

JETBLUE AIRWAYS CUSTOMER BILL OF RIGHTS

JetBlue Airways Customer Bill of Rights

JetBlue Airways exists to provide superior service in every aspect of our customer's air travel experience. In order to reaffirm this commitment, we set forth this Bill of Rights for our customers. These Rights will always be subject to the highest level of safety and security for our customers and crewmembers.

INFORMATION

JetBlue will notify customers of the following:

- Delays prior to scheduled departure
- Cancellations and their cause
- Diversions and their cause

CANCELLATIONS

All customers whose flight is cancelled by JetBlue will, at the customer's option, receive a full refund or re-accommodation on a future JetBlue flight at no additional charge or fare. If JetBlue cancels a flight within 12 hours of scheduled departure and the cancellation is due to a Controllable Irregularity, JetBlue will also provide the customer with a Voucher valid for future travel on JetBlue in the amount paid to JetBlue for the customer's roundtrip.

DEPARTURE DELAYS

1. Customers whose flight is delayed prior to scheduled departure for 1-2 hours due to a Controllable Irregularity are entitled to a \$25 Voucher good for future travel on JetBlue.
2. Customers whose flight is delayed prior to scheduled departure for 2-4 hours due to a Controllable Irregularity are entitled to a \$50 Voucher good for future travel on JetBlue.
3. Customers whose flight is delayed prior to scheduled departure for 4-6 hours due to a Controllable Irregularity are entitled to a Voucher good for future travel on JetBlue in the amount paid by the customer for the oneway trip.
4. Customers whose flight is delayed prior to scheduled departure for more than 6 hours due to a Controllable Irregularity are entitled to a Voucher good for future travel on JetBlue in the amount paid by the customer for the roundtrip.

OVERBOOKINGS

Customers who are involuntarily denied boarding shall receive \$1,000.

GROUND DELAYS

For customers who experience a Ground Delay for more than 5 hours, JetBlue will take necessary action so that customers may deplane. JetBlue will also provide customers experiencing a Ground Delay with food and drink, access to restrooms and, as necessary, medical treatment.

Arrivals:

1. Customers who experience a Ground Delay on Arrival for 30-60 minutes are entitled to a \$25 Voucher good for future travel on JetBlue.
2. Customers who experience a Ground Delay on Arrival for 1-2 hours are entitled to a \$100 Voucher good for future travel on JetBlue.
3. Customers who experience a Ground Delay on Arrival for 2-3 hours are entitled to a Voucher good for future travel on JetBlue in the amount paid by the customer for the oneway trip.
4. Customers who experience a Ground Delay on Arrival for more than 3 hours are entitled to a Voucher good for future travel on JetBlue in the amount paid by the customer for the roundtrip.

Departures:

1. Customers who experience a Ground Delay on Departure for 3-4 hours are entitled to a \$100 Voucher good for future travel on JetBlue.
2. Customers who experience a Ground Delay on Departure for more than 4 hours are entitled to a Voucher good for future travel on JetBlue in the amount paid by the customer for the roundtrip.

jetBlue
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*These Rights are subject to JetBlue's Contract of Carriage and, as applicable, the operational control of the flight crew.

This document is representative of what JetBlue intends to incorporate into its Contract of Carriage, the legal binding document between JetBlue and its customers.