JetBlue Airways' Weather or Not Getaways Protection Policy: In the Event of a Hurricane, We've Got You Covered

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--- If a customer cancels their Getaways vacation or ends it early due to a hurricane, the airline will provide full pre-departure refunds or post-departure hotel and flight credits (a) ---- Getaways vacations are on sale today through August 14 from $305 (b) to select hotels in the Caribbean and Mexico -

NEW YORK, Aug 05, 2009 /PRNewswire-FirstCall via COMTEX/ -- Customer-friendly JetBlue Airways (Nasdaq: JBLU) is pleased to announce The Weather or Not Getaways Protection Policy, designed to boost customer confidence in booking vacation packages to select hotels in Cancun; Montego Bay, Jamaica; Nassau, Bahamas; San Juan, Puerto Rico; and St. Maarten this fall. In the event of a hurricane, if a customer chooses to cancel their reservation before departure or end their Getaways vacation early, JetBlue will provide full pre-departure refunds or post-departure hotel and flight credits (a).
(Logo: http://www.newscom.com/cgi-bin/prnh/20090217/NY71475LOGO-b)

"Similar to our Promise Program, we continue to look for ways to give customers the confidence to book travel plans without the worry," said Robin Hayes, executive vice president and chief commercial officer for JetBlue Airways. "According to the National Oceanic and Atmospheric Administration, this will be a near-normal hurricane season. It's a beautiful time of year to travel and take advantage of some great vacation deals. Our new hurricane policy takes the concern out of the one thing that gives some customers reluctance to book travel to these popular tropical destinations during this time of year."

Customers who have booked a JetBlue Getaways vacation package to participating hotels between Dec. 8, 2008 and Nov. 8, 2009 for travel between Sept. 1 and Nov. 13, 2009 and who are disrupted by the occurrence of a hurricane may be eligible for The Weather or Not Getaways Protection Policy. To celebrate, JetBlue is currently offering sale packages on Getaways vacations today through Aug. 14.

Participating hotels and JetBlue Getaways packages on sale include (prices per person):

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Cancun Riviera Maya from $369 (b)
Azul Beach Hotel*
Barcelo Maya and Caribe Beach Resort*
Dreams Puerto Aventuras Resort & Spa*
El Dorado Maroma*
El Dorado Royale*
El Dorado Seaside Suites*
Grand Palladium Riviera Resort and Spa*
Hotel Marina El Cid Spa and Beach Resort*
Omni Puerto Aventuras Beach Resort
The Reef Playacar*

Cancun Hotel Zone from $305 (b)
Bel Air Collection Hotel and Spa Cancun
Cancun Caribe Park Royal Grand
CasaMagna Marriott Cancun Resort
Holiday Inn Cancun Arenas*
Hyatt Regency Cancun
JW Marriott Cancun Resort and Spa
Omni Cancun Hotel and Villas

Montego Bay, Jamaica from $529 (b)
Grand Palladium Jamaica Resort and Spa*
Grand Palladium Lady Hamilton Resort and Spa*
Grand Palladium White Sand Resort and Spa*
Sunset Beach Resort and Spa Montego Bay*
Sunset at the Palms Resort and Spa Negril*
The Ritz-Carlton Golf and Spa Resort, Rose Hall, Jamaica

Nassau, Bahamas from $469 (b)
Comfort Suites Paradise Island
Paradise Island Harbour Resort*
Sheraton Nassau Beach Resort
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San Juan, Puerto Rico from $409 (b)
Caribe Hilton San Juan
Courtyard by Marriott Isla Verde Beach Resort
Four Points by Sheraton Resort and Casino at Palmas del Mar, Puerto Rico
Rio Mar Beach Resort & Spa, a Wyndham Grand Resort
The Ritz-Carlton San Juan Hotel, Spa & Casino

St. Maarten from $785 (b)
Alamanda Resort
Caraibes Beach Hotel
Esmeralda Resort
Grand Case Beach Club
Hotel La Plantation
L'Hoste Hotel
Radisson St. Martin Resort, Marina and Spa

(*All-inclusive)

To receive a full pre-departure refund without incurring cancellation fees, a customer must notify JetBlue within three days of the airline issuing a Hurricane Travel Alert for their vacation destination and prior to boarding the departure flight.

If a customer has already departed on their Getaways vacation at the time JetBlue issues a Hurricane Travel Alert for their destination, JetBlue will waive the change fees and move the customer to the next available departing flight. Travelers will receive a post-departure hotel credit for the number of nights that they did not use that can be applied to a future JetBlue Getaways vacation at the same hotel. Additionally, customers will receive a $100 (a) flight credit per person to be applied to another JetBlue Getaways vacation to the same destination city within one year. The customer must change their reservation to an earlier return flight, subject to availability, and request a refund within 14 days of boarding the flight home.

A Hurricane Travel Alert is defined as a travel alert issued by JetBlue in the event a hurricane substantially impacts its flight operations to or from certain destinations. To determine whether a Hurricane Travel Alert is in effect, visit www.jetblue.com and, if a red link labeled "Travel Alert" appears at the top of the page, click on the link. This link will inform customers if the Travel Alert is a Hurricane Travel Alert, and what destinations the alert pertains to during that time.

All requests for a refund or credit for a JetBlue Getaways vacation package under The Weather or Not Getaways Protection Policy must be made by calling 1-800- JETBLUE (538-2583), option #3. If located in Mexico, dial 1-800-861-3372; if located in St. Maarten, dial 1-801-365-2583; if located in Bermuda, dial 1-800-884-9616; and if located in Jamaica, dial 1-800-963-3014. Other terms and conditions apply (a).

About JetBlue Airways

New York-based JetBlue Airways has created a new airline category based on value, service and style. In 2009, the carrier ranked "Highest in Customer Satisfaction Among Low-Cost Carriers in North America" by J.D. Power and Associates, a customer satisfaction recognition received for the fifth year in a row.

Known for its sincere, personal 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 56 cities with 650 daily flights. New service to Baltimore begins on September 9. The airline also intends to commence service to Barbados (October 1); Saint Lucia (October 26); and Kingston, Jamaica (October 30). 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-JET-BLUE (1-800-538-2583), TTY/TDD 1-800-336-5530 or visit www.jetblue.com.

(a) Program ends 11/8/09. Applies only to JetBlue Getaways vacation packages booked between 12/5/08 and 11/8/09, for travel between 9/1/09 and 11/13/09. To be eligible for a Refund, you must (1) be scheduled to depart for your vacation within 3 days after JetBlue issues a Hurricane Travel Alert that covers your vacation destination, and (2) request a Refund prior to the scheduled departure of Your outbound flight. To be eligible for a Credit, you must (1) have departed on your outbound flight at the time JetBlue issues a Hurricane Travel Alert that covers your vacation destination, (2) change your reservation to return early from your vacation as a result of the Travel Alert, and (3) request a Credit within 14 days of boarding the flight on which you are reaccommodated. Credits will not include any taxes or fees collected on the package, any charges paid for add-on services, or any monetary refund. Credits may be used only toward a newly-booked Getaways vacation package to the same destination hotel and city, and may not be applied to existing travel or changes to travel. Credits may not be available for use during peak periods or blackout dates. Credits are valid for one year from date of issue, and all travel must be completed prior to Credit expiration date. Credits are non-transferable. JetBlue will determine in its sole discretion whether a Hurricane Travel Alert is issued, what destinations are covered by a Hurricane Travel Alert, and the duration of a Hurricane Travel Alert. All requests for a Refund or Credit under the Program must be made by calling 1-800-JETBLUE, option 3. To be approved, JetBlue must be able to verify at the time of your call that your request meets all requirements of the Program Terms, and you must agree to the Program Terms. JetBlue reserves the right to deny any requests that cannot be reasonably verified or that do not meet the all requirements of the Program, in which case standard cancellation policies will apply. Other restrictions apply to the Program; please review [Program Terms and Conditions] for complete information. (C) 2009 JetBlue Airways

(b) Offer ends August 14, 2009. Packages must be booked by August 14, 2009 and travel must take place between September 1, 2009 and November 13, 2009. For Cancun Hotel Zone, advertised package price is based on a 4 night stay per person double occupancy at the Omni Cancun Hotel and Villas, departing from Ft. Lauderdale, FL (FLL). Cancun Riviera Maya, advertised package price is based on a 4 night stay per person double occupancy at The Reef Playacar, departing from Ft. Lauderdale, FL (FLL). For Montego Bay, Jamaica, advertised package price is based on a 3 night stay per person double occupancy at the Grand Palladium Jamaica Resort and Spa, departing from New York City, NY/JFK. For San Juan, Puerto Rico, advertised package price is

based on a 4 night stay per person double occupancy at the Caribe Hilton San Juan, departing from Ft. Lauderdale, FLL. For St. Maarten, advertised package price is based on a 7 night stay per person double occupancy at the Grand Case Beach Club, departing from New York City, NY/JFK. 14-day advanced purchased is required. Advertised packages are per person based on double occupancy, unless otherwise noted in the advertisement. Packages are most often found on mid-week travel dates. Packages are non-refundable, non transferable and name changes are not permitted. Packages are capacity controlled and may not be available on every date or all flights and may be restricted to certain hotel room categories. Blackout dates may apply. Prices are based on availability. Package prices include hotel rates, taxes and fees, and roundtrip airfare, but do not include taxes and fees applicable to airfare including without limitation: (a) Passenger Facility Charges of up to $9.00 each way, (b) September 11th Security Fees of up to $2.50 per enplanement at a U.S. originating airport, (c) Federal Segment Taxes of $3.60 per domestic segment (a segment is a takeoff and landing), and (d) in the case of Puerto Rico and international travel, government fees and taxes of up to $127.60. All taxes and fees must be paid at the time of purchase. JetBlue does not guarantee that changes can be made on all or parts of packages. To the extent changes are permissible, changes must be made 7-60 days prior to the scheduled departure date, depending upon the applicable hotel cancellation policy, by calling 1-800-JETBLUE. Customers with hearing or speech impairments can call our toll-free TTY/TDD telephone number, 1-800-336-5530. See hotel description for cancellation period details. Changes, where permissible, and all cancellations are subject to a JetBlue fee of $100 per person plus any increase in the package price. Cancellations are for a Getaways credit only, which is valid for 1 year and may not be used with air-only travel. If a reservation is not changed/canceled prior to departure, all money associated with the package is forfeited. A $30 second checked bag fee applies. JetBlue reserves the right to deny boarding to passengers without proper documentation. Additional restrictions apply.

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http://www.jetblue.com

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