
Agent Hub, Trade Support & Groups

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)

Agent Hub: [Sign In / Travel Agent info](#)

Trade: sales@jetstar.com

Trade Mail: [subscribe here](#)

Jetstar NZ on-time performance – April 2026

Bad weather, airport terminal security breach, systems outage, airport runway closed - April had it all! Through **April 2026**, our New Zealand domestic network delivered **65.6%** on time performance for our customers, with our trunk peak time services achieving **75.3%**.

Jetstar's New Zealand domestic reliability in April 2026 was **96.8%** of scheduled flights operated.

Our New Zealand domestic on time performance through 2026 year to date is **71.1%**.

Results are for departures within 15mins of schedule

Jetstar schedule changes reminder

Jetstar recently announced some schedule changes across its international and domestic network between July and October 2026. For more information, [click here](#)

Customers booked on flights impacted by schedule changes have been contacted directly (customer contact and/or agent contact) and offered alternative flights or a refund.

Agents, please do check your Agent Hub/Manage Booking and your GDS to ensure any required schedule changes are actioned and communicated to passengers if required.

Manage Booking - check your booking here first

Jetstar Manage Booking is available via the **Jetstar website or app** and allows passengers to view, change, or add services to their existing flights.

Where available, you can add baggage or meals, select seats, change flights, and re-send itineraries. All you need is your booking reference (JQ PNR or GDS PNR), and passenger surname or email address.

Do you have questions about your booking? **Check Manage Booking first** - [click here](#)

Please note, for GDS bookings, checked baggage and other ancillary products will reflect ~24 hours after ticket issue, so don't panic!

Groups bookings request form, plus dedicated Groups support

Booking for 10 or more passengers? Take advantage of our special group fares!

With a convenient payment plan¹, pay an upfront deposit and the final balance later. Make unlimited name changes up to 24-hours before you fly. Standard seat section. 1 item of 7kg carry-on baggage² and 20kg checked baggage - checked baggage shared among the group.

All group fare quotes must be requested via the Groups booking request form - [click here](#) - please ensure you add your full IATA/TIDS where it asks for **Organisation code**.

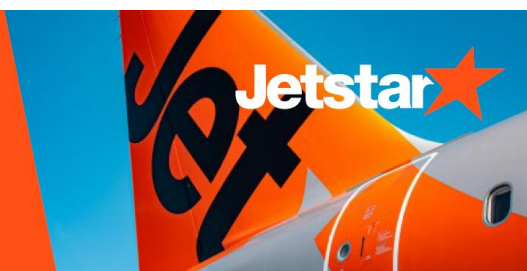
For general group booking enquiries, please contact our dedicated Groups sales team on **0800 401 283** or by email at grouppreservations@jetstar.com (Monday to Friday, 10.30am–7.30pm NZST)

1. The exact date your deposit and balance will be due will depend on the country you make your booking from. Details will be in our email response to your booking query.
2. 1 item of 7kg carry-on baggage with dimensions not exceeding 40 x 30 x 20cm included per person applicable for Group Fare bookings on Jetstar Airways (JQ) flights departing from 1 January 2027. The purchase of an additional 7kg carry on allowance is not available on any Group Fares. For flights departing up to and including 31 December 2026, a combined carry-on allowance of 7kg may be spread across two items.

Jetstar Agent Learning

Learn more about selling Jetstar via our online learning sessions
New Starter Training: 03 June / MaSTARs program - MaSTARs Trivia: 17 June

[Click here to Register](#)



Check-in online is simple, fast and available for almost all Jetstar flights

Online check-in opens **48 hours** before your scheduled flight departs - all you'll need is your booking reference and your passport details if you're flying international. It is simple, fast and available for almost all Jetstar flights, with some exceptions.



For domestic flights in New Zealand and Australia, online check-in closes 40 minutes before your scheduled flight departs. And for international flights, online check-in closes 2-hours before scheduled flight departs.

Heads up! Not all seats are available for online check-in for operational reasons, so please try and check-in early! If online check-in is not available, you will need to check in at the airport.

Online check-in is available if you've got checked baggage or carry-on baggage. Please make sure your checked baggage is at the Jetstar bag drop before bag drop closes.

For smoother travels at your fingertips, [download the Jetstar app](#) - check in online, keep track of your flight status, and save your mobile boarding pass - [click here](#).

For more online check-in information and exceptions - [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, 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.



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.

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](#)

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, 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 3,500 points per booking on Jetstar flights - [Terms and Conditions](#). Qantas Frequent Flyer free join - [Terms & Conditions](#)