

JETBLUE AIRWAYS' CUSTOMER BILL OF RIGHTS

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 reaccommodation on the next available JetBlue flight at no additional charge or fare. If JetBlue cancels a flight within 4 hours of scheduled departure and the cancellation is due to a *Controllable Irregularity*, JetBlue will also issue the customer a \$100 Credit good for future travel on JetBlue.

DELAYS (Departure Delays or Onboard Ground Delays on Departure)

For customers whose flight is delayed 3 hours or more after scheduled departure, JetBlue will provide free movies on flights that are 2 hours or longer.

DEPARTURE DELAYS

1. Customers whose flight is delayed for 1-1:59 hours after scheduled departure time due to a *Controllable Irregularity* are entitled to a \$25 Credit good for future travel on JetBlue.
2. Customers whose flight is delayed for 2-3:59 hours after scheduled departure time due to a *Controllable Irregularity* are entitled to a \$50 Credit good for future travel on JetBlue.
3. Customers whose flight is delayed for 4-5:59 hours after scheduled departure time due to a *Controllable Irregularity* are entitled to a Credit good for future travel on JetBlue in the amount paid by the customer for the oneway trip less taxes and fees.
4. Customers whose flight is delayed for 6 or more hours after scheduled departure time due to a *Controllable Irregularity* are entitled to a Credit good for future travel on JetBlue in the amount paid by the customer for the roundtrip (or the oneway trip, doubled) trip less taxes and fees.

LAST UPDATED: 1/2010

JetBlue Airways' Customer Bill of Rights

Above all else, JetBlue Airways is dedicated to bringing humanity back to air travel. We strive to make every part of your experience as simple and as pleasant as possible. Unfortunately, there are times when things do not go as planned. If you're inconvenienced as a result, we think it is important that you know exactly what you can expect from us. That's why we created our Customer Bill of Rights. These Rights will always be subject to the highest level of safety and security for our customers and crewmembers.

ONBOARD GROUND DELAYS

JetBlue will provide customers experiencing an Onboard Ground Delay with 36 channels of DIRECTV[®]*, food and drink, access to clean restrooms and, as necessary, medical treatment. For customers who experience an Onboard Ground Delay for more than 5 hours, JetBlue will also take necessary action so that customers may deplane.

Arrivals:

1. Customers who experience an Onboard Ground Delay on Arrival for 1-1:59 hours after scheduled arrival time are entitled to a \$50 Credit good for future travel on JetBlue.
2. Customers who experience an Onboard Ground Delay on Arrival for 2 hours or more after scheduled arrival time are entitled to a Credit good for future travel on JetBlue in the amount paid by the customer for the roundtrip (or the oneway trip, doubled) less taxes and fees.

Departures:

1. Customers who experience an Onboard Ground Delay on Departure after scheduled departure time for 3-3:59 hours are entitled to a \$50 Credit good for future travel on JetBlue.
2. Customers who experience an Onboard Ground Delay on Departure after scheduled departure time for 4 or more hours are entitled to a Credit good for future travel on JetBlue in the amount paid by the customer for the roundtrip (or the oneway trip, doubled) less taxes and fees.

In-flight entertainment:

JetBlue offers 36 channels of DIRECTV[®] service on its flights in the Continental U.S. If our LiveTV[™] system is inoperable on flights in the Continental U.S., customers are entitled to a \$15 Credit good for future travel on JetBlue.

OVERBOOKINGS (As defined in JetBlue's Contract of Carriage)

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

jetBlue
AIRWAYS[®]

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These Rights are subject to JetBlue's Contract of Carriage and, as applicable, the operational control of the flight crew, and apply to only JetBlue-operated flights.

*DIRECTV service is not available on flights outside the continental United States; however, where applicable, movies from JetBlue Features are offered complimentary on these routes.

This document is representative of what is reflected in JetBlue's Contract of Carriage, the legally binding document between JetBlue and its customers.