JetBlue Expands Promise Program to Include Getaways Vacation Packages

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- Value airline now provides full refund reassurance for airfare or vacation packages booked by June 1, 2009 (a) -

- Customers who experience involuntary full-time job loss may receive a full refund for up to nine customers (a) -

NEW YORK, March 17 /PRNewswire-FirstCall/ -- To allow customers to take advantage of great advance travel deals and provide assurance to customers interested in booking vacation packages and air travel, the New York-based value airline JetBlue Airways (Nasdaq: JBLU) today announces it is expanding The JetBlue Promise Program to include Getaways vacation packages, honoring a full refund to anyone who experiences involuntary full-time job loss prior to their trip (a). Now both JetBlue flights and hotel packages arranged through the airline's Getaways program may be covered.

"Our Promise Program came at just the right time for some of our customers to take advantage of it and we're happy to be in a position to offer it to those who want the added confidence to book their vacations," said Robin Hayes, executive vice president and chief commercial officer for JetBlue Airways. "This commitment is part of the DNA of our company and aligns with our core values, including caring for our customers."

Customers who book JetBlue Getaways vacation packages between Feb. 1 and June 1, 2009 with travel scheduled for any time through the airline's current for-sale schedule and who lose their job on or after March 17 may be eligible for The JetBlue Getaways Promise Program. Customers must notify JetBlue and request a full refund at least 14 days prior to the first date of travel. For packages that include travel or hotel stay on November 25-28, 2009 or December 17, 2009-January 2, 2010, request for a refund must be received by fax no later than 60 days prior to the scheduled departure date of the outbound flights (a).

The customer, who purchased the vacation package and is listed as a traveler on the itinerary, can request a refund for up to nine customers traveling on one reservation. The JetBlue Promise Program for flights and vacation packages is valid for bookings originating in the United States only and excludes group bookings and cruises. Purchases made with JetBlue Gift Cards or vouchers, TrueBlue Award Travel or travel certificates are not eligible. More information about how the program works, including the required Eligibility Letter and further instructions, can be found at www.jetblue.com/promiseprogram. For general inquiries, customers can email their full name, contact information and reservation number to promise@jetblue.com.

About JetBlue Airways

New York-based JetBlue Airways has created a new airline category based on value, service and style. Known for its award-winning service and free TV as much as its low fares, JetBlue is now pleased to offer customers Lots of Legroom and super-spacious Even More Legroom seats. JetBlue introduced complimentary in-flight e-mail and instant messaging services on aircraft "BetaBlue," a first among U.S. domestic airlines. JetBlue is also America's first and only airline to offer its own Customer Bill of Rights, with meaningful and specific compensation for customers inconvenienced by service disruptions within JetBlue's control. Visit www.jetblue.com/promise for details. JetBlue currently serves 52 cities with 600 daily flights. With JetBlue, all seats are assigned, all travel is ticketless, all fares are one-way, and an overnight stay is never required. For information or reservations call 1-800-JETBLUE (1-800-538-2583) or visit www.jetblue.com.

(a) Abbreviated Terms: Program ends June 1, 2009. Program applies to newly-booked JetBlue Getaways vacation package purchases made between February 1, 2009 and June 1, 2009 ("Booking Window"). Does not apply to code-share or interline travel. Does not apply to changes to existing travel, vacation packages purchased after June 1, 2009, or vacation packages purchased within the Booking Window but changed after June 1, 2009. Person seeking to cancel reservation for vacation package(s) and request a refund under the Program ("Requestor" or "You") must (1) involuntarily lose his/her full time job on or after March 17, 2009, (2) be aged 18 or older as of March 17, 2009, (3) be a traveler on the reservation/itinerary for which a refund is sought; and (4) have personally paid for the travel for which a refund is sought. Requestor must agree to, complete, sign, notarize and return full Program Terms and the original Eligibility Letter to JetBlue via (a) facsimile AND (b) via certified mail, return receipt requested. The facsimile must be received NO LATER THAN 14 DAYS PRIOR TO SCHEDULED DEPARTURE OF OUTBOUND FLIGHT. Certain holiday periods require more advance notice. For packages that include travel or hotel stay on November 25-28, 2009 or December 17, 2009-January 2, 2010, request for a refund must be received by fax NO LATER THAN 60 DAYS PRIOR TO SCHEDULED DEPARTURE OF OUTBOUND FLIGHT. For all requests, the original Eligibility Letter sent via certified mail must be received no later than the departure date of the outbound flight. Failure to do so will make Requestor ineligible for Program. NOTE: JETBLUE WILL IMMEDIATELY CANCEL VACATION PACKAGES FOR WHICH REQUESTOR SEEKS REFUND UPON RECEIPT OF EXECUTED ELIGIBILITY LETTER VIA FACSIMILE REGARDLESS OF WHETHER REQUESTOR IS ELIGIBLE FOR PROGRAM. JetBlue will then evaluate request for eligibility and, subject to JetBlue's confirmation that Requestor is eligible and has satisfied the requirements of this Program, JetBlue will process request for refund within approximately 30 days of receipt by JetBlue of Eligibility Letter. Refunds will be returned to the Requestor's original form of payment. Refund will include base fare, hotel stay, and taxes and fees applicable to air fare and hotel stay. Refund will not include telephone booking fee as may be paid to JetBlue, or GDS booking fee paid to third party websites. Refund will apply for up to nine customers (including Requestor) per eligible reservation. If JetBlue determines request is ineligible, JetBlue will

not reinstate the vacation package but will charge the $100 cancel fee and place any remaining amount in a JetBlue Credit Shell valid for use toward a future JetBlue Getaways vacation package for up to one year. JetBlue reserves the right to cancel, terminate or suspend this Program or any part of this Program should any non-authorized intervention, network failure, information storage failure, telecommunications failure, malfunction, or other causes beyond its control, corrupt or impair the security, administration, fairness and/or operation of this Program as determined by JetBlue in its sole discretion. Additional terms and restrictions apply. See full Program Terms available for details.

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