

Jetstar Industry Update

March 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 Trade Mail: [subscribe here](#)

Jetstar NZ on-time performance – February 2026

With severe weather impacting the lower North and South Island mid-month, meant that through **February 2026**, our New Zealand domestic network delivered **74.5%** on time performance for our customers, with our trunk peak time services achieving **75.1%**.

Jetstar's New Zealand domestic reliability in February 2026 was **97.5%** of scheduled flights operated.

Our New Zealand domestic on time performance through 2026 year to date is **74.9%**.

Results are for departures within 15mins of schedule

NEW - Jetstar to open gateway to WA direct from Christchurch



Jetstar is launching a new international route out of Christchurch, with **direct flights from Christchurch to Perth**, Western Australia, taking off from October this year.

The **three-per-week seasonal service** will provide more than 30,000 low-fares seats a year between the two destinations, giving Cantabrians new opportunities to take off more for less and further stimulating South Island visitation.

[Perth](#) is Australia's sunniest capital, serving up pristine white sand beaches, the sparkling Swan River and one of the world's largest inner-city parks in Kings Park. With a buzzing food, wine and art scene, easy access to Fremantle, plus home of the quokka - Rottneest Island; it's the perfect blend of relaxed coastal lifestyle and lively urban energy.

The new trans-Tasman route will initially run **from 27 October 2026 to March 2027** and will be operated by Jetstar's fleet of Perth based Airbus A321LRs. These quieter aircraft have lifted the bar for low-fares comfort with larger overhead storage compartments, seat back device holders, and in-seat charging.

Flight	Frequency	From	To	Depart	Arrive
JQ185	Tue, Thu, Sat	Perth	Christchurch	07:45	18:55
JQ184	Tue, Thu, Sat	Christchurch	Perth	20:15	22:30

Flights between Christchurch and Perth are subject to Government and Regulatory approval

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

Jetstar Industry Update

March 2026



Cairns Airport & Tropical North Queensland visit Christchurch

With the support of Christchurch Airport and Cairns Airport, and the desire to grow awareness for our [direct Jetstar Christchurch to Cairns service](#), resulted in a full sales mission from Tropical North Queensland to Christchurch.

A huge thank you to Briar Nash from Christchurch Airport, Jana Stankovich and Tayla Nissen from Cairns Airport along with 16 incredible tourism partners who travelled to Christchurch to deliver in-depth agent training and help upskill our local Cantabrian trade partners.

We were also proud to partner with House of Travel to host a consumer evening, welcoming 270 eager attendees wanting inspiration for their next holiday.

Special thanks to Prue Dunbar & Paula Rhodes from House of Travel for pulling together such a fantastic evening of learning, networking and destination storytelling.



Thank you to the 16 operators for coming over to NZ to support this event...click the below links to learn more

Tourism Tropical North Queensland
Tourism Port Douglas & Daintree
Back Country Bliss Adventures
Mossman Gorge Cultural Centre
The CaPTA Group
Hilton Group
Reef Unlimited
Down Under Tours

Silkari Hotels
Pullman Reef Hotel Casino
Shangri-La The Marina, Cairns
Entrada Travel Group
Skyrail Rainforest Cableway
Nautilus Aviation
Thala Beach Nature Reserve
Pinnacle Tourism Marketing

Jetstar Agent Learning

Learn more about selling Jetstar via our online learning sessions
New Starter Training: 01 Apr / MaSTARs program - Agent Hub & How to book JQ: 15 Apr

[Click here to Register](#)



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Jetstar Industry Update

March 2026



Christchurch to Cairns, and onward connecting to Tokyo (Narita)



Our **Christchurch - Cairns** service was retimed in November last year allowing for better flight times in both directions.

Cairns is the perfect gateway to Tropical North Queensland. From here you can explore the Great Barrier Reef, the Daintree Rainforest and the palm fringed beaches. Further north, Port Douglas and Palm Cove are relaxing holiday towns.

Or travel further with **Christchurch to Tokyo (Narita)**, just **one-stop away via Cairns**. **Narita** is one of the world's best cities, showcasing a fascinating mix of cutting-edge design and traditional Japanese culture. Add to this an exciting culinary scene, unforgettable nightlife and superb shopping, and you'll see why Tokyo keeps people returning.



Learn about our connecting international services and through checked baggage - [click here](#)

Flight	Frequency	From	To	Depart*	Arrive*
JQ136	Mon, Wed, Fri	Christchurch	Cairns	08:00 [^]	10:40
JQ25	Daily	Cairns	Narita	11:40	18:05
JQ26	Daily	Narita	Cairns	20:05	04:30 (+1 day)
JQ135	Tue, Thu, Sun	Cairns	Christchurch	07:00	14:55 [^]

* NS26 flight schedule, from 29 March 2026. [^] Flight Depart and Arrive times are one-hour earlier during NZ daylight savings time

Qantas Group & Jetstar FY26 half-year results

The Qantas Group recently announced its half-year results, including an Underlying Profit Before Tax (EBIT) of \$1.46 billion. Jetstar posted an Underlying Profit Before Tax (EBIT) of \$492 million. For more information, [click here](#)



- \$1.46b Qantas Group EBIT profit
 - \$676m QF Domestic profit / \$300m QF International profit
 - Delivery of 9 new aircraft across Group
 - Improved Group on time performance and customer NPS
 - Auckland Lounge reopened
- \$492m Jetstar Group EBIT profit (a record result!)
 - \$372m Jetstar Domestic profit / \$120m Jetstar International profit
 - More than 50% of Domestic AU/NZ fares sold for under \$150
 - 7 new Domestic and 3 new International routes announced across AU and NZ
 - B787s commence refurbished - [click here](#)

Please note - all amounts referred to in this section are in AUD

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QUEENSLAND IS CALLING 2026 AND YOU'RE INVITED

Join an exciting line-up of 35+ Queensland tourism operators for an evening of insights, must-do experiences and updates on what's new in Queensland.

To ensure your client itineraries include the latest and greatest, register through the links below:

**Refreshments and supper provided.
Amazing Queensland holiday prizes to win
with flights included, of course!
Register now to secure your spot.**

EARLYBIRD PRIZE!*

WIN a Luxury
Queensland holiday,
flight included simply
arrive before 4.20pm

PLUS WIN*

incredible Queensland
Holidays, two up for
grabs per city!

*T&Cs apply

AUCKLAND

23 MARCH 2026
4PM - 8:30PM

[RSVP HERE](#)

Royal Akarana Yacht Club/Event Centre
8/10 Tamaki Drive, Orakei, Auckland
RSVP by 12 March 2026

WELLINGTON

24 MARCH 2026
4PM - 8:30PM

[RSVP HERE](#)

Te Aro Room, Harbourside Function Venue
4 Taranaki Street, Te Aro, Wellington
RSVP by 12 March 2026

CHRISTCHURCH

25 MARCH 2026
4PM - 8:30PM

[RSVP HERE](#)

Limes Room, Christchurch Town Hall
86 Kilmore Street, Christchurch
RSVP by 12 March 2026

DUNEDIN

26 MARCH 2026
4PM - 8:30PM

[RSVP HERE](#)

Glenroy Auditorium,
Town Hall, Dunedin
RSVP by 12 March 2026



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March 2026



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](#)

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