

Jetstar Industry Update

October 2025



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 – September 2025

Through **September 2025**, our New Zealand domestic network delivered **76.9%** on time performance for our customers, with our trunk peak time services achieving **81.2%**.

Jetstar's New Zealand domestic reliability in Sep25 was **99.1%** of scheduled flights operated.

Our New Zealand domestic on time performance through 2025 year to date is **78.9%**.

Results are for departures within 15mins of schedule

One-stop through fares from New Zealand to South Korea & Japan

Jetstar (JQ) one-stop through fare options now available for your customers travelling from **New Zealand to North Asia (via Australia)**.

These new fares provide greater flexibility and value, connecting trans-Tasman flights with Jetstar's long-haul services to Seoul (Incheon/ICN) and Osaka (Kansai/KIX).

You can book JQ-operated long-haul flights from Australia to South Korea (Seoul), or Japan (Osaka) combined with either a Qantas (QF) or Jetstar (JQ) trans-Tasman sector/s, all on a single ticket using Jetstar-filed through fares, ticketed on QF081 ticket stock in the GDS.

Fly Qantas or Jetstar over the Tasman:

- from Auckland (AKL), Wellington (WLG), Christchurch (CHC), or Queenstown (ZQN)
- connecting via Sydney (SYD) or Brisbane (BNE)
- **on to Jetstar operated services to either Seoul (ICN) or Osaka (KIX)**

Seamless travel experience:

- One-stop travel from New Zealand to Asia - no need to clear immigration in Australia and re-check bags!
- Through-checked baggage from New Zealand all the way to ICN or KIX ([click here](#))
- Fares include; food and beverage (either voucher or meal depending on route), checked baggage, seat selection and amenity kit (on long-haul international only)

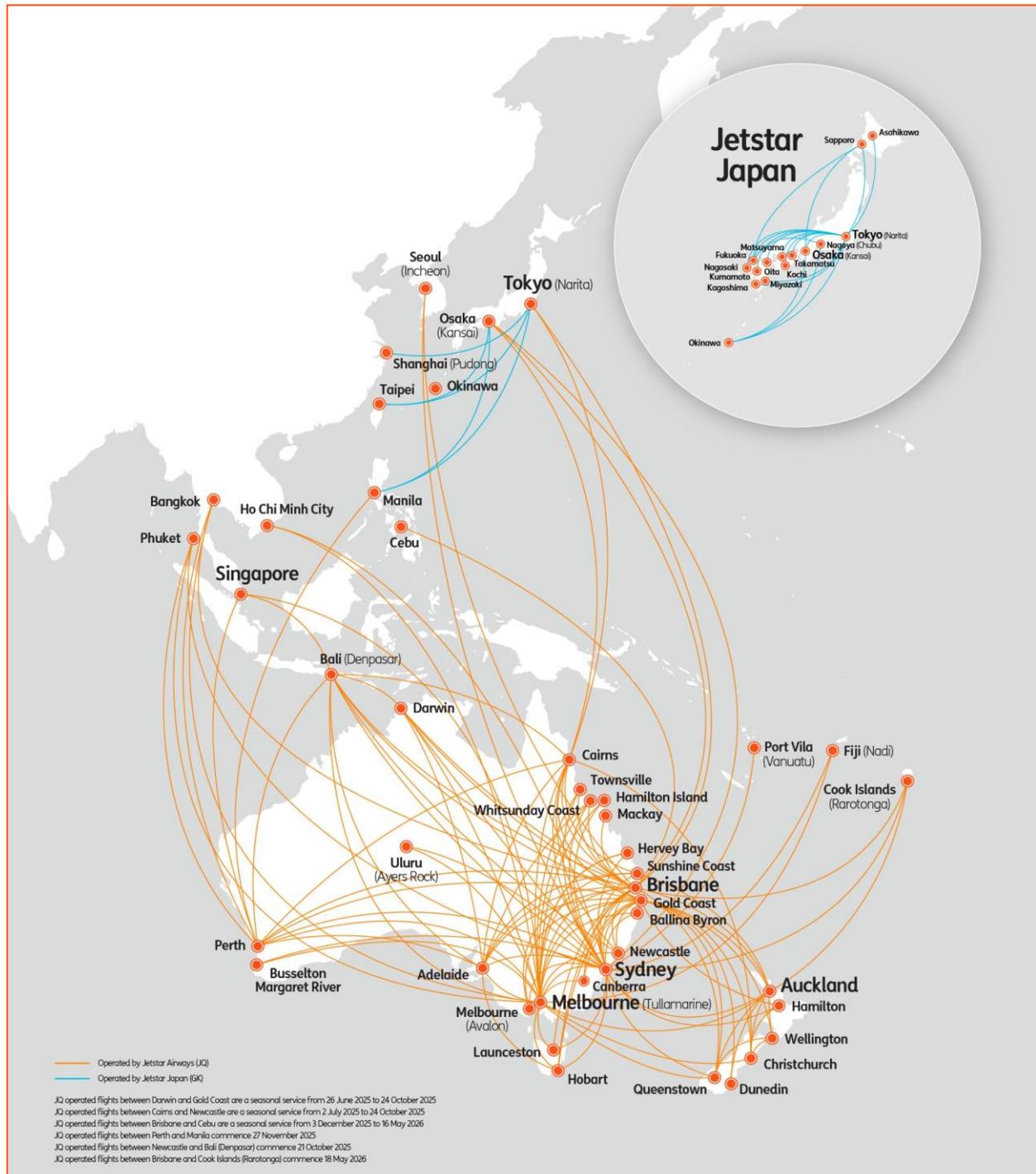
QF fare conditions apply. For more information, [click here](#)

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

Jetstar Network & Route Map (current as of September 2025)

With **over 95 flights per week across 16 Tasman routes**, fly direct from New Zealand to; Melbourne, Sydney, the Gold Coast, Brisbane, the Sunshine Coast and Cairns, then head out and **explore Australia** - just one-stop from NZ*

Or, explore further afield with our onward **international services*** connecting one-stop via Australia to; Fiji, Singapore, Phuket, Bali, Seoul, Ho Chi Minh City, Tokyo, Osaka and more.



* New Zealand ports (AKL Auckland, WLG Wellington, CHC Christchurch, ZQN Queenstown, DUD Dunedin and HLZ Hamilton) connect with select DOM AU and INT destinations via BNE Brisbane, SYD Sydney, MEL Melbourne, OOL Gold Coast, CNS Cairns and MCY Sunshine Coast only. Please note: the above route map includes new routes commercially launched but are scheduled to commence operating in 2025 and 2026. Check jetstar.com for our current flight schedule.

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

JQ trans-Tasman services connecting you to Asia

Jetstar's trans-Tasman flying makes it easier and more convenient for Kiwis and international travellers to connect between the airline's extensive networks in New Zealand, Australia and the Asia Pacific.

Explore Asia with our onward international services connecting one-stop from select New Zealand ports via Australia to the likes of; Osaka, Tokyo (Narita), Seoul, Bangkok, Cebu, Singapore, Bali, Phuket and Ho Chi Minh City, Fiji* - [where we fly](#)

Dep	DepT	Arr	ArrT
Auckland	06:45	Brisbane	07:25
Auckland	06:15	Sydney	08:00
Christchurch	08:20	Cairns	10:55
Christchurch	09:15	Melbourne	11:00
Hamilton	12:15	Sydney	13:45
Hamilton	13:40	Gold Coast	14:30

Plus, passengers will enjoy through-checked baggage from New Zealand on connecting international Jetstar flights and flights with our partner airlines, where both international flights were purchased on the same booking - [click here](#)

* Please note, flights from Australia to Asia Pacific countries may not be daily. Not all New Zealand ports listed above connect with all JQ Asia Pacific destinations. Please refer to our current schedule for flight options, days and times - [click here](#). Jetstar flight schedule is subject to change.

Jetstar Agent Learning

Learn more about selling Jetstar via our online learning sessions
New Starter Training: 05 Nov / MaSTARs program - at the airport / holiday peak: 19 Nov

[Click here to Register](#)

International to International through checked baggage

Please be aware that we don't transfer your baggage between flights. However, there are some exceptions:

- **Connecting international to international Jetstar flights and flights with our partner airlines***, where both international flights were purchased on the same booking
- Domestic flights in Japan connecting to international flights operated by American Airlines, Air Canada, Delta Air Lines, Japan Airlines and Qantas, where both flights were purchased on the same booking

If you're transferring between domestic flights or between international and domestic flights, in most cases you'll need to collect your baggage, check in again and transfer your bags.

Our check-in staff will let you know if your baggage will be transferred. You may still need to check in at the connecting airport to obtain your next boarding pass before check-in closes.

* For more information, [click here](#)

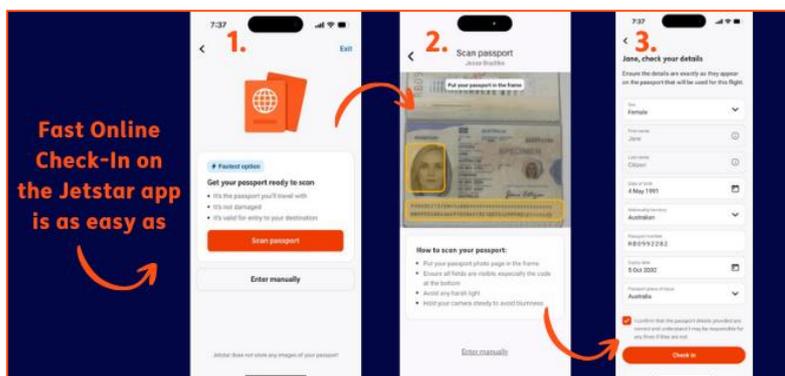
Don't miss out - previous Jetstar NZ Industry Updates can be found [here](#)

NEW - Take off faster with Jetstar's new passport scanning app feature

Jetstar customers heading overseas can now check in for flights in seconds by scanning their passport details directly into the Jetstar app instead of having to manually enter their passport details.

Jetstar will be one of few low-cost carriers in the Asia Pacific to offer the passport scanning feature and will help with reducing passport entry errors and will particularly save time for families checking in.

Jetstar has also reduced the number of steps on the app between starting check-in and issuing a boarding pass:



- open the Jetstar app and choose to check-in for your international flight
- confirm the health acknowledgement and dangerous goods requirements
- scan your passport when prompted
- add your mobile boarding pass to your phone. Apple Wallet and Google Wallet options are available.

For more information, [click here](#). For information on Online check-in, [click here](#)

Mobile passport scanning is available on most international routes - except for flights to/from Vietnam and flights departing from Fiji, Vanuatu and the Philippines due to local regulations.

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](#)

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.

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 3500 points per booking on Jetstar flights - [Terms and Conditions](#). Qantas Frequent Flyer free join - [Terms & Conditions](#).