

# JETBLUE CUSTOMER BILL OF RIGHTS

## General Information

JetBlue will notify customers of delays, cancellations and diversions. Notification may be given in any of the following forms: via jetblue.com, telephone, flight information display system, airport announcement, onboard announcement, email or text message.

## Compensation

For travel booked through jetblue.com or 1-800-JETBLUE:

- If your flight qualifies for compensation, you will receive an email from JetBlue within seven days of your flight's scheduled departure. This will happen automatically, and there is no need to contact JetBlue.

For travel not booked through jetblue.com or 1-800-JETBLUE:

- We may not have your contact information so if your flight qualifies for compensation, please call 1-800-JETBLUE (538-2583) seven days or more after your flight's scheduled departure to inquire about potential compensation.

## Cancellations

All customers whose flight is cancelled by JetBlue will, at the customer's option:

- Receive a full refund

OR

- Receive re-accommodation on the next available JetBlue flight at no additional charge or fare.

If JetBlue cancels a flight due to a Controllable Irregularity and alternate transportation with a scheduled departure within one hour is unavailable, customers are entitled to compensation good for future travel on JetBlue:

Cancellation:	Compensation amount:
• Within 4 hours of flight:	\$50 credit
• After scheduled departure:	\$100 credit

## Delays

### Departure Delays

Customers whose flight is delayed due to a Controllable Irregularity are entitled to compensation good for future travel on JetBlue:

Delay Time:	Compensation amount:
• 3 - 3:59 hours:	\$50 credit
• 4 - 4:59 hours:	\$100 credit
• 5 - 5:59 hours:	\$150 credit
• 6 or more hours:	\$200 credit

JetBlue is dedicated to inspiring humanity. We strive to make every part of your experience as simple and pleasant as possible. But we know there can be 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 delay on departure

Customers who experience an Onboard Ground Delay on departure, except those necessitated by a security event, are entitled to compensation good for future travel on JetBlue:

Delay time:	Compensation amount:
• 3 - 4:59 hours:	\$100 credit
• 5 - 5:59 hours:	\$175 credit
• 6 or more hours:	\$250 credit

### Onboard ground delay on arrival

Customers who experience an Onboard Ground Delay on arrival, except those necessitated by a security event, are entitled to compensation good for future travel on JetBlue:

Delay time:	Compensation amount:
• 1 - 1:59 hours:	\$50 credit
• 2 - 2:59 hours:	\$125 credit
• 3 or more hours:	\$200 credit

### Accommodation during onboard ground delays

JetBlue will provide customers experiencing an onboard ground delay with free seatback entertainment, food and drink, access to clean restrooms and, as necessary, medical treatment. JetBlue will begin to return to the gate or other suitable disembarkation point no later than three hours for domestic flights and four hours for international flights unless the pilot-in-command determines there is a safety or security-related reason for remaining on the tarmac, or Air Traffic Control advises the pilot-in-command that returning to the gate or another disembarkation point elsewhere in order to deplane would significantly disrupt airport operations.

### Inflight Entertainment and Wi-Fi

JetBlue offers free live TV\*, movies and high-speed wi-fi\*\* at every seat. If seatback entertainment is inoperable, 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 \$1,550.

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**jetBlue**<sup>®</sup>

JetBlue Airways  
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\*DIRECTV service may not be available on flights outside the continental United States; however, where applicable, movies from JetBlue Features and/or other complimentary stored content remain available on these routes.

\*\*Fly-Fi is not available on flights operating outside of the contiguous U.S. For flights originating outside of the continental U.S., Fly-Fi will be available once the aircraft returns to the coverage area.

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