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Newsroom

# Jetstar commits to Kiwi passengers with 'Jetstar Customer Service Guarantee'

Low fares leader Jetstar has today launched the Jetstar Customer Service Guarantee\* that demonstrates the airline's ongoing commitment to offer the lowest every day fares in domestic New Zealand skies as well as its clear focus to deliver an on-time hassle-free service for customers.

Marking its first month of low fare domestic New Zealand services, having commenced on 10 June 2009, the Jetstar Customer Service Guarantee represents a renewed customer focus for the airline alongside its promise to offer the lowest fares as part of its Jetstar Price Beat Guarantee.

From now until 9 October 2009, for any Jetstar customer on a domestic New Zealand service whose flight arrives more than one hour after the scheduled time of arrival, Jetstar will offer a NZD \$50 Jetstar Travel Voucher for their next Jetstar flight booking.

Jetstar already backs its every day low fares commitment to its New Zealand customers with the Jetstar Price Beat Guarantee, which means when booking on Jetstar at a similar date and time the airline will beat any competitor by 10 per cent.

More details on both Jetstar customer guarantees and full conditions are available at Jetstar.com.

During its first month of flying in domestic New Zealand skies Jetstar has carried around 100,000 passengers and more than 20,000 customers have purchased one way fares for NZD \$10 or less since launch.

Jetstar Chief Executive Officer Bruce Buchanan, who unveiled the initiative in Auckland today, said the Jetstar Customer Service Guarantee reinforced the carrier's ongoing commitment to its customers in offering value for money and consistent on-time flights within the New Zealand market.

Mr Buchanan said since the recent introduction by Jetstar of a third new Airbus A320 into its domestic New Zealand operations serving five domestic routes 84 times weekly, its on-time performance levels had dramatically risen in line with Jetstar's usual high on-time standards across its global network.

He said the Jetstar Customer Service Guarantee was not a gimmick, but a real and transparent initiative to demonstrate to Jetstar's valued Kiwi customers that every day low fares do not mean a compromise on on-time travel.

"The Jetstar Customer Service Guarantee is a genuine and serious commitment to all our New Zealand customers, supporting strong on-time performance," Mr Buchanan said.

Since implementing its newly revised schedule on 24 June 2009, Jetstar's domestic New Zealand network has regularly achieved results of more than 80 per cent on-time performance, and has achieved up to 100 per cent on-time performance on some days.

Eligible Jetstar passengers will receive their voucher via the email address with which they made their Jetstar booking. Otherwise, eligible customers, including codeshare passengers and passengers who have booked through a travel agent, can visit Jetstar.com, click on the Jetstar's Customer Service Guarantee icon and follow the steps as detailed to generate their voucher.

Eligible customers must allow at least five (5) days after their travel date before accessing the website in order to retrieve their voucher.

For more information on the Jetstar Customer Service Guarantee including full terms and conditions visit Jetstar.com or telephone + 0800 800 995.

\*Terms and Conditions apply.

The Jetstar Customer Service Guarantee will apply to travel taken between 6am Thursday 9 July 2009 until midnight (NZ time) on Friday 9 October 2009.

Jetstar's Customer Service Guarantee does not apply to delayed or cancelled Jetstar trans-Tasman flights, delays or cancellations notified in advance of the day of travel, or formal schedule changes for Jetstar New Zealand domestic flights, including those already initiated. For full details visit Jetstar.com.

## About Jetstar

About Jetstar Group

Jetstar first took to the skies in 2004 and has since flown more than 350 million customers across an extensive international and domestic network. The Jetstar Group is made up of Jetstar Airways (subsidiary of the Qantas Group) in Australia and New Zealand, Jetstar Asia in Singapore, and Jetstar Japan in Japan. A leading low-fares airline, Jetstar is committed to offering everyday low fares to enable more people to fly to more places, more often. As one of Asia Pacific's fastest-growing airline brands, Jetstar was voted Best Low-Cost Airline in Asia Pacific in 2021 and was recognized for its excellent flight safety records and services when listed on the "2022 World's Top 10 LCC" released by Airline Ratings.

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