

# STANDBY TRAVEL FOR FAMILY AND FRIENDS

---

jetBlue®

We hope the following information, tips, and tricks will be a helpful guide for your upcoming standby (space available) travel on JetBlue.

First and foremost, please remember that travel is on a standby basis only. That means if there's an empty seat left over at the time of a flight's departure it could be yours. If our Airport Crewmembers aren't able to accommodate you on your desired flight, please be patient and understanding. JetBlue has a few guidelines you'll need to know and follow.

## BOOKING, CHANGES AND REFUNDS

---

All listings, changes and refunds must be made at [myIDTravel.com](https://myIDTravel.com) by the JetBlue Crewmember issuing your travel. This JetBlue Crewmember is your primary contact for assistance with flight loads, bookings, changes and refunds.

If you find yourself in a situation where you cannot contact your JetBlue Crewmember to make a flight change and your departure is within 24 hours, our Crewmembers at the airport or 1-800-JETBLUE (538-2583) may be able to assist you.

## CHECK-IN FOR YOUR FLIGHT

---

You may check in via [jetblue.com](https://jetblue.com), our mobile app, or at an airport kiosk 24 hours prior to your flight's departure. If you're checking in within 90 minutes of departure, please use an airport kiosk. There's no need to go to the ticket counter unless you need to check a bag. If you need to reprint a boarding pass after you've already checked in online, this can also be done at an airport kiosk. Unaccompanied minors may not use our self-service options and must check in at the ticket counter.

If you have a connecting flight, you don't need to check in for all segments – just the first flight.

## PREPARE FOR DEPARTURE

---

Your original check-in time – whether online, through our mobile app, or at the airport – establishes your position on your flight's standby list.

Arrive to your gate early and be patient. For flights with sufficient availability, standbys are cleared as early as 60 minutes before departure for international flights and 30 minutes before departure for domestic flights. For flights with more limited availability, standbys will be cleared up to 15 minutes before departure.

Should you not make your intended flight because it is full, our Airport Crewmembers have the ability to roll you over to the next scheduled flight. Generally, this is completed once your originally booked flight has departed and the Crewmember(s) operating the flight returns to the gate podium, so thanks again for being patient.

## BAGGAGE

---

Standby travelers are allowed two pieces of checked luggage. Checked bags that exceed 62" (157.48 cm) in overall dimensions (length + width + height) or exceed 50 pounds (22.68 kg) will also incur a fee. You may bring onboard one personal item (such as a purse, briefcase or laptop) plus one carry-on bag.

***In order to fit in the overhead bin, your carry-on bag must not exceed:***

- For all our aircraft types: 22" (55.88 cm) length x 14" (35.56 cm) width x 9" (22.86 cm) height

***To fit under the seat in front of you, your item must not exceed:***

- For all our aircraft types: 17" (43.2 cm) length x 13" (33 cm) width x 8" (20.32 cm) height

The Transportation Security Administration regulates airport security and has regulations regarding what you may and may not bring with you when you travel. [See tsa.gov](https://www.tsa.gov) for details.

## □ PETS

---

If you can't leave your four legged friend at home, he or she can come along, too. You may add your pet to your standby listing upon arrival at the airport. A limited number of pets are allowed on each flight, and only one per standby traveler. You may call 1-800-JETBLUE prior to your flight to check pet availability no earlier than 48 hours before your flight.

Travelers on a Buddy Pass are required to pay the current pet fee, while this fee is waived for the dependents of Crewmembers. For those eligible to be seated in Mint, pets are not allowed. See [jetblue.com/travel/pets](https://jetblue.com/travel/pets) for our full pet guidelines.

## □ ATTIRE

---

When flying standby, we require you to dress appropriately and be well-groomed at all times. JetBlue may deny boarding to any standby traveler who does not comply.

If you're flying in **Core**, we have a relaxed and casual dress policy so you can be comfortable when traveling. Clothing and shoes should be clean, in good taste and respectful. You can never go wrong if you dress on par with or a step above most of the revenue Customers on the flight. A few wardrobe choices are off limits, including anything torn or dirty; offensive or explicit inscriptions; short shorts or low-cut/ revealing tops; and beach or swimwear. Visible tattoos are permitted but may not suggestive or offensive.

If you are eligible to be seated in **Mint**, please consider spiffing up your attire more than you would in Core. Our Customers pay extra for this unique premium offering and so we ask JetBlue Crewmembers to help us set Mint apart from the competition by reflecting the brand when enjoying this special experience. We trust you to make smart decisions, but here are some things you'll want to avoid in Mint: shorts, flip flops or beach sandals, torn or ripped denim, and visible tattoos that are suggestive or offensive.

## □ SEAT ASSIGNMENTS

---

If a seat is available, it will be assigned to you once availability is confirmed.

Standby travelers using a Buddy Pass, infants and children under 8 years old are not eligible to be seated in our Mint experience.

If you're traveling with others, our Airport Crewmembers will try their best to seat groups together, but it may not always be possible. If being seated together is essential, we recommend going on another flight. Please be sure to discuss this with your companions and the Crewmember at the gate ahead of time.

Follow the instructions from our Crewmembers. If an Inflight Crewmember asks you to move seats for any reason, please do so.

Please refrain from asking other Customers to move or change seats.

Standby travelers may be removed from a flight at any time to accommodate Customers or other standby travelers with a higher boarding priority. If asked to deplane, please do so quickly and quietly.

## □ OTHER IMPORTANT REMINDERS

---

- A standby traveler is required to be discreet and professional at all times while at the airport and while traveling.
- A standby traveler must not draw attention to himself/herself.
- Do not discuss with other Customers that you're traveling standby or at a reduced fare.
- A standby traveler may not ask for free services or products that normally carry a charge.
- As a standby traveler you must comply with all instructions of JetBlue Crew.
- As a standby traveler you waive the right to denied boarding compensation, overbooking compensation, or any other compensation or damages paid out to our Customers including for lost or mishandled baggage.
- When traveling standby on JetBlue, we ask you to refrain from posting negative comments about JetBlue or your experience on social media, blogs or other public forums. Doing so would revoke any and all travel privileges for you on JetBlue and could cause serious consequences for the JetBlue Crewmember who issued your travel.
- Where permitted by law, as a standby traveler you assume all risks of personal injury, loss or damage to property, and releases JetBlue from all liability even where JetBlue is negligent, careless or may otherwise be at fault.
- If a standby traveler does not act in accordance with these Terms and Conditions, the JetBlue Crewmember who issued you travel may be subject to, among other things, disciplinary action, including loss or suspension of pass privileges, time off without pay, or separation of employment.