



27-01 Queens Plaza North  
Long Island City, NY 11101  
T: 1-800-JETBLUE  
jetblue.com

## Operator-Participant Agreement Contract

This Operator-Participant Agreement (Agreement) sets forth the terms and conditions under which **JetBlue Airways Corporation 27-01 Queens Plaza North, Long Island City, New York 11101 (JetBlue)**, in return for payment in the amount indicated as the total charter price, agrees to provide you (Participant) with charter air transportation (Charter).

**AIR CARRIERS AND AIRCRAFT:** The Charter will be performed using Embraer EMB-135 jet aircraft with 30 seats operated by Delux Public Charter, LLC dba JetSuiteX Air ("JetSuiteX"). JetSuiteX is a direct air carrier certified by the Federal Aviation Administration to perform flights pursuant to 14 CFR Part 135. JetBlue reserves the right to change the aircraft type or capacity, or the air carrier performing the charter flight. No refunds or compensation will be given for such substitutions or changes. Participant is not guaranteed single plane or non-stop service. If necessary, JetBlue will make best efforts to provide substitute service at comparable departure times, subject to operational constraints. JetBlue also reserves the right to substitute scheduled air service when necessary at no additional cost to Participant. If JetBlue knows in advance of the need for substitute scheduled service, Participant will be notified no less than 72 hours prior to departure or as soon as the need for substitute service is known, and the Participant may either accept the scheduled service or request a full refund of the charter price within 48 hours of notification.

**The origin and destination cities for each flight leg, the dates of the outbound and return flights, and the amount and terms for payment will be printed on the electronic receipt, which is incorporated herein by reference.**

**CHARTER PRICE:** The charter price quoted to Participant includes charter air transportation and all applicable taxes and government imposed user fees for the itinerary booked with JetBlue. No refund will be made for services included in the ticket price which Participant chooses not to use.

**RESERVATIONS AND PAYMENT:** Full payment and acceptance of this Agreement are required to secure tickets. Credit cards are the only form of payments accepted by JetBlue. **DUE TO THE FULLY SECURED NATURE OF THE CHARTER OPERATION WHICH HAS BEEN FULLY FUNDED IN ADVANCE, CREDIT CARD PAYMENTS ARE PROCESSED DIRECTLY INTO JETBLUE'S OPERATING ACCOUNT.** When travel is booked by participant through a retail travel agent, payments may be made payable to the agent, who must in turn shall make payment to JetBlue.

**ITINERARY CHANGES AND CANCELLATIONS: The right to refunds if the Participant changes plans may be limited. Except as outlined in the fare rules below: Refundability is dependent upon the fare type purchased. Except in the limited circumstances described below, restricted fares are refundable for a \$75 cancellation fee. Unrestricted fares are fully refundable, subject to applicable**

**fees. In order to be eligible to receive a refund of any kind (partial or full) the Participant must cancel their flight 60 minutes prior to departure.**

**Fare Rules and Fees**

**Additional Information**

Charge	Restricted	Unrestricted	
Cancellations and Refunds	\$75.00	\$0.00	<p><b>Restricted Fares:</b> \$75 cancellation fee will be deducted from original payment amount, remainder will be refunded to original form of payment. Fee is waived if canceled within 24 from booking and flight departure is outside 7 days. Failure to cancel at least 60 minutes prior to scheduled departure will lead to forfeiture of the fare.</p> <p><b>Unrestricted Fares:</b> \$0 cancellation, fully refundable to original form of payment. Failure to cancel at least 60 minutes prior to scheduled departure will lead to forfeiture of the fare.</p>
Change Fees	\$75.00	\$0.00	<p><b>Restricted Fares:</b> \$75 change fee plus an difference in fare. Fee is waived if canceled within 24 from booking and flight departure is outside 7 days. Failure to change reservation at least 60 minutes prior to departure will result in no changes being permitted and forfeiture of fare if not used for travel.</p> <p><b>Unrestricted Fares:</b> \$0 change fee plus any difference in fare. Failure to change reservation at least 60 minutes prior to departure will result in no changes being permitted and forfeiture of fare if not used for travel.</p>
Included Baggage Fees	\$0.00	\$0.00	<p>For any fare, each ticketed customer may check two suitcases weighing <b>no more than 50 combined pounds</b>. Each bag must be less than of 84 linear inches (length + width + height).</p>
Extra Baggage Fees	\$50.00	\$0.00	<p>For Restricted Fares – Any extra or overweight bags will be charged a fee of \$50 per bag. All baggage carriage is subject to aircraft performance on the day of departure</p>

Phone Bookings	\$25.00	\$25.00	JetBlue charges a \$25 <b>non-refundable</b> fee <b>per person</b> for customers who purchase a reservation over the phone
Pets	\$0.00	\$0.00	Pets are permitted on JetSuiteX operated flights free of charge but Customers must contact JetSuiteX directly for adding a pet to a reservation
Unaccompanied Minors	N/A	N/A	Unaccompanied Minors are not permitted on any JetSuiteX flight. Customers must be 14 years of age or older
Drink and snacks	\$0.00	\$0.00	Included in all fare types
Seat Selection (each way)	\$0.00	\$0.00	Included in all fare types but seat assignments must be made directly with JetSuiteX

- Until the Participant accepts the Agreement, the Participant is entitled to a full refund.
- Participant may receive a refund by furnishing JetBlue with a Substitute Participant. The balance of the amount paid for the ticket will be refunded after subtracting a \$25.00 Administrative Fee per change.
- Participant may receive a refund after subtracting a \$75.00 fee if the Participant cancels and JetBlue sells all of the available seats on the aircraft.
- If Participant's fare is valid for a full refund back to original form of payment please call 800-538-2583 or visit Manage Flights on [www.jetblue.com](http://www.jetblue.com)

**Credit Vouchers and Free Flight Coupons:** Credit Vouchers and Free Flight Coupons issued by JetBlue are non-refundable, non-transferable, and may not be redeemed for any cash value. Vouchers and coupons will expire one year following date of issuance even if a charter program extends beyond the expiration date.

**INSURANCE:** Information on trip cancellation, health, and accident insurance is available from third party providers. Further information is available on request.

**MAJOR CHANGE: IF JETBLUE MAKES A MAJOR CHANGE PRIOR TO DEPARTURE, PARTICIPANT HAS THE RIGHT TO CANCEL AND RECEIVE A FULL REFUND OF THE AMOUNT PAID.** The following are Major Changes: (1) a change in the origin or destination city; (2) a change in the departure or return date unless the change results from a flight delay experienced by the Air Carrier (If, however, the delay is greater than 48 hours, it will be considered a Major Change.); or (3) a price increase of more than 10% occurring ten or more days before departure. If a Major Change must be made in the Charter, JetBlue will notify Participant within seven days after first learning of the change, but in any event at least ten days prior to the scheduled departure. If less than ten days before the scheduled departure, JetBlue becomes aware

that a Major Change must be made, JetBlue will notify Participant as soon as possible. **WITHIN SEVEN DAYS AFTER RECEIVING NOTIFICATION OF A MAJOR CHANGE, BUT IN NO EVENT LATER THAN DEPARTURE, PARTICIPANT MAY CANCEL PARTICIPANT'S RESERVATION AND PARTICIPANT WILL RECEIVE A FULL REFUND OF THE TICKET PRICE WITHIN FOURTEEN DAYS AFTER CANCELING. IF A MAJOR CHANGE OCCURS AFTER THE DEPARTURE OF THE CHARTER WHICH PARTICIPANT IS UNWILLING TO ACCEPT, JETBLUE WILL REFUND, WITHIN FOURTEEN DAYS AFTER PARTICIPANT'S SCHEDULED RETURN DATE, THAT PORTION OF PARTICIPANT'S TICKET PRICE WHICH APPLIES TO THE SERVICES NOT ACCEPTED.**

**CANCELLATION:** IF JETBLUE MUST CANCEL THE CHARTER, WE WILL NOTIFY PARTICIPANT IN WRITING WITHIN SEVEN DAYS OF THE CANCELLATION, BUT IN NO EVENT LATER THAN TEN DAYS BEFORE THE SCHEDULED DEPARTURE DATE. **JetBlue has no right to cancel the Charter less than ten days before the scheduled departure date except for circumstances that make it physically impossible to perform the Charter.** If that occurs, JetBlue will notify Participant as soon as possible. If JetBlue cancels the Charter, it will make a full refund of the ticket price to Participant within fourteen days after cancellation. Participant must provide JetBlue with sufficient contact information to receive notices of a Major Change. All requests for refunds should be made by calling 800-538-5663.

**BAGGAGE:**

**Free Baggage Allowance:** Each ticketed passenger may check two suitcases weighing no more than 50 combined pounds. Each bag must be less than of 84 linear inches (length + width + height). Carry-on baggage is limited to one item that is capable of being stored below the seat (12" x 12" x 9") and one small personal item. All checked and carry-on baggage must have name tags for identification.

**Limitation on Liability for Baggage:** **JetSuiteX refuses to accept high value, fragile, or perishable items as checked baggage which includes:** electronic equipment; ornamental Items, including jewelry, antiques; silverware; clocks and watches; artistic Items, including paintings, prints and photos; rugs; photographic equipment; recreational, camping, mechanical or sports equipment; Items made of paper; business documents; edible or perishable items including fruits; X-ray items and other light-sensitive materials; medicines; or cash and other negotiable Instruments. No payment will be made for claims relating to loss or damage for the foregoing items.

**JetSuiteX limits its liability for proven actual and consequential damages for lost, damaged, or delayed baggage and its contents to \$3,500 per passenger.**

Any baggage problems must be reported at the airport to a representative of JetSuiteX or its agent at the time of Participant's claim. This procedure will include completing a baggage claim form which is required to process all claims. Participant should contact JetSuiteX with any questions regarding its baggage policies.

**Airport Check-In:** All Participants must check in at the Fixed Base Operator ("FBO") no later than 15 minutes prior to the scheduled departure time.

**SECURITY AGREEMENT:** This charter operation has been pre-funded in advance and participant's payments are protected by a surety bond issued by RLI Insurance Company (Securer), Attn: Melissa Haddick, 9025 North Lindbergh Drive Peoria, IL 61615. Unless

Participant files a qualified claim with JetBlue, or if JetBlue is not available, with the Securer, within 60 days after the completion of the Charter (or in the case of cancellation, the intended date of Participant's Charter), the Securer will be released from all liability to Participant under the security agreement. If there is no return flight in Participant's itinerary, completion means the date or intended date of departure of the last flight in Participant's Itinerary.

**RESPONSIBILITY:** JetBlue is the principal and is responsible to Participant for providing public charter air transportation services. Neither JetBlue, its agents, servants, employees, nor Participant's travel agent assumes responsibility, unless negligent, for any claim, action, cause of action, injuries, losses or damages arising from the third-party supplier of services in connection with the charter, including but not limited to reservations; missed connections; costs or expenses arising out of personal injury, accident or death; quarantine; disturbances; government restrictions or regulations; damage, loss, theft or delay of baggage or other property; inconveniences; loss of enjoyment; loss of pay; disappointment; mechanical breakdown; government action; strike; lockouts; war terrorism; weather; acts of God; force majeure; or other factors or causes beyond their control.

**Customer Service:** JetBlue is committed to quality service. In the event that you have cause for dissatisfaction during your charter, please contact one of our representatives at 800-538-2583.

**Travel Documents:** Participant is responsible to determine and obtain proper travel documentation such as visas, passports and notarized authorizations. For more information on U.S. entry requirements, please visit [www.travel.state.gov](http://www.travel.state.gov) or [www.dhs.gov](http://www.dhs.gov). Please consult the Consulate of "Participant's" International Destination for further information on their entry requirements. For all destinations, infants and children traveling without both parents must have a notarized letter from the parent(s) not traveling, a death certificate or the original court document specifying sole custody. No refunds will be made if improper documentation results in denied boarding or entry. All passengers must have a government issued photo ID. For all JetBlue Public Charter flights a government issued photo ID such as a passport or state issued driver's license is mandatory for all persons 18 years of age or older. WITHOUT THIS IDENTIFICATION, YOU WILL BE DENIED BOARDING AND WILL NOT BE GIVEN A RETURN.

**General:** The rights and remedies made available under this Agreement, including the procedures for Major Changes, are in addition to any other rights and remedies available under the available law. If the Participant accepts a refund or alternative travel arrangements offered by JetBlue, Participant waives all additional remedies available under applicable law. By executing this Agreement, Participant specifically acknowledges and consents to all conditions set forth herein. This Agreement contains the entire agreement between the parties and it completely supersedes any prior written or oral agreements or representations. This Agreement can be amended only and must be signed by both parties. Any oral representations or modifications shall have no force or effect.

New York state law shall govern this Agreement. Any claim against JetBlue must be presented in writing within ten days of the date of Participant's return flight, and JetBlue is expressly not liable for any claims presented after said ten-day period.

**Acceptance:** Electronic signature or acceptance through the internet, GDS, or app including, but not limited to, acceptance by the travel agent (as representative of the

Participant) will be an acceptable form of acknowledgement to the terms and conditions of this Operator-Participant Agreement. No ticket will be issued unless the Participant (or Participant's travel agent) accepts this Agreement.

For telephone sales in which the Participant pays by credit card, JetBlue will send a copy of this Agreement by mail or electronic mail within 24 hours of accepting payment by credit card. Participant must execute the Agreement prior to travel. Participant is entitled to a full refund if the Participant decides not to participate in the Charter after reviewing the Agreement.

Signature of Charter Participant \_\_\_\_\_ Date \_\_\_\_\_