

### 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 – October 2025

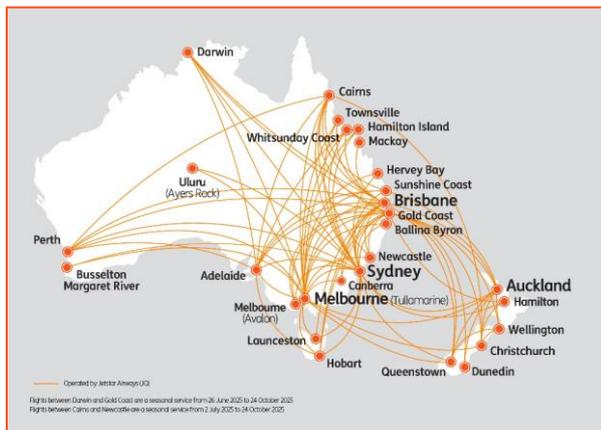
Through **October 2025**, our New Zealand domestic network delivered **80.0%** on time performance for our customers, with our trunk peak time services achieving **83.9%**.

Jetstar's New Zealand domestic reliability in Oct25 was **96.2%** of scheduled flights operated. Unfortunately, due to severe weather conditions across the country on 23 October, Jetstar cancelled 34 flights to Christchurch, Dunedin, Wellington and Queenstown as a result.

Our New Zealand domestic on time performance through 2025 year to date is **79.0%**.

Results are for departures within 15mins of schedule

### Christchurch to Hamilton with Jetstar from 01 December



New Zealand's low fares leader will commence its new daily domestic service from **Hamilton to Christchurch on 01 December**, creating more than 135,000 seats a year between Waikato and Canterbury. ***That's choice!***

Looking for a cheaper alternative? [click here](#)

Flight	Freq	From	To	Depart	Arrive
JQ272	Daily	CHC	HLZ	08:10	09:25
JQ273	Daily	HLZ	CHC	10:00	11:15

### 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](#).

## Updated - Jetstar Change Fees

For new bookings made on and from **29 October 2025**, Jetstar has made some changes to Change Fees via jetstar.com (Manage Booking), the Jetstar Contact Centre, General Sales Agent (GSA), at the airport and via Global Distribution System (GDS).

Reminder - the change fee amount will vary based on how far in advance of the original flight departure you make the change. If you make changes to your booking:

- from 30 days (inclusive of day 30) until the day of your original scheduled flight departure - you will be charged a higher fee
- more than 30 days in advance of your original flight departing - you will be charged a lower fee

Change Fees apply per, passenger per flight when you change the date or the time of your flights at jetstar.com ([Manage Booking](#)), by phone or online chat at jetstar.com, in person at a General Sales Agent (GSA), or at the airport service desk.

This fee also applies when you make name changes to your booking through the Contact Centre by phone or online chat.

Please note - GDS bookings will continue to have a standard change fee regardless of how far in advance flights are changed

Flight type	Change Fee on the day of departure up to and including 30 days	Change Fee more than 30 days	Change Fee via GDS standard change fee
Domestic flights in Australia	AUD \$90	AUD \$70	AUD \$90
Domestic flights in New Zealand	NZD \$75	NZD \$60	NZD \$75
International flights between Australia and New Zealand	AUD / NZD \$90	AUD / NZD \$80	AUD / NZD \$90
Short-haul and long-haul international flights on Jetstar Airways (JQ)	AUD / NZD \$110	AUD / NZD \$95	AUD / NZD \$110
International flights with Jetstar Japan (GK)	JPY ¥6,500	JPY ¥5,500	JPY ¥6,500
Domestic flights in Japan (GK)	JPY ¥5,500	JPY ¥4,500	JPY ¥5,500

If your customers wants greater flexibility, we do recommend choosing a **Flex** or **Flex Plus** bundle which allows for Change Fee-free changes (any fare difference will apply) - [click here](#)

For more information regarding Jetstar's Fees and Charges, and **for Change Fees for bookings made prior to 28 October 2025** - [click here](#)

### Jetstar Agent Learning

Learn more about selling Jetstar via our online learning sessions  
New Starter Training: 03 Dec / MaSTARs program - Jetstar Trivia: 17 Dec

[Click here to Register](#)

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

## 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.