JetBlue to Offer A-List Experience for All Customers Traveling Through LAX Terminal 5

May 11, 2017

May 17 Move to Terminal 5 Gives JetBlue Customers Access to Premium Concessions, Modern Terminal Design, and Free Terminal-wide Wi-Fi

Move Supports JetBlue's West Coast Strategy and Increasing Popularity of Mint

Starting This Summer, Customers Will Benefit From JetBlue's Popular Self-Service 'Line-less' Lobby, Plus Dedicated JetBlue Mint and Mosaic Check-In Areas

NEW YORK--(BUSINESS WIRE)-- JetBlue (NASDAQ:JBLU) today announced details of its upcoming move from Los Angeles International Airport (LAX) Terminal 3 to Terminal 5 on Wednesday, May 17. The seamless shift in JetBlue's operations will bring a vastly upgraded travel experience for JetBlue customers at the nation's second busiest airport at a time when the airline is enhancing its west coast presence and bringing even more high-value Mint flights to LAX.

This Smart News Release features multimedia. View the full release here: http://www.businesswire.com/news/home/20170511005984/en/



(Graphic: Business Wire)

"The move to Terminal 5 means that our customers will enjoy the true JetBlue experience as soon as they step into our new home at LAX," said Joanna Geraghty, executive vice president, customer experience, JetBlue. "The move supports our efforts to expand our customer base in Los Angeles as we add more flights with Mint, which has surpassed our expectations on every customer and financial measure."

The addition of Mint has helped JetBlue grow its brand in Los Angeles. Between LAX and New York's John F. Kennedy International Airport (JFK) JetBlue has more than doubled the number of flights on the route. And the airline's overall number of daily flights at LAX has doubled since 2014.

JetBlue's 'Line-less' Self-Service Lobby Arrives on the West Coast This Summer

Once JetBlue moves its operation to Terminal 5, the airline will begin a series of redesign projects in the check-in lobby. Starting this summer, customers arriving at LAX will be welcomed by hospitality trained crewmembers and a spacious and modern check-in area designed by Gensler, the team behind JetBlue's iconic Terminal 5 at New York-JFK. The LAX plan will feature JetBlue's new self-service lobby with ten check-in positions plus ten interactive self-service kiosks – both are more than double the number at Terminal 3. The new interactive kiosks feature the latest personal, helpful and simple technology, including self-bag tagging and bag drop capabilities that increase efficiency and reduce frustrating airport lines. JetBlue Mint customers and Mosaic members will also have a dedicated check-in area.

JetBlue's new lobby approach launched at New York-JFK last year. Based on positive customer response, JetBlue has brought the new lobby design to Boston, Fort Lauderdale-Hollywood, San Juan, Newark and Atlanta. LAX is JetBlue's first west coast airport to receive the new lobby experience.

Upgraded Terminal Experience

JetBlue's arrival in Terminal 5 comes after Los Angeles World Airports' previous investments in terminal upgrades. With more than a half million square feet of space, the terminal underwent a three-year modernization project – completed in mid-2015 – resulting in spacious gate areas, expanded security screening checkpoints with TSA Pre-Check and Even More Speed®, new jet bridges, new baggage carousels and a bright, state-of-the-art design throughout. Additional renovation work was done in 2016, creating a world-class facility. Terminal 5 is also home to nearly 20 shopping and food and beverage concessions, including the popular Farmers Market To Go which is based on LA's historic market at Fairfax and 3rd. JetBlue customers will also enjoy free Wi-Fi throughout Terminal 5, the perfect complement to the airline's free high-speed Fly-Fi on every flight.

Convenient Connections With Partner Airlines

JetBlue partners with 16 other airlines at LAX which fly to Hawaii, Asia, South America and the Middle East, and now it's easier than ever to make convenient connections. JetBlue codeshare partner Hawaiian Airlines will also relocate to Terminal 5, meaning JetBlue customers connecting to and from Hawaiian flights can do so without leaving the terminal. JetBlue's 15 other partner airlines all operate in the Tom Bradley International Terminal (TBIT),

which can be easily accessed using LAX's recently completed terminal connector. The terminal connector, completed just last year, gives international-bound travelers a direct, post-security path between Terminal 5 and TBIT.

Service Schedule & Customer Communications

JetBlue operations at Terminal 5 will begin on Wednesday, May 17 with JetBlue's first scheduled departure of the day, Flight #24 to New York's John F. Kennedy International Airport at 6:10 a.m. All JetBlue flights from May 17 onward will operate at Terminal 5.

Ahead of the move, JetBlue is taking various steps to inform customers of the move to Terminal 5. Customers traveling from LAX on or after May 17 will receive email alerts one to two days prior to their flight reminding them of JetBlue's new location. These email reminders will continue for several weeks after the move. Additionally, TrueBlue members who qualify for our Mosaic program, and have designated LAX as their home airport, will also receive a note about the transition to Terminal 5. A travel advisory and other web page updates will be made on jetblue.com.

Los Angeles World Airports (LAWA) Coordination

JetBlue's move to Terminal 5 is part of one of the largest terminal moves in the history of commercial aviation and Los Angeles World Airports (LAWA) is committed to ensuring a seamless transition. Upon entering the airport, updated signs will direct JetBlue customers to Terminal 5. All ground transportation services – taxis, shuttles, on-demand drivers – and airport partners – TSA, CBP – will be updated on JetBlue's new terminal location. During the week of the move, customers can expect some 500 new way-finding signs, additional airport personnel, and dedicated staff to assist with customer navigation. If needed, neon green shuttle buses will also be available to transport customers between Terminal 3 and Terminal 5. Additional information about the move is available at www.laxishappening.com and by using #LAXontheMOVE on social media.

About JetBlue Airways

JetBlue is New York's Hometown Airline®, and a leading carrier in Boston, Fort Lauderdale-Hollywood, Los Angeles (Long Beach), Orlando, and San Juan. JetBlue carries more than 38 million customers a year to 101 cities in the U.S., Caribbean, and Latin America with an average of 1,000 daily flights. For more information please visit jetblue.com.

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