
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 – June 2025

Through **June 2025**, our New Zealand domestic network delivered **77.4%** on time performance for our customers, with our trunk peak time services achieving **84.4%**.

Jetstar's New Zealand domestic reliability in June was **99.1%** of scheduled flights operated.

Our New Zealand domestic on time performance through 2025 year to date is **78.6%**.

Results are for departures within 15mins of schedule.

NEW one-stop through fares from New Zealand to South Korea & Japan

Jetstar (JQ) one-stop through fare options now available for your customers travelling from **New Zealand to North Asia (via Australia)**.

These new fares provide greater flexibility and value, connecting trans-Tasman flights with Jetstar's long-haul services to Seoul (Incheon/ICN) and Osaka (Kansai/KIX).

You can book JQ-operated long-haul flights from Australia to South Korea (Seoul), or Japan (Osaka) combined with either a Qantas (QF) or Jetstar (JQ) trans-Tasman sector/s, all on a single ticket using Jetstar-filed through fares, ticketed on QF081 ticket stock in the GDS.

Flight options include:

- Auckland (AKL), Wellington (WLG), Christchurch (CHC), or Queenstown (ZQN)
- Connecting via Sydney (SYD) or Brisbane (BNE)
- To either Seoul (ICN) or Osaka (KIX)

Seamless Travel Experience:

- One-stop travel from New Zealand to Asia – no need to clear immigration in Australia and re-check bags!
- Through-checked baggage from New Zealand all the way to ICN or KIX
- Fares include; food and beverage (either voucher or meal depending on route), checked baggage, seat selection and amenity kit (on long-haul international only)

For more information, [click here](#)

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

Jetstar Industry Update

July 2025



Jetstar MaSTARs trivia winner announced

On the third Wednesday of each month, Jetstar host a MaSTARs class session which appeals to travel professionals of all levels – a deep dive into a specific Jetstar topic.

These sessions are around 30 minutes and hosted via Microsoft Teams with a member of the Jetstar sales team hosting.



Simply attend 3 (out of 5) of our monthly live sessions to be eligible to WIN our Jetstar MaSTARs Trivia event. The Trivia event is based on your prior 5 months of learning.

On 18 June, we held our first **AU/NZ MaSTARs trivia event**.

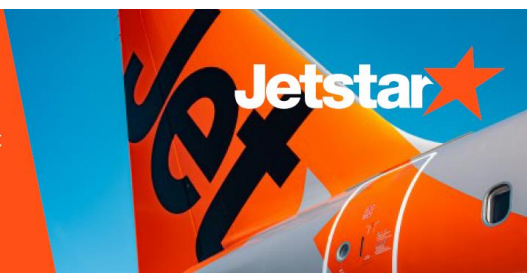
CONGRATULATIONS to **Roxy Burney** from Orbit Christchurch (...and from New Zealand!) who took out first prize, winning 2 x return tickets on our international network.

To learn more about our Jetstar MaSTARs program, [click here](#)

Jetstar Agent Learning

Learn more about selling Jetstar via our online learning sessions
New Starter Training: 06 August / MaSTARs program - GDS Bookings : 20 August

[Click here to Register](#)



NEW - GDS / Interline disrupt communication enhancement

Jetstar recently launched an enhancement for the GDS (Global Distribution System), improving communication of flight disruptions for Travel Agent and Interline partner bookings.

When a flight disruption is actioned by Jetstar, all affected bookings in the partner systems will be updated with the flight disruption and subsequently queued for action.

This will ensure Travel Agent and Interline partner bookings are synchronised with our flight disruptions and will alert the partner to advise the passenger accordingly.

This enhancement will enable the travel agent / partner to communicate the flight disruption with the passenger in a timely manner and to help with re-protection - and a more efficient experience for all.

NEW - Travel Agents page now live

With quick links to the Jetstar Agent Hub and all your useful information pages, resources, news and training, our new **Travel Agents page** is now live - [click here](#)

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



SWING INTO PARADISE!

Vets Golf Package including 5 nights accommodation, 45 holes of golf and much, much more! Only **\$1099** per person twin share or **\$1599** single occupancy (Flights and Airport Transfers are not included)

The winner will take away return Jetstar flights from Auckland to Rarotonga and a 5-night stay at The Edgewater Resort & Spa!

3 - 8 November 2025 | 55+ Vets Tournament



edgewater.co.ck/golf

stay@edgewater.co.ck

This organiser of the event is The Edgewater Resort and Spa Rarotonga. For event and entry details, and T&Cs, [click here](#)

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

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](#).

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 (=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](#).