

## Why you'll like us

Our lower fares come with higher standards. From new planes to great inflight entertainment, at JetBlue it's our pleasure doing business with you.

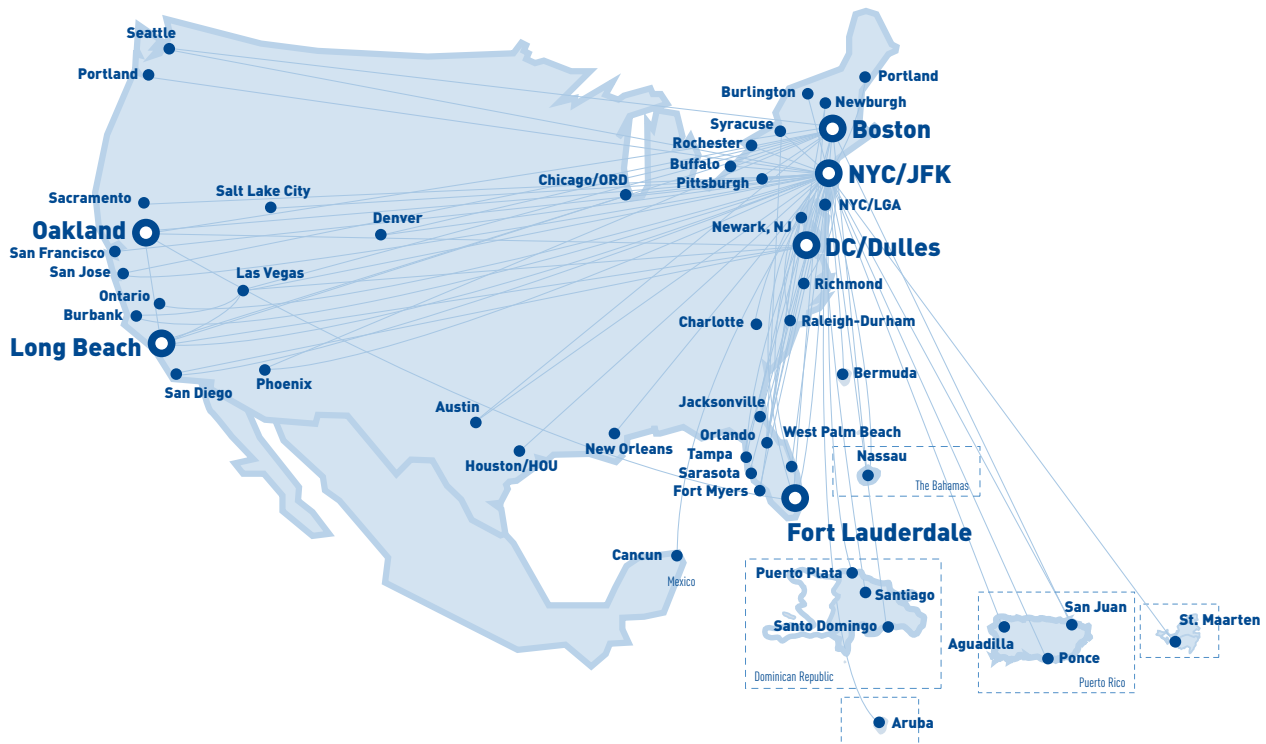
- Plenty of room to stretch out in. We now offer **Even More Legroom**, 38" of pitch for as a low as \$10 per flight leg.
- The youngest and most comfortable aircraft in the aviation industry
- Roomy, plush leather seats
- 36 channels of free DIRECTV® programming at every seat\*
- Fine wines hand-picked by Best Cellars, JetBlue's low-fare sommelier
- First-run movies from JetBlue Features® for just \$5 each on flights longer than two hours
- Award-winning customer service—named 'Best Domestic Airline' in *Condé Nast Traveler's Readers' Choice Awards* for six consecutive years (2002-2007)

**EVEN MORE**  
LEGROOM

\*DIRECTV® service is not available on flights outside the Continental United States.

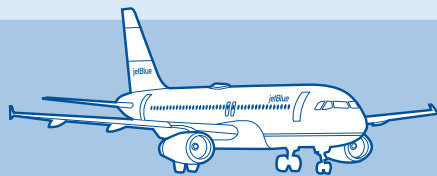


## Route map



## Our fleet

**jetBlue**  
AIRWAYS®



Here's how they compare:

 **AIRBUS A320**

**EMBRAER 190**

<b>Leather Seats</b>	<b>150</b>	<b>100</b>
<b>Seat pitch</b>	<b>Rows 1, 6-9, 12-25: 34"</b> <b>Rows 2-5, 10-11: 38"</b>	<b>Rows 1-11, 13-25: ≥32"</b> <b>Rows 12: 38"</b>
<b>Seat Width</b>	<b>17.7 inches</b>	<b>18.25 inches</b>
<b>Flight Attendants</b>	<b>3</b>	<b>2</b>
<b>Pilots</b>	<b>2</b>	<b>2</b>
<b>Wingspan</b>	<b>111 feet, 10 inches</b>	<b>94 feet, 3 inches</b>
<b>Length</b>	<b>123 feet, 3 inches</b>	<b>118 feet, 11 inches</b>
<b>Cabin Height</b>	<b>7 feet, 1 inch</b>	<b>6 feet, 7 inches</b>
<b>Range</b>	<b>2700 miles</b>	<b>2300 miles</b>
<b>Engines</b>	<b>IAE V2527-A5</b>	<b>GE CF34-10E</b>
<b>IFE</b>	<ul style="list-style-type: none"><li>• 36 channels of DIRECTV® programming</li><li>• FOX InFlight™ Premium Entertainment</li><li>• 100 channels of XM Satellite Radio®*</li></ul>	

\*More than 100 channels of Free XM Satellite Radio® on our new E190s and coming soon on our entire fleet.

## We love to bend over backwards

**JetBlue is all about flexibility, with fares that let you stretch your options.**

- \$100 online change fees or via 1-800-JETBLUE (538-2583)\*\*
- Free same-day standby travel or \$40 same-day confirmed flight change\*\*\*
- Fully transferable flight credits
- A guaranteed seat—all seats are assigned and we never overbook



\*\*Customer is responsible for any applicable difference in air fare.

\*\*\*Reservations can be made to standby travel on the same day of travel to the same destination on the flight immediately prior to the original departure without an additional charge. Confirmed seats are available for \$40 on earlier or later flights to the same destination on the same day of travel. See Contract of Carriage for additional restrictions.

## JetBlue Nonrefundable Fares

**JetBlue Nonrefundable Fares are ideal for customers who know when they'll be traveling. But don't worry if your plans change—JetBlue has very low change and cancellation fees. The fare rules for JetBlue Nonrefundable Fares are as follows:**

- This fare is nonrefundable and name changes are not permitted.
- Reservations made with this fare may be changed or cancelled by calling 1-800-JETBLUE (538-2583) prior to scheduled departure for a fee of \$100 per person plus any applicable difference in airfare. Any remaining balance will be placed in a JetBlue credit and may be applied toward a future reservation for one year.
- If a reservation made with this fare is not changed or cancelled prior to scheduled departure, all money associated with this fare is forfeited.
- This fare is capacity controlled. Seats offered at this fare are limited and may not be available on all flights.
- All fares are subject to change until purchased.

## JetBlue Refundable Fares

**JetBlue Refundable Fares are ideal for customers who need flexibility when they travel. Booked in the Y Fare Class, they come with unlimited changes and the ability to cancel for a full refund up until the time of departure—but there's no need to worry if your customers are unable to make a change or cancellation before their flight. If they no-show, we'll turn the full cost of the reservation into a fee-free, fully-transferable JetBlue credit which is good for one year. The fare rules for JetBlue Refundable Fares are as follows:**

- This fare is refundable.
- Reservations made with this fare may be changed or canceled for a refund up until the time of departure.
- After departure, any unused funds will be converted to a JetBlue credit which is valid for future travel for up to one year from date of issuance.
- Name changes are permitted.
- All fares are subject to change until purchased.

### **To book a Refundable Fare, simply select the Y Fare Class.**

For cancellations to refundable or Y class bookings made in the GDS, a SSR/OSI message will be sent to our internal Out of Balance queue. We have a team of specialized Reservation agents that monitors the queue and will reverse the change fee and refund the credit card for all Y class bookings requesting a cancellation before scheduled departure. Because this is an internal audit and the refund process is manual, there will not be a return SSR/OSI message sent to the GDS from B6 after the refund is complete. You are welcome to call 1-800-JETBLUE (538-2583) or log on to "Manage Flights" on JetBlue.com to verify the refund has been made.

To make changes to refundable or Y class bookings purchased in the GDS, please cancel the original segment and add the new segment. No change fees will be assessed to Y class booking changes. If the new segment is the same fare or less, no SSR/OSI messages will be sent from B6 as we will process and refund the credit card internally. If there is a fare increase then a credit card request will be sent from B6 to the GDS to cover the outstanding balance. No additional change fees will be charged.

### Searching for JetBlue

For travel to and from New York, we recommend that you input "NYC" as the city code in place of airport-specific codes. Fares out of JFK, JetBlue's base of operations, are often lower than those at neighboring airports. Additionally, JFK continually outranks LGA and EWR in on-time performance and accessibility. Searching "NYC" will allow you to gain access to the lowest fares and all of JetBlue's content.

### Midnight holds

As a direct payment carrier, JetBlue bookings are not ticketed until a valid credit card is submitted. However, we now offer midnight holds for your convenience. Reservations are held until 11:59 p.m. MST on the day of the original booking.

### Seating assignments



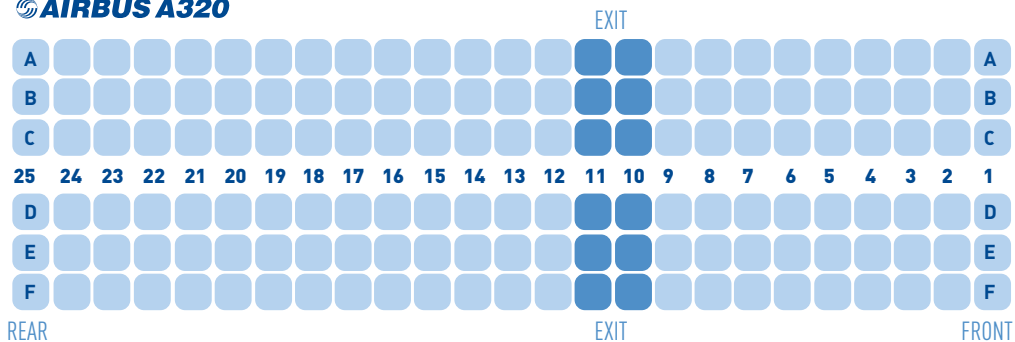
To access JetBlue seat maps after making a reservation in the GDS, simply visit [www.jetblue.com/agent](http://www.jetblue.com/agent). If you'd prefer assigned seats in the GDS, you may use the following codes:

Aisle	3NSSA1-1.1
Window	3NSSW1-1.1
No Preference	3NSST1-1.1

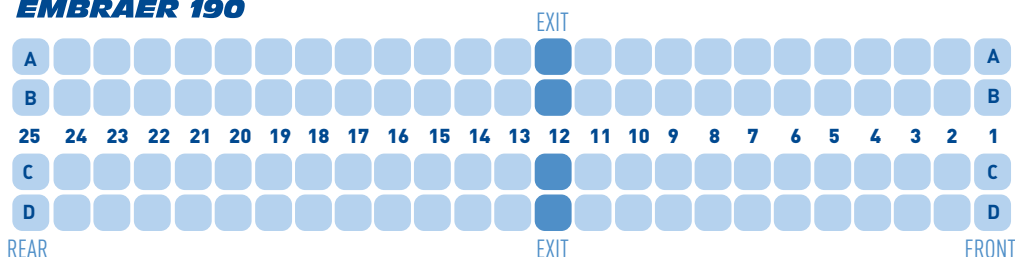
Once you submit a request, end the record. Then, redisplay the PNR to check for the NSST SSR message which indicates whether the request was successful. If a seat is available, it will appear at the end of a "KK" (confirmed) message. If you see an "NN" (needs) message, no seats of that type are available. If both aisles and windows are unavailable, using the "no preference" request will assign the first available seat towards the front of the aircraft. Note that our Embraer 190 aircraft only have aisle and window seats.

There are rare instances where all three requests will fail. This indicates that we no longer have seats available to assign until the customer arrives at the airport. Although we cannot assign a seat at this time, the customer is confirmed on the flight.

#### AIRBUS A320



#### EMBRAER 190



## Confirmations

If the flight and payment can be confirmed at the time of the booking, JetBlue will send a “KK” (confirmed) message to your agency, along with the total amount charged, in an SSR message. It is important to know that the fare is never confirmed until you receive a KK.

If the flight or payment cannot be confirmed or authorized, JetBlue will send a “UC” (unable to confirm) or “NO” (no action taken) to your agency, with the reason, in an SSR message. Questions as to why your booking was not confirmed should be directed to JetBlue’s Crew Support at 1-800-JETBLUE (538-2583).

## Entering credit card information

Below are sample credit card formats for your GDS. If you have further questions about specific formats and entries, please contact your GDS directly.

**Format:**

**30THS/CC CODE and NUMBER and EXP  
30THS/CH CARD HOLDER NAME**

**Example:**

**30THS/AX12345678912EXP 01 07  
30THS/CH JOHN DOE**

## Fare differences

The connection between JetBlue’s reservation system and the GDS is not in real time. As a result, when certain fare classes sell out, the GDS is not immediately updated. Although rare, this can create a difference in fares from what is in the GDS and the final fare that comes through on the confirmation. Additionally, there are certain fare types that are not technically feasible in the GDS.

In the case of these fare differences, JetBlue will provide a full refund within 24 hours to any agency who is not satisfied with the fare that is returned at the time of confirmation. All travel agents that have concerns or questions regarding price differences should contact JetBlue’s Crew Support at 1-800-JETBLUE (538-2583).

## Customer loyalty

### trueBlue®

We are able to accept TrueBlue information through the GDS. Please use the following code:

**FFB60123456789-1.1**  
**FF – Frequent Flyer**  
**B6 – Airline Code**  
**10 Digit TrueBlue Number**  
**-1.1 – Customer Number**

If there is more than one customer on the reservation, please specify with -2.1, -3.1, etc.

Please note that the customer’s name must match exactly the name they registered with TrueBlue and no error messages will be returned. Customers can verify this by logging into their TrueBlue account.