

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 – April 2025

Through **April 2025**, our New Zealand domestic network delivered **75.3%** on time performance for our customers, with our trunk peak time services achieving **81.9%**.

Jetstar's New Zealand domestic reliability in April was **99%** of scheduled flights operated.

Our New Zealand domestic on time performance through 2025 year to date is **79.3%**.

Results are for departures within 15mins of schedule.

Jetstar & Experience Gold Coast mega famil winners



To celebrate our inaugural Jetstar services from **Hamilton and Dunedin direct to Gold Coast commencing June 2025**, Experience Gold Coast & Jetstar recently ran a promotion offering 20 Agents the chance to participate in an incredible 4-night famil on the Gold Coast in July.

We asked agents to sell a Jetstar ticket from Hamilton to the Gold Coast, or Dunedin to the Gold Coast during the promotion period 01 March – 30 April 2025. One entry per PNR. Congratulations to our lucky winners!

Hamilton to Gold Coast		Dunedin to Gold Coast	
Jessica Lamb	Flight Centre NZ	Mikayla Heney	Flight Centre NZ
Linda Voice	Flight Centre NZ	Michelle Fidow	Flight Centre NZ
Colleen Claasen	Flight Centre NZ	Ashleigh Anderson	House of Travel
Lydia Akerman	Flight Centre NZ	Emily Whiley	House of Travel
Vanessa Foale	Flight Centre NZ	Pia Lemin	House of Travel
Joanne Stephenson	helloworld	Silvia Herrero-Buxo	NZ Travel Brokers
Brooke Thompson	helloworld	Jodie McSkimming	Total Travel (Fuzion Travel)
Joanna Robinson	helloworld	Rosann Connolly-George	Travel Managers Group Ltd
Raelene Grinter	House of Travel	Sara Sutherland	World Travellers
Courtney McCormack	House of Travel	Janine Mallon	Zest4Travel

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

Qantas Auckland International lounge - temporarily closed

Our Qantas Auckland International lounge is **temporarily closed** as we begin construction on an exciting new lounge experience, set to open early 2026 - to learn more, [click here](#)

During this time, Platinum One and Platinum Qantas Frequent Flyers flying on Qantas and eligible Jetstar* flights as well as Qantas customers flying in First and Business will have access to the **Emirates Lounge**.

Gold Qantas Frequent Flyers and Qantas Club members will be reaccommodated in the **Strata Lounge**.

* Jetstar refers to Jetstar Airlines (JQ). Must be travelling onwards on a Jetstar Airways operated and marketed flight on an eligible Qantas Frequent Flyer tier or Qantas Club membership. Please note - entry into, and use of the Emirates Lounge and Strata Lounge is subject to each provider's own conditions of entry.

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](#).

Jetstar Agent Learning

Learn more about selling Jetstar via our online learning sessions
New Starter Training: 04 June / MaSTARs program - Trivia : 18 June

[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.









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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](#).