

## 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](mailto:sales@jetstar.com)      Trade Mail: [subscribe here](#)

## Jetstar NZ on-time performance – November 2025

Through **November 2025**, our New Zealand domestic network delivered **79.9%** on time performance for our customers, with our trunk peak time services achieving **80.6%**.

Jetstar's New Zealand domestic reliability in Nov25 was **98.1%** of scheduled flights operated. Unfortunately, a number of flights were cancelled on 29Nov due to the A320 global issue.

Our New Zealand domestic on time performance through 2025 year to date is **79.1%**.

Results are for departures within 15mins of schedule

## **NEW** - Additional flights to the Gold Coast from Hamilton & Dunedin



From 29 March 2026 (NS26), Jetstar has added additional services from **Hamilton and Dunedin to the Gold Coast** increasing from 3 flights to **4 flights per week** on both routes.

These routes provide Kiwis with direct access to the Gold Coast - one of Australia's most popular tourist destinations - and make it easier for travellers to connect onto Jetstar's extensive low-cost network across Australia and beyond.

From March 2026, Jetstar has changed the number of flights between Hamilton and Sydney from 4 to 3 flights per week - Mon, Thu, Sat. Customers impacted by this schedule change have been contacted directly with available flight options, including the option of a full refund.

### Hamilton to Gold Coast

Flight	Frequency	From	To	Depart	Arrive
JQ163	Tue	OOL	HLZ	1120	1730* / 1630^
JQ164	Tue	HLZ	OOL	1830* / 1730^	1920
JQ163	Wed, Fri, Sun	OOL	HLZ	0620	1230* / 1130^
JQ164	Wed, Fri, Sun	HLZ	OOL	1330* / 1230^	1420

### Dunedin to Gold Coast

Flight	Frequency	From	To	Depart	Arrive
JQ189	Mon, Tue, Thu, Sat	OOL	DUD	0845	1505* / 1405^
JQ190	Mon, Tue, Thu, Sat	DUD	OOL	1605* / 1505^	1645

\* daylight savings time / ^ non daylight savings time

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

## **NEW** - Christchurch to Colombo (Sri Lanka) via Melbourne



Jetstar has announced the launch of a new route with flights between Melbourne and Colombo in Sri Lanka - the Pearl of the Indian Ocean. On sale now, flights will take off from 25 August 2026\* - [click here](#)

This new service will operate 3 times a week using Jetstar's fleet of 11 widebody B787 Dreamliners. Learn more about our upcoming B787 refresh program<sup>^</sup> - [click here](#)

The launch of this new service is part of Jetstar's broader commitment to delivering great value travel experiences across the Asia-Pacific and will **connect with flights from Christchurch to Colombo (CMB), via Melbourne**. To learn about our connecting international services and through checked baggage - [click here](#)

Flight	Frequency	From	To	Depart <sup>#</sup>	Arrive <sup>#</sup>
JQ172	Daily	CHC	MEL	0820	1005
JQ5	Tue, Thu, Sat	MEL	CMB	1200	1750
JQ6	Tue, Thu, Sat	CMB	MEL	1950	1000 (+1 day)
JQ171	Daily	MEL	CHC	1105	1620

\* Subject to government and regulatory approval / <sup>^</sup> B787 refresh program will progressively be rolled out from 2026 - refresh cabin is not guaranteed on this or any other route  
# Flight times from 25 August 2026 - other periods vary based on daylight savings. Flight times from/to CHC are aligned to connect in MEL to/from CMB - DST & non-DST times

## **IMPORTANT** - New safety measures for power banks on all flights

From 15 December 2025, the Qantas Group will implement new restrictions on the use of portable power banks across all Qantas, QantasLink and Jetstar flights.

The changes follow a comprehensive internal safety review and work with other industry representatives. This reflects the growing use of power banks by travellers and the associated safety risks of damaged or defective lithium battery-powered devices.

The changes are also in line with planned updates from the International Civil Aviation Organisation (ICAO), expected in 2026.

- The use of power banks on board is prohibited
- Charging of power banks onboard is prohibited, including via in-seat power or USB ports
- Customers may carry up to two power banks (each with a maximum capacity of 100-watt hours) in their cabin baggage
- Power banks must be stored in the seat pocket, under the seat, or in a nearby overhead locker, and are not permitted in checked baggage
- All power banks must have their capacity rating clearly visible
- Lithium batteries that are part of a "smart bag" must be removed from the bag and taken as carry-on and carried on you
- Power banks will continue to be prohibited from checked baggage

Keeping power banks within easy reach during a flight ensure that in the rare event of an issue our crew can respond quickly.

For more information on Dangerous goods, [click here](#)









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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](#)

## Jetstar Agent Learning

Learn more about selling Jetstar via our online learning sessions  
New Starter Training: 07 Jan / MaSTARs program - Our Network & Fleet: 21 Jan

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, 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.

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# Jetstar Industry Update

December 2025



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## Earn Qantas Points on all Jetstar New Zealand Domestic flights

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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<sup>^</sup> Jetstar NZ domestic return trips, take advantage of a **Classic Flight Reward**, or use **Points Plus Pay**<sup>\*</sup>. New Zealand residents can join for free, [click here](#)

<sup>^</sup> 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](#)  
<sup>\*</sup> 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](#).

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