

Jetstar Industry Update

June 2025



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 – May 2025

Owing to wintery weather through **May 2025**, and significant disruption early May with flights in/out of Wellington and parts of the South Island impacted, our New Zealand domestic network delivered **76.6%** on time performance for our customers, with our trunk peak time services achieving **80.3%**.

Jetstar's New Zealand domestic reliability in May was **97.8%** of scheduled flights operated.

Our New Zealand domestic on time performance through 2025 year to date is **78.8%**.

Results are for departures within 15mins of schedule.

Jetstar's International flights from Hamilton & Dunedin take off!

Our **new Tasman services** take off next week from **Hamilton to Sydney*** on 16 June, followed by **Hamilton to the Gold Coast*** on 18 June and **Dunedin to the Gold Coast*** on 24 June - unlocking more than 190,000 new low fares seats every year and injecting millions of dollars into the country's tourism economy - to read more [click here](#)

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.

This follows the recent [launch](#) of our new year-round direct services from **Christchurch to Cairns** and **Auckland to the Sunshine Coast**, 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](#)

Flight schedules for our new trans-Tasman services

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	1215^	1345

Hamilton to Gold Coast* (from 18Jun25)

Flight	Frequency	From	To	Depart	Arrive
JQ163	Wed, Fri, Sun	OOL	HLZ	0615	1125^
JQ164	Wed, Fri, Sun	HLZ	OOL	1225^	1415

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

* Subject to government and regulatory approval / ^ non daylight savings time

NEW - Travel Agents page

Jetstar's new **Travel Agents** page is now live - [click here](#)

With quick links to the Jetstar Agent Hub and all your useful information pages, resources, news and training. Be sure to bookmark this page - www.jetstar.com/nz/en/travel-agents

Jetstar New Zealand - Sweet 16 Sale

On 10 June 2009, Jetstar commenced domestic flights between Auckland, Wellington, Christchurch, and Queenstown, and this month Jetstar New Zealand celebrates its **16th Birthday**. Check out our **Sweet 16 Sale** with fares from \$55^ - [click here](#)

FareCredit in Agent Hub - now includes Long-Haul International flights

FareCredit is available for purchase in the Jetstar Agent Hub or via the Jetstar Contact Centre. Unfortunately, FareCredit is not available through the API or GDS booking channels.

For Starter and Starter Plus fares, you can add FareCredit on the Extras page. It applies to all passengers on the selected flight and can be purchased for the whole booking or just one flight. For Flex, Flex Plus or Max customers, cancel to voucher is a benefit of the bundle.

FareCredit lets you **cancel your Jetstar booking before airport check-in opens and receive a credit voucher** for the value of your flight and in-flight extras such as bags, seats and meals (excluding the cost of the FareCredit product) FareCredit vouchers are issued within 72 hours - Jetstar Airways (JQ) vouchers are valid for 3 years and are multi-use.

For information on FareCredit and for full Terms & Conditions and exclusions, [click here](#)

Please note, FareCredit cancellations must be actioned before airport check-in opens. FareCredit does not replace the need for travel insurance. FareCredit does not override your entitlements under relevant consumer law or Jetstar's Conditions of Carriage. The cost of FareCredit is not credited to the voucher issued for a cancelled booking. For FareCredit Voucher Terms & Conditions – [click here](#)

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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.

Jetstar Agent Learning

Learn more about selling Jetstar via our online learning sessions
New Starter Training: 02 July / MaSTARs program - Bundles : 16 July









[Click here to Register](#)

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](#).

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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](#).

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