



jetBlue®

**JetBlue was founded
with the mission to bring
humanity back to air travel.**





2000 2004 2008 2013 2014 2016 2017 2018 2020 2021

| | | | | | | | | | | |
|--|---|--|--|---|--|---|---------------------------|--|---|--|
| <p>First JetBlue flight takes off from JFK to FLL on an A320.</p>  | <p>First international flight from JFK to Santiago, Dominican Republic.</p>  | <p>Opening of T5, our very own terminal at JFK.</p> <p>T5</p> | <p>Introduction of Mint, our refreshing take on premium travel, with fully lie-flat seats.</p>  | <p>First A321 delivery, giving us added flexibility and setting the stage for future growth.</p>  | <p>Network expands to more than 100 destinations in the U.S., Latin America and Caribbean.</p>  | <p>JetBlue becomes first US airline to offer free high-speed wi-fi fleetwide.</p>  | <p>jetBlue vacations®</p> | <p>JetBlue Travel Products launches, extending offerings to hotels, rental cars and vacation packages.</p> |  | <p>20th anniversary year ushers in carbon offsetting all domestic flights, plus the start of a major Mint refresh.</p>  |
|--|---|--|--|---|--|---|---------------------------|--|---|--|

jetBlue®

'Exclusive but relaxed, informal but special – a perfect way to cross the Atlantic in style.'

Steve Graves,
Travel Editor

THE SWEET SPOT

Sky-high Customer experience – Low fares

Southwest
allegiant®
FRONTIER
airTran
spirit

jetBlue
AIRWAYS

DELTA

American Airlines

UNITED

Alaska

HAWAIIAN
AIRLINES.

jetBlue

Hi, there. We're JetBlue.

JetBlue was founded in 2000 on the mission of bringing humanity back to air travel. With focus cities in New York, Boston, Fort Lauderdale-Hollywood, Los Angeles, Orlando and San Juan, JetBlue is proud to Inspire Humanity through its distinctive product, culture and award-winning customer service.

Visit jetblue.com to learn more.



23,000
CREWMEMBERS

900+
DAILY FLIGHTS

100+
BLUECITIES & COUNTING

Six
FOCUS CITIES

25+
COUNTRIES

JBLU
NASDAQ

Sixth Largest
U.S. AIRLINE

Carbon Neutral
ON ALL DOMESTIC FLIGHTS

¹Based on 2019. JetBlue is not part of U.S. airline.

THE JETBLUE EXPERIENCE

Only JetBlue offers free wi-fi, live TV and movies at every seat—and award-winning customer service.



Core

- The most legroom in coach¹
- Even More Space seating, offering additional room to spread out
- Free, brand-name snacks and drinks

Mint®

- Premium onboard experience with fully lie-flat seats
- Elevated dining, service and amenities
- New Mint Studio™ on select aircraft

TRUEBLUE

For your loyalty, we give you ours. Enjoy award travel and perks, and a personalized JetBlue experience.

Program benefits

- No blackout dates
- Points never expire
- Earn Mosaic status
- Earn/redeem points on JetBlue and partner airlines
- Ability to book via Cash + Points
- Points pooling lets you share points

E190



A220



A320CEO



A321CEO/A321CEO WITH MINT



A321NEO/A321NEO WITH MINT



A321NEO LR



jetBlue®

Vancouver

Seattle

Portland

Bozeman

Reno/Tahoe
Sacramento
San Jose

Minneapolis/St.Paul

Salt Lake City
Steamboat Springs
Denver

Milwaukee
Chicago

Kansas City

Worcester
Hartford

Portland

Syracuse

Albany

Westchester

Newburgh

Buffalo

Detroit

Cleveland

Pittsburgh

Rochester

Philadelphia

Newark

Baltimore

Washington, DC (DCA)

Richmond

Nashville

Asheville

Raleigh/Durham

Charlotte

Atlanta

Charleston

Savannah/Hilton Head

Tallahassee

Jacksonville

Key West

Nassau

Tampa
Sarasota
Fort Myers
Miami

West Palm Beach

Fort Myers

Miami

Orlando

New Orleans

Austin

Houston (IAH)

Dallas/Fort Worth

San Antonio

Los Cabos

Puerto Vallarta

Guatemala City

Quito

Lima

Cancún

Tulum

Grand Cayman

Belize City

Montego Bay

Kingston

Port-au-Prince

Santiago

Santo Domingo

Punta Cana

Cartagena

Medellín

Bogotá

Liberia

San José

Turks and Caicos

Puerto Plata

Aguadilla

St. Thomas

Ponce

St. Maarten

St. Kitts

Antigua

Guadeloupe

St. Lucia

Barbados

Grenada

Trinidad & Tobago

Georgetown

Bogotá

Aruba

Curaçao

Port of Spain

Port of Callao

Quito

Lima

Guayaquil

Quito

Lima

Quito

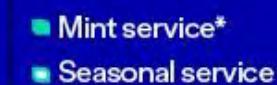
The jetBlue logo is located in the top right corner of the map. It consists of the word "jetBlue" in a bold, white, sans-serif font, with a registered trademark symbol (®) at the end.

BOSTON
NEW YORK (JFK)

A large black rectangular callout box is positioned over the map, highlighting flight routes originating from Boston and New York (JFK). The box covers the Northeastern United States and parts of Europe.

Edinburgh
Dublin
London (LHR)
London (LGW)
Amsterdam
Paris (CDG)

A cluster of flight routes is shown originating from London (LHR) and London (LGW), with lines extending to Edinburgh, Dublin, Amsterdam, and Paris (CDG).

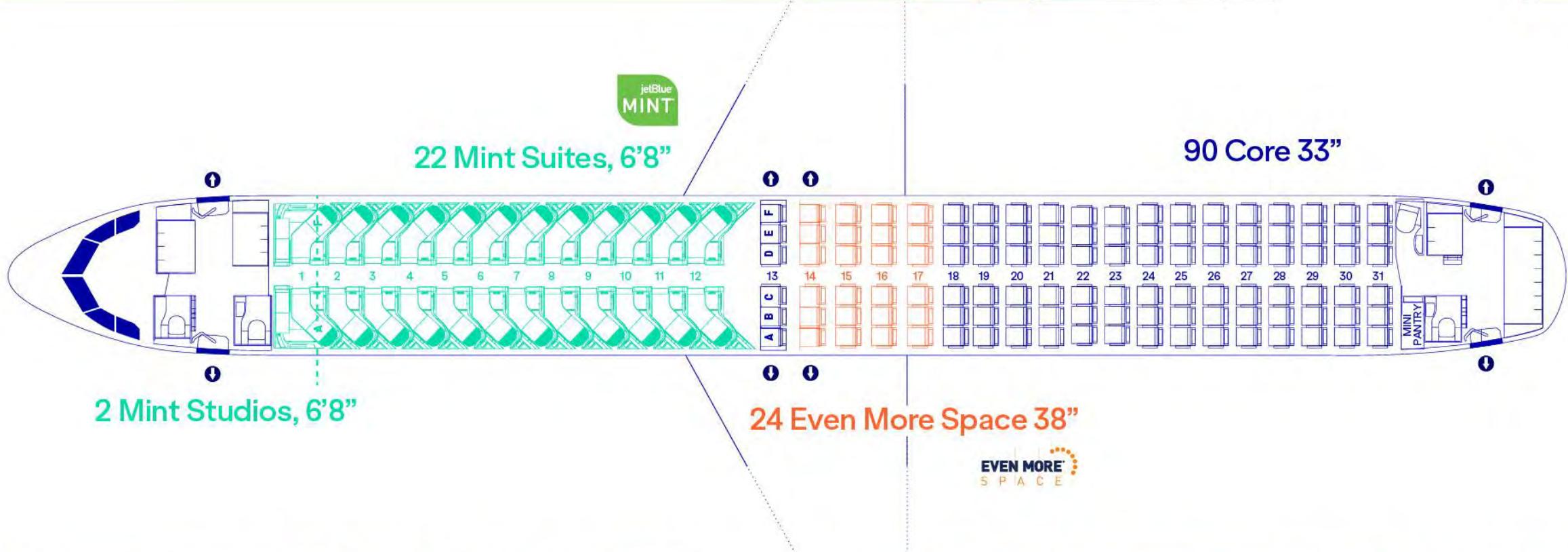
- 
- Mint service*
 - Seasonal service
- The legend is located in the bottom right corner of the map area. It contains two entries: "Mint service*" represented by a green square, and "Seasonal service" represented by a blue square.

A321neo LR

31



jetBlue



je Mint Studios



Mint Suites



EMS



Core



Pantry



Mint to cross the pond?

Get a taste of the suite life with our freshest Mint yet—available on all flights to and from London.



All suites.
All with direct aisle access.



Sliding doors for extra privacy.



Fully lie-flat is complemented with Tuft & Needle's T&N Adaptive® Foam cushions, a memory foam pillow and customizable blanket.



Plus, front-row **Mint Studio** features all the bells and whistles of our newest Mint suites, with an extra seat and table to work, lounge and entertain.



jetBlue
MINT™



jetBlue

jetBlue
MINT™



jetBlue
MINT™

Suite



jetBlue
MINT™

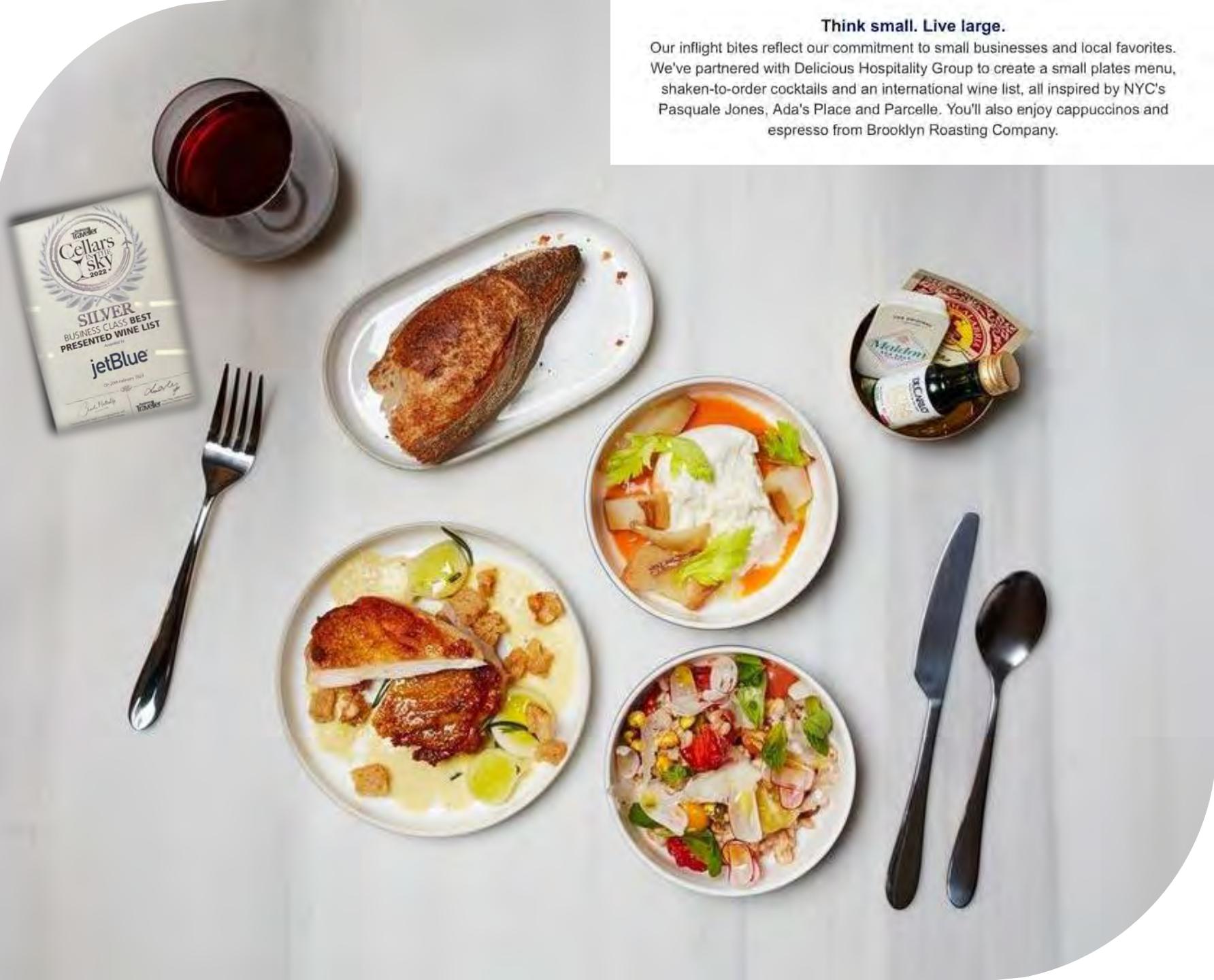






jetBlue
MINT™

Studio



Think small. Live large.

Our inflight bites reflect our commitment to small businesses and local favorites. We've partnered with Delicious Hospitality Group to create a small plates menu, shaken-to-order cocktails and an international wine list, all inspired by NYC's Pasquale Jones, Ada's Place and Parcellle. You'll also enjoy cappuccinos and espresso from Brooklyn Roasting Company.

Delicious
HOSPITALITY GROUP

Charlie Bird

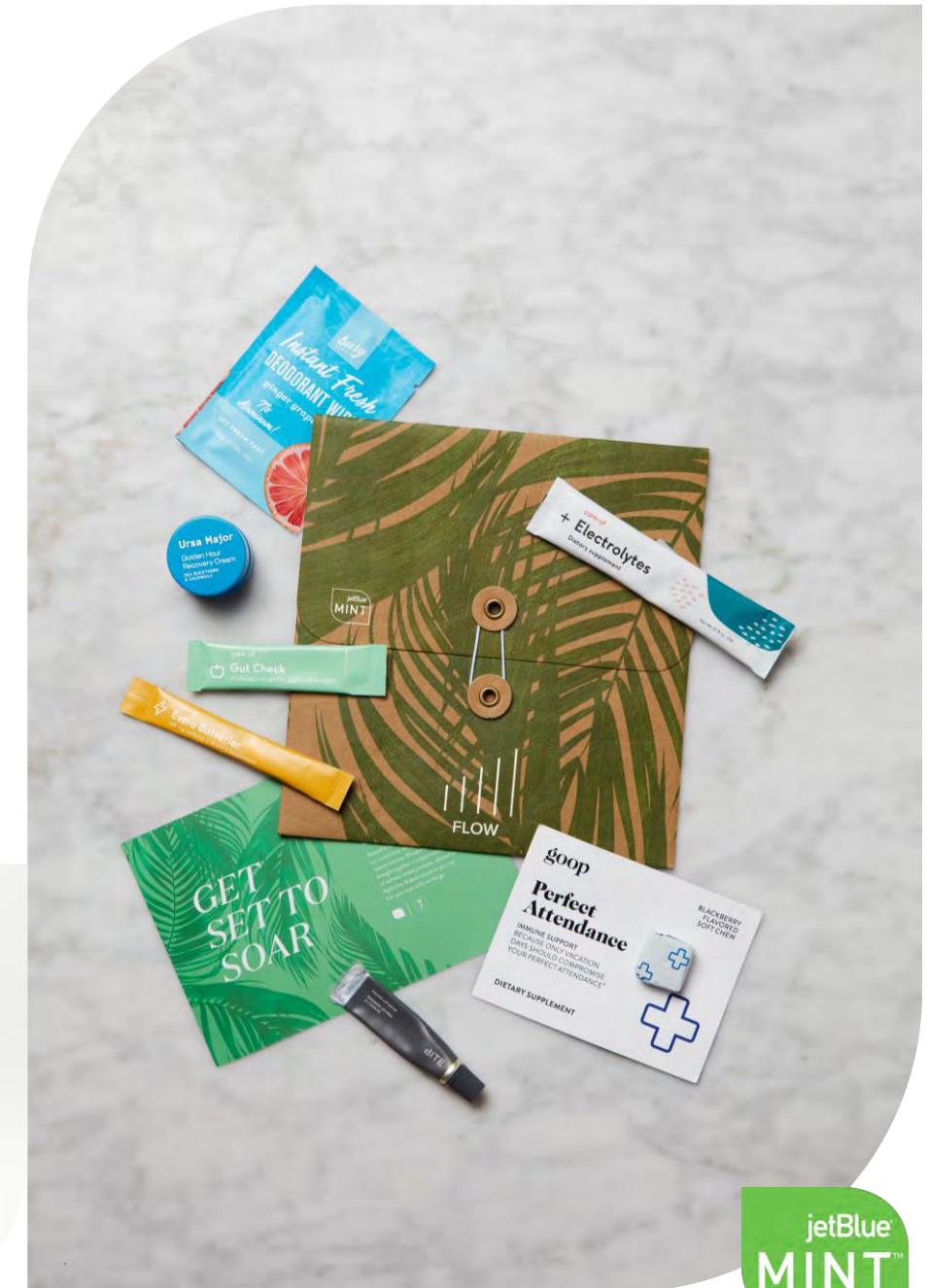
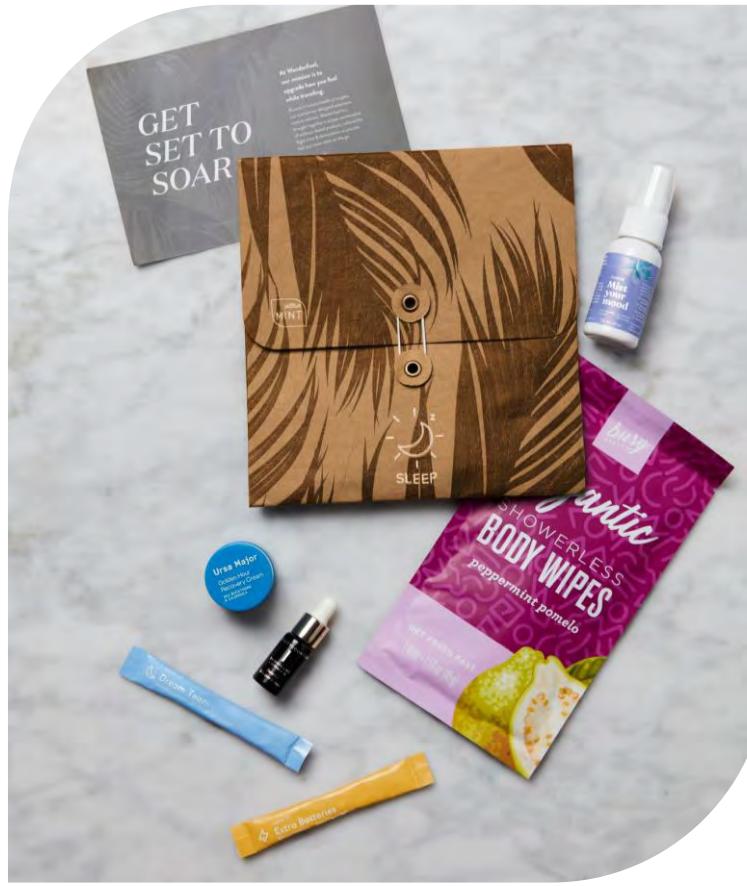
EASY
VICTOR

LEGACY
RECORDS

ADA'S
PLACE

PASQUALE JONES





jetBlue®

jetBlue
MINT™



At our core: the JetBlue experience.

We don't think travelers should have to choose between a great experience and a great price. That's why all JetBlue-operated flights include:



The most legroom
in economy*



Free high-speed
wi-fi on every plane.



Free live TV and
movies at every seat



Free unlimited
snacks + drinks



Award winning
customer service

Plus, all JetBlue transatlantic flights also include:



Free hot build-your-own meal



Free light pre-arrival bite



Free beer, wine & liquor (21+)



*JetBlue-operated flights. Based on avg. fleet-wide seat pitch of U.S. airlines.





jetBlue®





jetBlue

DARE WE SAY MORE?

While all JetBlue travelers get the most legroom in coach,
Even More® Space takes your flight experience to a whole
new level with *even more* benefits



Every inch counts

Up to 7" more legroom
(that's 38"!)



Early boarding

Be among the first to board
your flight.



Get ahead on overhead bins

Get a free carry-on bag and get
first dibs on overhead bin space.

Extra Speed

Get access to expedited
security lanes.

**EVEN MORE®
SPACE**



Fare options for everyone.

Applicable to itineraries that include JetBlue transatlantic segments

Carry-on bags for Blue Basic

Travel agencies combining two fare components "end-on-end" issued under one ticket, including transatlantic and onward JetBlue connecting flight Blue Basic fares, will be granted a carry-on bag free of charge. This will differ to the display you will be seeing in the GDS. Where possible, please overwrite this in your in-house systems to demonstrate to our customers that they are entitled to free carry-on bag for their entire journey.

Please note those issuing completely separate tickets will still be treated as per the original rules intent. For example, those buying a standalone US domestic sector in Blue Basic will not be permitted a carry-on bag as per our standard JetBlue terms and conditions and will be required to check their bag before departure at an additional cost.

Ancillary Bookings

For our travel agency partners who have made reservations via GDS, JetBlue ancillary products, including Even More Space, pre-paid baggage, seat selection and Mint Studio, are currently all bookable via our website www.jetblue.com. They will be available on the GDS, via EMD document, in due course.

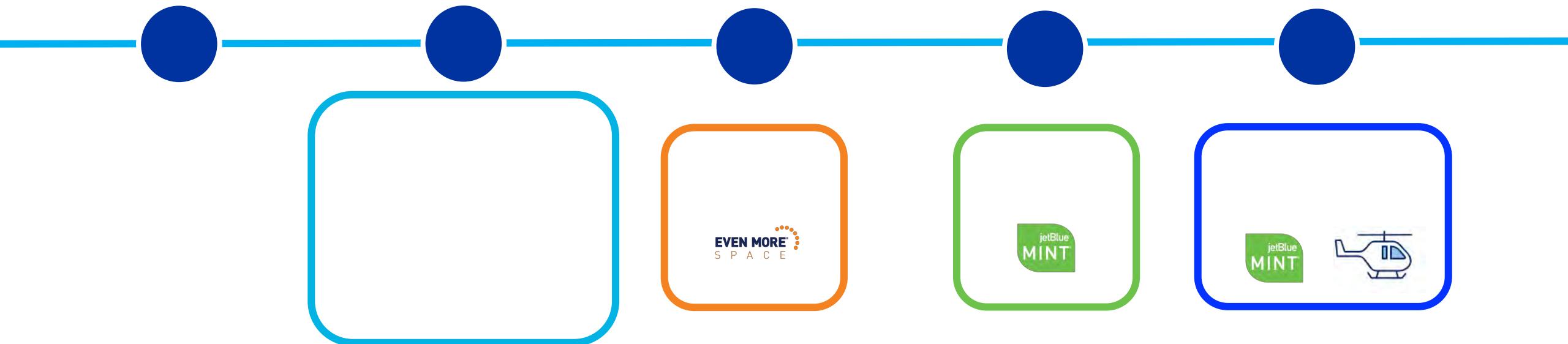


Non-refundable fares that are cancelled will not be refunded to original form of payment but will be issued as a JetBlue Travel Bank credit, valid for 1 year.

* Difference in fare applies to all changes/cancellations (including basic fares)

** Even More Speed/Expedited Security is subject to availability

| | BLUE BASIC | BLUE | BLUE EXTRA | MINT |
|-------------------------|--------------------------------------|------------------|------------|------------|
| Carry-on bag | 1 | 1 | 1 | 1 |
| Personal item included | 1 | 1 | 1 | 1 |
| Checked bag(s) included | 0 | 1 | 1 | 2 |
| Changes/cancellations | E150* | No fee* | No fee* | No fee* |
| Same-day switches | E60 fee | E60 fee | Included | E60 fee |
| Same-day standby | E60 fee | E60 fee | Included | E60 fee |
| Advance seat selection | Additional fee > 24 hours in advance | Included | Included | Included |
| Boarding | Final | General | Early | Early |
| Even More® Speed | Additional fee** | Additional fee** | Included** | Included** |



jetBlue

TERMINAL FIVE JFK

T5



Departures

SOUTH CONCOURSE: GATES 1 - 7

FOOD & BEVERAGE

S4 CIBO Express Gourmet Markets
S7 Horizon Bakery Café & Bar
S2 Revive Bar

RETAIL

S5 Blawire
S3 CNBC News Express

SERVICES

S1 Be Relax
S6 Mamava Lactation Pod

EAST CONCOURSE: GATES 8 - 21

FOOD & BEVERAGE

E4 Aunt Butchies
E13 CIBO Express Gourmet Markets
E2 New York Sports Grill
Revive Bar

CENTER COURSE (CONTINUED)

FOOD & BEVERAGE

C24 Caribbean Kitchen
C2 CIBO Express Gourmet Markets
C17 Deep Blue
C21 Dunkin'
C23 Eggie Weggie/Custom Burger
C20 H&H Bagels
C1 Jamba Juice
C19 Lucy's Asian Kitchen
C22 Philly Cheesesteak
C26 Piquillo

RETAIL

C10 66 WFAN
C9 Brighton Collectables
C11 CNBC News

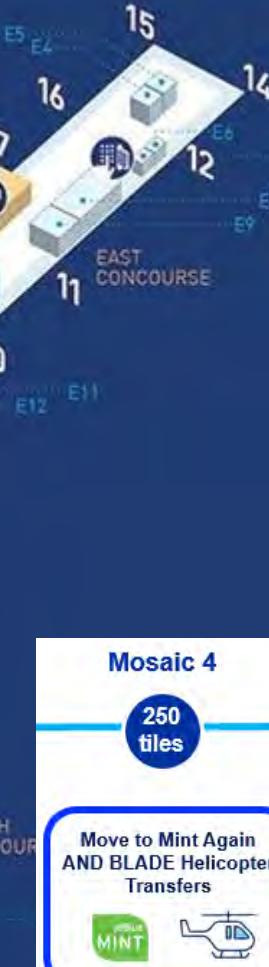
NORTH CONCOURSE: GATES 22-30 (CONTINUED)

FOOD & BEVERAGE

N15 Revive Bar
N14 Dunkin'
N21 Shake Shack
N7 Starbucks
N7 The Little Beet
N16 The Loft
N20 Benefit Cosmetics Automated Retail
N19 Bed Buy Automate Retail
N17 CNBC News
N2 Heritage Booksellers
N18 iS Style
N4 NY Minute

SERVICES

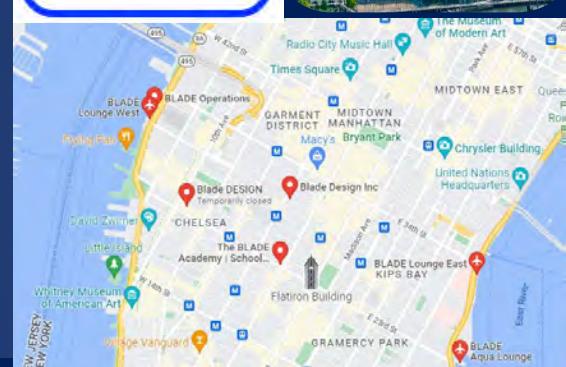
N18 Aer Lingus Lounge
N9 Children's Play Area



Mosaic 4

250 tiles

Move to Mint Again
AND BLADE Helicopter Transfers



jetBlue





Agent Resources JetBlue Cities News and Press Training About Us Contact

Welcome
U.K. Agents



Jet(Blue) across the pond—and beyond.

JetBlue's new nonstops from London-Heathrow and London-Gatwick to New York (JFK) make it easy to connect to our 100+ destinations in the U.S., Latin America and the Caribbean.



JetBlue AgentWorld UK

<https://jetblue-uk.agentworld.com/>

About JetBlue

Our product and service

Marketing toolbox

Network

Booking TATL

Booking domestic

Travel Agent web page that includes ALL our most important policies: www.jetblue.com/travel-agents

Media Bags: <https://www.jetblue.com/help/musical-instruments-and-other-special-items>

Process for voluntary changes: jetblue.com/travel-agents/cancellation-policy

Schedules Changes GDS Process: jetblue.com/travel-agents/schedule-change

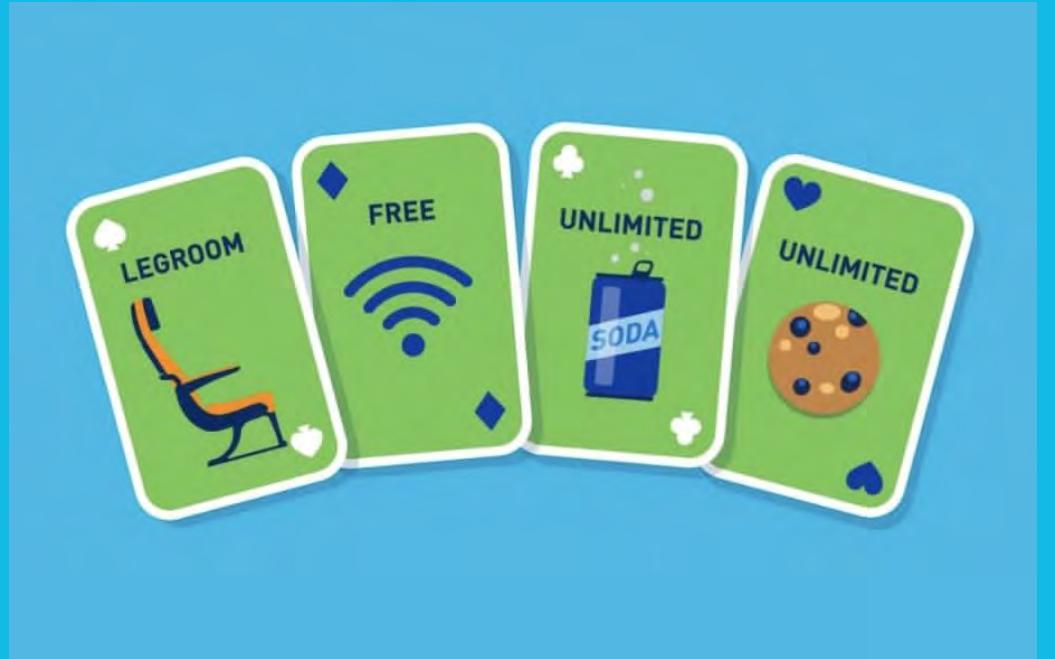
Groups jetblue.com/traveling-together/group-travel
Support@flyjetblue.eu

jetBlue®

JetBlue e-learning course



<https://www.onlinetraveltraining.com/uk/directory/jetblue-airways/>



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