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## Trade Support & Groups - how to contact us

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**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](#)

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## Jetstar NZ on-time performance – January 2026

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Through **January 2026**, our New Zealand domestic network delivered **75.3%** on time performance for our customers, with our trunk peak time services achieving **80.3%**.

Jetstar's New Zealand domestic reliability in January 2026 was **99.0%** of scheduled flights operated.

Our New Zealand domestic on time performance through 2026 year to date is **75.3%**.

Results are for departures within 15mins of schedule

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## K'gari, Pacific Coast Way and Southern Great Barrier Reef Agent Famil

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Tourism Australia, Tourism and Events Queensland, and Jetstar are excited to host an unforgettable road trip and island famil in June 2026.

Travelling with Jetstar, this is your exclusive opportunity to go beyond Queensland's gateways. Seven Aussie Specialists will encounter pristine wilderness, charming country towns, and island wonders of the Southern Great Barrier Reef.

Experience road-tripping the iconic Pacific Coast Way, exploring the azure waters of the Capricorn Coast, swimming with turtles on Heron Island, driving on the sands of K'gari and glamping under the stars in Mon Repos. This famil offers an immersive experience of these beautiful regions, so you can inspire your clients.

Participating Travel Agents must be a qualified Aussie Specialist and be based in New Zealand. To become a qualified Aussie Specialist - [click here](#)

For more information and to express your interest in joining the famil\* - [click here](#)

\* Travel Agents must be a qualified Aussie Specialist and be based in New Zealand. Express your interest in joining the famil by Monday 02 March 2026. Applicants will be notified if they have been successful or unsuccessful by late-March 2026. Travel dates are from Sunday 21 June 2026 (depart from Auckland to Maroochydore, the Sunshine Coast) to Sunday 28 June 2026 (return from Brisbane to Auckland). The organiser of this promotion and the Aussie Specialist program is Tourism Australia.

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

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## Group Fare bookings carry-on allowance (JQ flights only)

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For Jetstar Airways (JQ) flights departing from 1 January 2027, Group Fare bookings will include **one item of 7kg carry-on baggage per person (max. size 40 × 30 × 20 cm)**.

For flights departing up to and including 31 December 2026, a combined carry-on allowance of 7kg may be spread across two items.

The purchase of an additional 7kg carry on allowance is not available on any Group Fares.

For more Group booking information, [click here](#)

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## Jetstar named 2nd safest low-cost airlines for 2026

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AirlineRatings.com, the world's only airline safety and product rating website, has announced its Top 25 Safest Full-Service and Top 25 Safest Low-Cost Airlines for 2026 from the 320 airlines it monitors - [click here](#)

**Jetstar has taken home second place in the low-cost carrier category.** The rankings consider factors such as incident rates, fleet age and the skills and training of our teams.

This incredible result is thanks to the hard work of the entire Jetstar team.

- |                   |                   |
|-------------------|-------------------|
| 1. HK Express     | 6. Southwest      |
| <b>2. Jetstar</b> | 7. airBaltic      |
| 3. Scoot          | 8. VietJet Air    |
| 4. flydubai       | 9. Wizz Air Group |
| 5. EasyJet Group  | 10. AirAsia Group |

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## Reminder - Jetstar Airways COVID Vouchers valid indefinitely

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Whilst other airline are choosing to expire their COVID issued credit vouchers, **Jetstar Airways COVID issued credit vouchers remain valid indefinitely.**

You can use Jetstar COVID vouchers to book any available flight on any travel date (with travel dates usually available up to 12 months in advance), and on all Jetstar fares, including sale fares, on domestic or international trips.

Jetstar COVID **vouchers remain multi-use** and can be used across multiple bookings – any outstanding credit from one booking can be used towards another.

Customers can check their remaining credit amount and voucher expiry date by visiting the voucher portal, [click here](#). Jetstar COVID vouchers expiry date shows as 31/12/9999.

If you have received a credit voucher for a reason not related to COVID-19 (e.g. Flex fare voucher), please check the Terms & Conditions of use on your voucher and the expiry date.

## Jetstar Japan ownership change

Qantas and Japan Airlines, as major shareholders in Jetstar Japan, have jointly announced the intention to transition the ownership structure of Jetstar Japan.

Subject to further negotiations and regulatory approvals, the intention is for Qantas to sell its full 33.2% share in Jetstar Japan to a new shareholder, Development Bank of Japan (DBJ). This would mean Jetstar Japan would be wholly led by Japanese entities and as part of this process, Jetstar Japan would rebrand to a new name and brand identity.

We would like to emphasise several important aspects:

- Jetstar Airways (JQ) remains a key contributor to the Qantas Group's future
- No binding agreement has been reached yet. The overall process is subject to negotiation between parties and regulatory approvals
- We expect an agreement to be reached in mid-2026, with the full transition process to be complete by mid-2027
- **There are no plans to close Jetstar Japan**
- **There are no changes to Jetstar Airways (JQ) flights to and from Japan**

We will continue to share updates as this process progresses, and for now it's business as usual for Jetstar Japan and the Jetstar Group.

### Jetstar Agent Learning

Learn more about selling Jetstar via our online learning sessions  
New Starter Training: 04 Mar / MaSTARs program - Trade Support & Groups: 18 Mar

[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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## 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<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](#)