

# Jetstar Industry Update

January 2026



## 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 – December 2025

Through **December 2025**, our New Zealand domestic network delivered **67.9%** on time performance for our customers, with our trunk peak time services achieving **76.6%**.

Jetstar's New Zealand domestic reliability in December 2025 was **98.2%** of scheduled flights operated.

Our New Zealand domestic on time performance through 2025 year to date was **78.1%**.

Results are for departures within 15mins of schedule

## Online check-in

When you travel with us, make sure you check-in online. It is simple, fast and available for almost all Jetstar flights, with some exceptions.

**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.



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](#)




### When do I need to get to the airport?

We're committed to keeping on schedule, and we know you don't want to miss your flight. **Please don't be late. We can't wait.**




Please make sure you arrive at the airport with plenty of time to check-in and pass through security - **taking note of the Airport check-in close times below**. If you're not at the boarding gate on time, you won't be able to board the flight, and you may lose your fare in full.

All timings listed refer to scheduled departure times. Please note, if your flight is delayed, you will still need to check-in at the same time. If we ever extend check-in times, we'll send you an SMS to let you know. For more information - [click here](#)

#### Domestic flights (departing from a domestic terminal)

-  **2 hours** before departure  
Airport check-in / bag drop opens  
● Airport check-in closes 40 min before flight
-  **1 hour** before departure  
Go through security
-  **30 min** before departure  
Be ready at your boarding gate  
● Boarding gate closes 20 min before flight

#### International flights

-  **3 hours** before departure  
Airport check-in / bag drop opens  
● Airport check-in closes 1 hour before flight
-  **2 hours** before departure  
Go through security & immigration
-  **50 min** before departure  
Be ready at your boarding gate  
● Boarding gate closes 20 min before flight

### Carry-on baggage



Jetstar Starter fares include a carry-on allowance of **7kg shared across 2 items**.

Subject to availability, you can purchase additional carry-on baggage to **increase your weight to 14kg<sup>^</sup>** - [click here](#). New Zealand and Australian domestic **Flex bundle fares include 14kg<sup>^</sup> of carry-on baggage**.

Your main item must be stored in the overhead locker and your small item placed under the seat in front of you. Size restrictions apply.

Your carry-on allowance includes everything you'll be bringing on board. Items such as handbags and laptops form part of your allowance.

If you exceed your carry-on baggage allowance, you will be charged [excess baggage fees](#) at the airport. You can check your carry-on baggage allowance at [Manage Booking](#)

For more carry-on baggage information - [click here](#)

<sup>^</sup> 14kg carry-on baggage - size & piece limits apply - max 2 items. Limited availability. Available on selected routes only, including New Zealand domestic flights

### Travel Agents page

**Travel Agents page** for quick links to the Jetstar Agent Hub and all your useful information pages, agent resources, news and training - [click here](#)

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

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## Checked baggage

Customers can purchase **up to 40kg of checked baggage per passenger**

No individual item can weigh more than 32kg. There is no limit on quantity of checked bags you can check-in.

It's cheapest to purchase checked baggage online when you book your flight. It costs more to add it later and at the airport



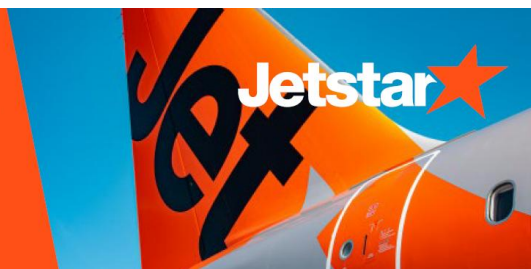
Checked baggage weight cannot be used to increase your carry-on baggage allowance

For more checked baggage information - [click here](#)

## Jetstar Agent Learning

Learn more about selling Jetstar via our online learning sessions  
New Starter Training: 04 Feb / MaSTARs program - Baggage & other ancillaries: 18 Feb

[Click here to Register](#)



## In-flight entertainment

Make time fly with our in-flight movies and TV.



Let us entertain you! With more than 70 movies and hundreds of TV episodes from the likes of HBO, Disney and Warner Bros, Jetstar's in-flight entertainment features exclusive content you won't find on many other airlines. After all, life's too short to be bored on board!

**Seatback Entertainment** - available on most 787 aircraft\* Pay less by pre-purchasing it when you book your trip or via [Manage Booking](#) before you fly. Please bring your own headphones on all flights to help us reduce landfill, and a charged device in case you need to stream entertainment.

Your in-flight entertainment experience will be different if you fly on a revamped 787. Find out more about our 787 Dreamliner Refresh program - [click here](#)

**Jetstar Entertainment+** - now available on most of our A320 and A321 fleet (JQ flights only). Buy it onboard and stream it on your preferred device. Please bring your own headphones and make sure you charge your device before flying.

For more in-flight entertainment information - [click here](#)

\* We'll be rolling out a new, improved in-flight entertainment and wi-fi experience from March 2026. If it's available on your flight, you'll have the option to purchase it on board. If you've pre-purchased Seatback Entertainment and it's not available, we'll refund you.

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### Jetstar fare bundles - pick the bundle that is right for you!

Our [Jetstar fare bundles](#) offer unbeatable value ensuring your travel experience is **flexible** and **comfortable**, all at an affordable price (Jetstar website / Agent Hub / API only. For GDS bundles, download our [GDS Guide](#))

|   | Starter                | Starter Plus           | Flex  | Flex Plus                     |
|---|------------------------|------------------------|---|-------------------------------|
| Seat selection (subject to availability)                  | \$                     | ✓<br>standard          | ✓<br>standard / upfront                                       | ✓<br>upfront / extra legroom  |
| Carry-on baggage <sup>1</sup>                             | 7kg<br>combined weight | 7kg<br>combined weight | 7kg<br>combined weight<br>(14kg - NZ/AU DOM)                  | 7kg<br>combined weight        |
| Checked baggage <sup>2</sup>                              | \$                     | 20kg                   | \$  | 20kg                          |
| Food & Drink  | \$                     | ✓                      | NZ DOM / JQ LHI only <sup>3</sup><br>in-flight meal / voucher | ✓<br>in-flight meal / voucher |
| Catch an earlier or later flight on same day <sup>4</sup> | X                      | X                      | ✓<br>subject to availability                                  | ✓<br>subject to availability  |
| No Change Fees - date/time/name changes <sup>4</sup>      | X                      | X                      | ✓   | ✓                             |
| No Change Fees - origin/destination changes <sup>4</sup>  | X                      | X                      | X   | ✓                             |
| Cancel your flight (credit voucher) <sup>5</sup>          | X                      | X                      | ✓   | ✓                             |
| Qantas Frequent Flyer Points <sup>6/7</sup>               | ✓                      | ✓                      | ✓   | ✓                             |

1. Carry-on baggage [conditions apply](#). Passengers can purchase +7kg carry-on baggage = 14kg total weight (14kg and +7kg - limited availability - select routes only - [conditions apply](#)).
2. Additional checked baggage is available for purchase. Each passenger can buy up to 40kg of checked baggage, total weight - [conditions apply](#).
3. Flex bundle: in-flight meal / voucher inclusion on New Zealand domestic flights and Jetstar (JQ) Long-Haul International flights only. Food & Drink is not included on all other routes.
4. All Change-Fee free changes are subject to Fare Difference at the time of change, except same day time changes with the Flex and Flex Plus bundle.
5. No fees apply where you are entitled to a refund or alternative flight under local law or [Conditions of Carriage](#).
6. Earn [Qantas Frequent Flyer](#) Points on all New Zealand domestic fares, including Starter fares.
7. Flex & Flex Plus bundle earn [Qantas Points](#) and [Status Credits](#) for members of affiliated frequent flyer programs.

### Jetstar bundles and fares classes in the GDS

Please note, there are some differences when purchasing Jetstar fares in the GDS, when compared to fares purchased via the Jetstar website, Agent Hub or the API.

- **Starter fare** - seat only (C class)
- **Starter fare +20kg** checked baggage (H class)
- **Starter Plus** including 20kg checked baggage - available on select international routes, including all trans-Tasman and Rarotonga flights\* (K,L,M,N,O class)
- **Flex** includes 14kg carry-on baggage - available on AU/NZ domestic routes and select international routes (K,L,M,N,O class) (14kg carry-on size & piece limits apply. For more information, [click here](#))
- **Starter Max** (like Flex Plus) - includes 20kg checked baggage & flexibility (Q,R,S,T,V,Y class)

For an overview of the GDS fare bundles and their inclusions, download our [GDS Guide](#).









\* Starter Plus (KLMNO) for sale on the following routes (& vice versa): ADLDPS, AKLMEL, AKLMCY, AKLOOL, AKLRAR, AKLSYD, AKLBNE, BKKPER, BNECEB, BNEDEP, BNERAR, BNEZQN, CHCMEL, CHCOOL, CNSCHC, CNSDPS, DPSPDRW, DPSPMEL, DPSPER, DPSSIN, DPSSYD, DUDOO, HKTPER, HLZSYD, HLZOO, MELZQN, NANMEL, NANSYD, OOLWLG, OOLZQN, PERMNL, PERSIN, RARSYD, SYDVLI, SYDZQN

## 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](#)

## 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.

## 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](#).

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