JetBlue Getaways 'Concierge on Call' Is At Your Service: Introducing Complimentary Concierge Program in Partnership with Mondial Assistance USA

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An assortment of business and specialty services, travel and destination information will now be automatically included with the purchase of a JetBlue Getaways Vacation package at www.jetblue.com/vacations -

NEW YORK, Oct. 24, 2011 /PRNewswire via COMTEX/ --

JetBlue Getaways (Nasdaq: JBLU) today announces a partnership with Mondial Assistance USA, best known for its Access America® brand of travel insurance and assistance services, to provide round-the-clock complimentary JetBlue Concierge services to all customers purchasing a Getaways vacation package at www.jetblue.com/vacations. This new Concierge benefit will offer a wide variety of business and specialty services as well as destination and travel information to customers through a dedicated, toll-free Access America number once customers book their vacation.

(Logo: http://photos.prnewswire.com/prnh/20111020/NY90559LOGO)

Requests for assistance with JetBlue flights, a hotel, or rental car reservations will continue to be provided by JetBlue Getaways by calling 1-800-JET-BLUE (538-2583) option 3. The airline's comprehensive, service-oriented vacation package product still maintains an exclusive 24-hour support desk dedicated to Getaways customers before, during and after their trip for these travel arrangements.

"Now, you can arrange all those little things and ask all the questions before you leave through our 'Concierge on Call'," said Grant McCarthy, director of Getaways and ancillary travel at JetBlue. "No matter where or when you're going or how much you spend, you'll benefit from this service, so you can now relax and enjoy your JetBlue Getaway." To view the complete interview go to: http://blog.jetblue.com/?p=18047.

"We're pleased to be able to put our award-winning customer service to work for JetBlue Getaways customers," said Beth Godlin, managing director of Mondial Assistance USA. "Our dedicated concierge staff offers years of experience in the travel industry, and they work hard to stay abreast of the latest trends in travel destination and service requests."

Mondial provides assistance to almost one million customers every year - from securing tickets to the next sporting event, concert or theater show to arranging a private room for the next business meeting, these are the types of services now available to Getaways customers:

- Destination Information:
  - Highlights, Sights, Shopping
  - Museums, Exhibits, Cultural Events
  - Shows, Festivals
  - Airports, Mass Transportation Services
  - Weather Information
  - Customs and Duty Requirements
  - Visa and Passport Requirements
  - ATM Locations, Exchange Rates
  - Restaurant referrals/reservations
- Health Clubs/Golf information, referrals, reservations and tee times
- Specialty Services like flower, gift basket or gourmet food delivery arrangements
- Business referrals and arrangements, such as banquet/private rooms, catering or event planning services, computer or audio/visual equipment rentals, or messenger services.

Customers can expect most requests to be completed within two hours, while some specialty services such as flower delivery arrangements, can be handled immediately. More complex requests may take up to 24-48 hours, and confirmations for the service will be sent via the customer's preference of a phone call or email.

JetBlue Getaways comes with JetBlue's award-winning customer service and product, including a live in-flight entertainment system with more than 140 channels of free programming on personal seatback TVs and reasonably priced first-run JetBlue Features movies from major Hollywood studios for a small charge (a). Customers also enjoy comfy leather seats that go easy on the legs with them most legroom in coach of any U.S. carrier (b) and unlimited complimentary snacks and drinks for the ride.

About JetBlue Getaways

JetBlue Getaways product includes the Best Price Guarantee and an exclusive 24-hour support desk, offering the lowest available price on complete vacation packages including air, hotel, wheels, and more. Members of the airline's customer loyalty program, TrueBlue, can also earn six points for every dollar spent on vacation packages, earning reward travel twice as fast. JetBlue Getaways offers vacation packages across 66 destinations throughout the U.S., Mexico, Latin America and the Caribbean. More information can be found at www.jetblue.com/vacations.

About JetBlue Airways

JetBlue is known for its award-winning service and free TV as much as its low fares, offering 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 66 cities with 650 daily flights and later this year plans to introduce service to St. Croix and St. Thomas in the U.S. Virgin Islands as well as La Romana, Dominican Republic and Liberia, Costa Rica, subject to government approval. 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, 1-801-365-2583, or visit www.jetblue.com.

About Mondial Assistance

Mondial Assistance, part of the Allianz group of companies, is a global leader in specialty insurance and emergency assistance services. In the United States, Mondial Assistance is a brand name of World Access Service Corp., which is best known for its Access America® brand of travel insurance and assistance services. The U.S. operation, one of 28 business units, serves major travel suppliers, health insurers, credit card, and entertainment companies with insurance products, international travel assistance, and concierge services. For more information, please visit AccessAmerica.com and like us on Facebook at www.Facebook.com/AccessAmerica.

(a) Live satellite TV and radio programming is not available on flights outside the continental U.S.
(b) JetBlue offers the most legroom in coach, based on average fleet-wide seat pitch for U.S. airlines.

SOURCE JetBlue Airways

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