

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 – August 2025

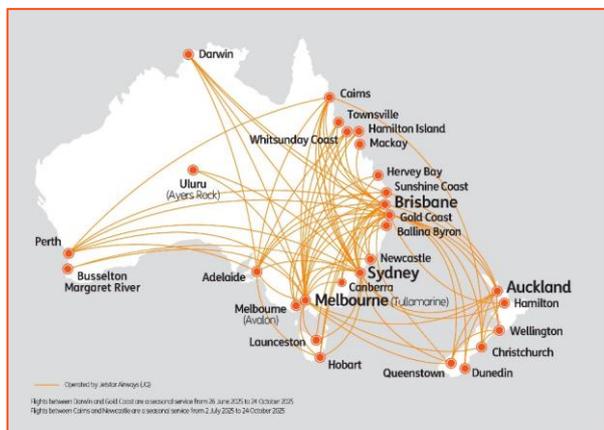
Through **August 2025**, our New Zealand domestic network delivered **85.1%** on time performance for our customers, with our trunk peak time services achieving **88.6%**.

Jetstar’s New Zealand domestic reliability in Aug25 was **99.7%** of scheduled flights operated.

Our New Zealand domestic on time performance through 2025 year to date is **79.1%**.

Results are for departures within 15mins of schedule.

Jetstar ramps up New Zealand domestic and trans-Tasman flying



Jetstar has unveiled its **single-biggest expansion ever** of its New Zealand and trans-Tasman network with the launch of two new routes and additional capacity on five existing routes – creating a total of more than 660,000 new seats a year.

In time for next year’s snow season, Jetstar will take off from **Brisbane to Queenstown** three times a week*. The seasonal service will provide more than 17,000 low fares seats between June and October from 2026.

Flight	Frequency	From	To	Depart	Arrive
JQ195	Mon, Thu, Sat	Brisbane	Queenstown	10:30	15:55
JQ196	Mon, Thu, Sat	Queenstown	Brisbane	17:10	19:00

New Zealand’s low fares leader will also launch new daily flights from **Hamilton to Christchurch**, creating more than 135,000 seats a year between Waikato and Canterbury from 1 December 2025.

Flight	Frequency	From	To	Depart	Arrive
JQ272	Daily	Christchurch	Hamilton	08:10	09:25
JQ273	Daily	Hamilton	Christchurch	10:00	11:15

* Flights between Queenstown and Brisbane are subject to Government and Regulatory approval.

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

Additional capacity - New Zealand domestic and trans-Tasman

Jetstar will add close to 500,000 seats a year across five of its most popular domestic and trans-Tasman routes, including flights between:

- **Auckland and Christchurch:** increasing from up to eight daily to up to 11 daily (290,000 additional seats per year)
- **Auckland and Brisbane:** increasing from up to ten per week to twice daily (99,000 additional seats per year)
- **Auckland and Sydney:** increasing from up to eight per week to up to 12 per week (79,000 additional seats per year)
- **Christchurch and Melbourne:** increasing to daily year-round (26,000 additional seats per year)
- **Auckland and Dunedin:** increasing from seven per week to up to 10 per week (From 26 October – 17 May 2026. 24,000 additional seats per year)

The airline has also retimed its flights between **Auckland and Wellington** to a 7:30am departure to provide greater convenience and choice for business and government travellers.

To support these capacity increases, Jetstar will base an additional A320 aircraft in Auckland, bringing its Aotearoa based fleet to **nine aircraft**.

Jetstar Agent Learning

Learn more about selling Jetstar via our online learning sessions
New Starter Training: 01 Oct / MaSTARs program - Specific Assistance: 15 Oct

[Click here to Register](#)



Additional connectivity - New Zealand to Australia and the Asia Pacific

Jetstar's additional trans-Tasman flying will make 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, including flights between:

- **Auckland and Brisbane:** double daily services allowing customers to connect to Osaka, Tokyo, Seoul, Bangkok and Cebu with one short stop in Brisbane.
- **Christchurch and Melbourne:** extra flights unlocking more opportunities for Kiwis to visit Singapore, Bangkok, Bali, Phuket and Ho Chi Minh City with one stop in Australia.
- **Christchurch and Cairns:** the carrier has also brought forward departure of its flights to allow for connections via North Queensland onto Tokyo (Narita).

Please note, flights from Australia to Asia Pacific countries may not be daily. Please refer to our current schedule for flight days and times

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

Christchurch to Cairns, connecting to Tokyo (Narita)



Our **Christchurch to Cairns*** service has recently been retimed 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	08:20	10:55
JQ25	Mon, Wed, Fri	Cairns	Narita	11:55	18:20
JQ26	Wed, Sat, Mon	Narita	Cairns	20:10	04:35 (+1 day)
JQ135	Thu, Sun, Tue	Cairns	Christchurch	07:15	15:10

* Christchurch to Cairns retime and connecting return services from Christchurch to Narita, via Cairns is from 16 November 2025

Auckland to Cebu (Philippines), via Brisbane



In July, Jetstar announced the launch of a new route with seasonal flights between Brisbane and the tropical paradise of **Cebu** in the Philippines, with flights taking off from 3 December 2025* - [click here](#)

The new service will operate three times a week using Jetstar's next-generation Airbus A321LR aircraft, part of the airline's quieter and more fuel-efficient fleet.

The launch of these new services is part of Jetstar's broader commitment to delivering great value travel experiences across the Asia-Pacific and, thanks to the additional announced Auckland to Brisbane services, travel from **Auckland to Cebu is just one-stop away**.

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

Flight	Frequency	From	To	Depart	Arrive
JQ152	Wed, Fri, Sun	Auckland	08:05	Brisbane	08:40
JQ101	Wed, Fri, Sun	Brisbane	12:30	Cebu	17:15
JQ100	Wed, Fri, Sun	Cebu	20:15	Brisbane	05:05 (+1 day)
JQ153	Thu, Sat, Mon	Brisbane	12:05	Auckland	18:15

* Subject to government and regulatory approval. Brisbane to Cebu is a seasonal service operating from 3 December 2025 - 16 May 2026 only

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

Qantas Group & Jetstar FY25 results

The Qantas Group recently announced its full year results, including an Underlying Profit Before Tax (EBIT) of \$2.39 billion. Jetstar posted an Underlying Profit Before Tax (EBIT) of \$769 million for FY25. For more information, [click here](#)



- \$2.39b Qantas Group EBIT profit
 - \$1.06b QF Domestic profit / \$596m QF International profit
 - Delivery of 17 new aircraft across Group - 20 to arrive in FY26
 - 20 additional Qantas A321XLR ordered (16 with lie-flat Business seats)
 - Improved Group on time performance and customer NPS
 - Auckland Lounge upgrade commenced. QF rollout fast/free Wi-Fi on trans-Tasman
- \$769m Jetstar Group EBIT profit (a record result!)
 - \$462m JQ DOM profit / \$307m Jetstar INT profit
 - 24 million customers carried with ~1/3 travelling for under \$100
 - 14 new routes launched
 - 11 A321neo LR and A320neo aircraft delivered - 12 A321XLR from 2027
 - 11 B787s commence refurbished in 2026

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

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](#).