JetBlue Airways Provides Full Refund Assurance for 2009 and Hot Summer Savings with More than 300,000 Seats on Sale

May 18, 2009

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-- Value airline extends The JetBlue Promise Program through Dec. 31, 2009 (a) --

-- Intra-California flights available for $29; Jet the Northeastern Corridor for $49 (b) --

NEW YORK, May 18 /PRNewswire-FirstCall/ -- New York based value airline JetBlue Airways (Nasdaq: JBLU) today announced the extension of The JetBlue Promise Program for customers booking air travel or Getaways vacation packages by Dec. 31, 2009. The Program allows customers to book through the busy summer and holiday travel seasons with confidence by honoring a full refund to anyone who experiences involuntary full-time job loss prior to their trip (a). It also allows customers to take advantage of great advance travel deals like JetBlue's 300,000 seat Summer Sale, with sale fares available for as low as $29 and $49 (b) to destinations across the country. Travel must be booked online at www.jetblue.com by 11:59 p.m. MDT on Thursday, May 21, 2009.

(Logo: http://www.newscom.com/cgi-bin/prnh/20090217/NY71475LOGO-b)

"The feedback offered by our customers about the Promise Program has been very positive," said Robin Hayes, executive vice president and chief commercial officer for JetBlue. "JetBlue is committed to helping customers make stress-free travel plans, and based on their feedback we made adjustments to our refund policy to allow them to book with assurance for the remainder of 2009, including the busy summer and holiday travel periods."

Customers whose flights and vacation packages are purchased between Feb. 1 and December 31, 2009, for any travel date and who lose their job on or after Feb. 17, may be eligible for The JetBlue Promise Program (a). The customer who purchased the flight, experienced the job loss and is listed as a traveler on the itinerary can request a refund for up to nine customers traveling on one reservation. 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.

Summer Sale fares for flights within California start at $29 (b). This rate is available for flights between Long Beach and Oakland, San Francisco or San Jose. Flights as low as $49 (b) are also available between New York's John F. Kennedy International Airport (JFK) and Boston, MA; Buffalo, NY; Burlington, VT; Pittsburgh, PA; Portland, ME; Rochester, NY; Syracuse, NY; and Washington, D.C./Dulles airports.

Summer Sale fares must be purchased by 11:59 p.m. MDT on Thursday, May 21, 2009 and require up to a 10-day advance purchase. For most city pairs, travel must take place between June 2, 2009 and September 9, 2009. Travel must be completed by September 9, 2009. Fares are most available on Tuesday and Wednesday travel dates. Blackout dates and other restrictions apply (b).

New York John F. Kennedy (JFK) to/from:	
Aruba	$109 (b)
Bermuda	$89 (b)
Boston, MA	$49 (b)
Buffalo, NY	$49 (b)
Burlington, VT	$49 (b)
Cancun, Mexico	$81 (b)
Charlotte, NC	$64 (b)
Chicago, IL	$109 (b)
Fort Lauderdale, FL	$89 (b)
Fort Myers, FL	$89 (b)
Houston, TX	$129 (b)
Jacksonville, FL	$69 (b)
Las Vegas, NV	$129 (b)
Nassau, Bahamas	$79 (b)
Phoenix, AZ	$129 (b)
Pittsburgh, PA	$49 (b)
Portland, ME	$49 (b)
Raleigh/Durham, NC	$64 (b)

Rochester, NY	$49 (b)
Sacramento, CA	$129 (b)
San Diego, CA	$129 (b)
Sarasota, FL	$89 (b)
St. Maarten	$109 (b)
Syracuse, NY	$49 (b)
Tampa, FL	$89 (b)
Washington, D.C./Dulles	$49 (b)
West Palm Beach, FL	$89 (b)

Newark to/from:

Fort Lauderdale, FL	$89 (b)
Fort Myers, FL	$89 (b)
Orlando, FL	$89 (b)
Tampa, FL	$89 (b)
West Palm Beach, FL	$89 (b)

Boston, MA to/from:

Bermuda	$89 (b)
Buffalo, NY	$49 (b)
Charlotte, NC	$69 (b)
Chicago, IL	$109 (b)
Las Vegas, NV	$129 (b)
Los Angeles, CA	$129 (b)
Pittsburgh, PA	$64 (b)
Raleigh/Durham, NC	$69 (b)
San Diego, CA	$129 (b)
Washington, D.C./Dulles	$64 (b)

Austin, TX to/from:

Fort Lauderdale, FL	$69 (b)
Long Beach, CA	$69 (b)
New York/JFK	$129 (b)
Orlando, FL	$69 (b)
San Francisco, CA	$79 (b)

Burbank, CA to/from:

Las Vegas, NV	$39 (b)

Fort Lauderdale, FL to/from:

Buffalo, NY	$89 (b)
Charlotte, NC	$69 (b)
Long Beach, CA	$129 (b)
New York/LGA	$89 (b)
Raleigh/Durham, NC	$69 (b)
Richmond, VA	$69 (b)
Stewart/Newburgh, NY	$69 (b)
White Plains, NY	$89 (b)

Long Beach, CA (L.A.) to/from:

Las Vegas, NV	$39 (b)
Oakland, CA	$29 (b)
Portland, OR	$49 (b)
Sacramento, CA	$39 (b)
Salt Lake City, UT	$49 (b)
San Francisco, CA	$29 (b)
San Jose, CA	$29 (b)

Orlando, FL to/from:

Buffalo, NY	$79 (b)
Richmond, VA	$79 (b)
Rochester, NY	$89 (b)
San Jose, Costa Rica	$94 (b)
Syracuse, NY	$89 (b)

San Diego, CA to/from:

Seattle, WA	$89 (b)

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Salt Lake City, UT            $79 (b)

Santo Domingo, D.R. to/from:
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San Juan, Puerto Rico         $81 (b)

Washington, D.C./Dulles to/from:
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Fort Lauderdale, FL           $89 (b)
Orlando, FL                   $69 (b)
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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 serves 54 cities with 600 daily flights. New service begins to Montego Bay, Jamaica on May 21 and to Los Angeles International Airport on June 17. The airline also intends to serve Barbados and Saint Lucia in October, subject to government operating authority. 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), TTY/TDD 1-800-336-5530 or visit www.jetblue.com.

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(a) *Abbreviated Terms: Program ends December 31, 2009. Program applies to newly-booked air-only JetBlue flight purchases made between February 1, 2009 and December 31, 2009 and newly-booked JetBlue Getaways vacation package purchases made between February 1, 2009 and December 31, 2009. Program applies only to un-flown flight segments that are U.S.-originating o/w or r/t. Does not apply to code-share or interline travel. Does not apply to changes to existing travel, flights/packages packages purchased after December 31, 2009, or flights/packages purchased within on or before December 31, 2009 but changed after December 31, 2009. Person seeking to cancel reservation for flight(s)/package(s) and request a refund under the Program ("Requestor" or "You") must (1) involuntarily lose his/her full time job on or after February 17, 2009 (for flight refunds) or March 17, 2009 (for package refunds), (2) be aged 18 or older as of February 17, 2009 (for flight refunds) or March 17, 2009 (for package refunds), (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. For package refunds, 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, April 1, 2010- April 5, 2010, November 24, 2010 - November 27, 2010 and December 17, 2010 - January 2, 2011 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 FLIGHTS 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 and taxes and fees applicable to air fare. Package refund will also include hotel stay and applicable taxes and fees. Refund will not include telephone booking fee as may be paid by 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 flight/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 flight/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 Fare Program Terms for details on flight refunds and see full Getaways Program Terms for details on vacation package refunds.

(b) Travel must be booked by May 21, 2009, 11:59 PM MT. All fares are subject to change without notice. Travel costs $15 more per person if purchased by telephone, or at an airport or city ticket office. Fares require up to a 10-day advance purchase. Travel must take place between June 2, 2009 and September 9, 2009. Travel must be completed by September 9, 2009. Travel must take place on Tuesday and/or Wednesday. Fares may not be available on all days or on all flights. All fares must be purchased at time of reservation, and are one-way, nonrefundable, and nontransferable. Cancellations and changes can be made prior to scheduled departure for $100 per person at 1-800-JETBLUE (1-800-538-2583), TTY/TDD 1-800-336-5530, 1-809-200-9898 if located in the Dominican Republic, 1-800-884-9616 if located in Bermuda, 1-800-861-3372 if located in Mexico, 1-297-588-5388 if located in Aruba, 1-801-365-2583 if located in St. Maarten, 0800-0121666 if located in Costa Rica, 1-800-963-3014 if located in Jamaica, or at jetblue.com, with applicable fare adjustment. Cancellations are for a JetBlue travel credit only, which is valid for one year. If a reservation is not changed or canceled prior to scheduled departure, all money associated with the reservation is forfeited. Fares do not include Passenger Facility Charges of up to $9 each way, September 11th Security Fees of up to $5 each way and a Federal Segment Tax of $3.60 per domestic segment. A segment is a takeoff and landing. International fares also do not include government fees and taxes of up to $127.60 each way. Puerto Rico fares also do not include a US Departure Tax of $16.10 each way. All taxes and fees must be paid at the time of purchase. JetBlue reserves the right to deny boarding to passengers without proper documentation. A second bag fee of $20 applies. DIRECTV(r) service is not available on flights outside the continental US. Other restrictions apply. (C)2009 JetBlue Airways

SOURCE JetBlue Airways
05/18/2009
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