JetBlue to Waive Change Fees and Fare Differences to Assist Customers Affected by Mid-Atlantic and Northeast Weather

Jan 31, 2011

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– Customers traveling on Tues., Feb. 1 and Wed., Feb. 2 to/from or through select destinations may rebook flights through Sun., Feb. 6, 2011 –

NEW YORK (January 31, 2011) – Due to inclement weather forecast to impact the Mid-Atlantic and Northeastern United States, JetBlue Airways (Nasdaq: JBLU) will waive change fees and fare differences to give customers booked for travel to, from, or through select cities on **Tues., February 1 and Wed., February 2,** the opportunity to voluntarily rebook for new flights that depart anytime through Sun., Feb. 6, 2011.
Eligible cities include:

Boston, MA (BOS)
Chicago, IL (ORD)
Hartford, CT (BDL)
Pittsburgh, PA (PIT)
New York Metro:

- New York, NY (JFK and LaGuardia)
- Newark, NJ (EWR)
- White Plains, NY (HPN)
- Newburgh, NY (SWF)

Washington, D.C.:

- Washington, DC (Reagan National and Dulles)
- Baltimore, MD (BWI)

Customers may rebook their flights for travel through Sunday February 6, 2011 by calling 1-800-JETBLUE (538-2583) prior to the departure time of their originally scheduled flight. Customers with cancelled flights may also opt for a refund to the original form of payment by calling 1-800-JETBLUE (538-2583). Original travel must have been booked on or before January 31, 2011.

All customers traveling to/from the airports listed are encouraged to check the status of their flight online prior to leaving for the airport. Customers with web-enabled cell phones and PDAs may **check the status** of their flight at **mobile.jetblue.com**.

About JetBlue Airways

New York-based JetBlue Airways has created a new airline category based on value, service and style. In 2010, 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 sixth year in a row. Known for its award-winning service and free TV as much as its low fares, JetBlue offers the most legroom in coach of any U.S. airline (based on average fleet-wide seat pitch) and super-spacious Even More Legroom seats. 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 63 cities with more than 600 daily flights. Later this year JetBlue plans to introduce service to Providenciales, Turks & Caicos; Anchorage, Alaska; and Martha's Vineyard, Mass. With JetBlue, all seats are assigned, 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.

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