

JETBLUE AIRWAYS' 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:

- 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 within four hours of scheduled departure and the cancellation is due to a *Controllable Irregularity*, JetBlue will also issue the customer a \$50 Credit good for future travel on JetBlue.

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:
• 1:30 - 1:59 hours:	\$25 credit
• 2 - 2:59 hours:	\$50 credit
• 3 - 3:59 hours:	\$75 credit
• 4 - 4:59 hours:	\$100 credit
• 5 - 5:59 hours:	\$125 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 are entitled to compensation good for future travel on JetBlue:

Delay time:	Compensation amount:
• 3 - 3:59 hours:	\$50 credit
• 4 - 4:59 hours:	\$125 credit
• 5 or more hours:	\$200 credit

Onboard ground delay on arrival

Customers who experience an Onboard Ground Delay on arrival are entitled to compensation good for future travel on JetBlue:

Delay time:	Compensation amount:
• 1:00 - 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 36 or more channels of DIRECTV®*, food and drink, access to clean restrooms and, as necessary, medical treatment. JetBlue will not permit the aircraft to remain on the tarmac for more than three hours 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.

Movies during delays

JetBlue will provide free movies on flights that are longer than two hours in duration for customers whose flight is delayed more than three hours after scheduled departure.

Thales InFlyt Experience™

JetBlue offers 36 or more channels of DIRECTV®* service on its flights in the continental U.S. If our Thales InFlyt Experience™ 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 \$1,350.

*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. 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.

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

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