamworld
Harbour Town Premium Outlets
Jet Ski Safaris
Southern Cross Tours
Hop on Brewery Tours
Miami Marketta
HOPO Gold Coast Ferry
HOTA, Home of the Arts

Networking Breakfast Suppliers

Dreamworld & Skypoint
Accor Apartments & Realty
Tropical Fruit World
Tours & Attractions Group
Currumbin Wildlife Sanctuary
Dreamtime Resorts
Topgolf Gold Coast
The Breakers
Village Roadshow Theme Parks
Harbour Town Premium Outlets
Airport Con-X-ion
The Tour Collective
QT Gold Coast
Paradise Resort Gold Coast
ULTIQA Hotels & Resorts
Minor Hotels
StayCO
Gold Coast Airport



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Jetstar Industry Update

August 2025



Jetstar Agent Learning

Learn more about selling Jetstar via our online learning sessions
New Starter Training: 03 Sep / MaSTARs program - Post Booking/Manage Booking: 17 Sep

[Click here to Register](#)

NEW - Add your Qantas Frequent Flyer number later to Jetstar bookings

Qantas Frequent Flyer members earn a minimum of 400 Qantas Points on Jetstar domestic flights in New Zealand, including Starter fares. As well as eligible international bundle fares.

To take advantage of this great benefit, remember to add your Qantas Frequent Flyer number when making a booking. If you don't have it available, you can [add your membership number later](#) in [Manage Booking](#), in the 'Passenger details' window.

This field will be empty and editable if the passenger has not entered their Qantas Frequent Flyer number when making a booking, and your Jetstar fare is eligible to earn Qantas Points.

NEW - Qantas Frequent Flyer - more rewards for less on Jetstar



Introducing the lowest 'year-round' one-way Economy reward seat in New Zealand and Australia.

From 5 Aug 25, Qantas Frequent Flyer members can enjoy [Classic Flight Reward seats starting from just 5,700 points on Jetstar](#) (plus taxes, fees and carrier charges)

Previously 6,400 Qantas Points, customers can now enjoy Classic Flight Rewards for less.

Check out the map - where would you go with 5,700 Qantas Points on Jetstar? For more information, [click here](#)

Qantas Points and taxes, fees and carrier charges quoted for Classic Flight Rewards are accurate as at 5 August 2025 and are subject to change. Lowest price is based on a Jetstar economy one-way ticket from Sydney to Ballina in Australia (5,700 points + \$27), and from Auckland to Wellington in New Zealand (5,700 points + \$30)

Earn Qantas Points on all Jetstar New Zealand Domestic flights



[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, 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. 5,700 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](#).

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

NEW - Jetstar and IndiGo sign a codeshare agreement

Jetstar has officially signed a codeshare agreement with IndiGo, India's largest airline!



This agreement simplifies travel arrangements for IndiGo customers who from India, will have access to 14 Jetstar Airways destinations across Australia and New Zealand.

Placing IndiGo's code on Jetstar operated routes will enable convenient connections to Jetstar flights departing Singapore, Bangkok and Phuket for onward travel to cities including Sydney, the Gold Coast and Auckland.

Customers and agents can create a single booking with the capability for seamless connectivity between the two airlines, offering a through check-in (IATCI) facility by issuing boarding passes and baggage through tagging for the International-to-International sectors in either direction - outbound and inbound by either carrier.

Jetstar bookings can be made at IndiGo's website from Monday, 21 July 2025 for travel from Monday, 1 September 2025, subject to regulatory approvals. For more information, [click here](#)

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](#)