



# JetBlue Current Policies.

B2B Support Desk  
888-538-2583 Option 3  
8AM-8PM EST  
Monday-Friday



# Agenda.

- **Introductions**
- **Where to find info**
  - Policies & Travel Alerts
- **Coronavirus Policies**
  - Book with confidence
  - Change/ Cancellation Policy
  - Schedule Change Policy
- **Travel Bank/ Open Ticket / Miscellaneous Charges Order-MCO**
- **Name Change Policy**
- **Q&A**

## **Our commitment to your safety**

Your safety is our #1 priority, and we're taking extra steps like additional cleaning, and new procedures to limit touchpoints and allow for more distance on board and at the airports

Learn more [here](#)



# We're here to help.

## Coronavirus travel notices

[blog.jetblue.com/travelnotices/](https://blog.jetblue.com/travelnotices/)

## Travel Agents Page

<https://www.jetblue.com/travel-agents>

## Travel Alerts

<https://www.jetblue.com/travel-alerts>

## Travel Agent Waiver Codes

<https://www.jetblue.com/travel-agents/travel-agent-waiver-codes>

## Schedule Change Policy

<https://www.jetblue.com/travel-agents/schedule-change>



# Change/cancel fees suspended for new bookings.

We're extending our suspension of change and cancel fees for all new bookings made between **March 27th, 2020 and May 31, 2020 for travel through end of selling schedule.\*** This offer is built into the fare rules, no waiver is needed.

The change/cancel fees suspension still applies for bookings made between **February 27th, and March 5, 2020 for travel through June 1, 2020**, and for bookings made between **March 6 and March 26, 2020 for travel through September 8, 2020**, no waiver is needed.

Learn more <https://www.jetblue.com/travel-alerts>

\*End of schedule is January 4, 2021

# No change/cancel fees for previous bookings.

Last Updated: 4/15/2020 5:00 p.m. ET

Due to ongoing coronavirus concerns, **JetBlue will waive change/cancel fees only (fare differences still apply)** for Customers who meet the travel criteria listed below:

Impacted Cities: **All**

Waiver Code: **WXB6KALE20**

Original Booking Date: **on or before May 31, 2020**

Original Travel Dates: **on or before January 4, 2021**

Rebook Travel Through: **January 4, 2021**

Learn More <https://www.jetblue.com/travel-agents/travel-agent-waiver-codes>  
& <https://www.jetblue.com/travel-alerts>

# JetBlue Schedule Change Policy

	Schedule change less than 60 minutes	Schedule change between 60 and 119 minutes	Schedule change 120 minutes or greater
<b>Rebooking Options at time of schedule change</b>	Schedule changes that are less than 60 minutes are subject to the change / cancel fee and any applicable difference in fare if the customer wants to make a change to their reservation.	<p>Rebook the customer to any flight within the same city pairs or to a co-located city on the same day, day prior or day after the original flight.</p> <p>All change fees and fare differences are waived however the appropriate waiver code must be used when processing the even exchange.</p>	<p>Rebook the customer to any flight within the same city pairs or to a co-located city on the same day, day prior, or day after the original flight. If there are no flights scheduled within that time period, you may move the customer up to 7 days in either direction of the original flight.</p> <p>All change fees and fare differences are waived however the appropriate waiver code must be used when processing the even exchange.</p>
<b>Canceling options at time of schedule of change</b>	Schedule changes that are less than 60 minutes do not have additional cancellation options. Please refer to the ticketed fare rules.	<p>Cancel the customer's reservation without penalty.</p> <p>Ticket must remain in OPEN status and is valid for one year from original date of issuance. NOTE: ARC Agencies can also place the funds in an MCO. MCOs are valid for one year from the original date of MCO issuance.</p> <p>Increase in airfare will apply at time of any future exchange. Refunds to original form of payment are not permitted.</p> <p>Use of the appropriate waiver code is required.</p>	<p>Cancel the customer's reservation without penalty.</p> <p>Ticket must remain in OPEN status and is valid for one year from original date of issuance. NOTE: ARC Agencies can also place the funds in an MCO. MCOs are valid for one year from the original date of MCO issuance.</p> <p>Upon customer request, a refund may be processed back to original form of payment without penalty.</p> <p>Use of the appropriate waiver code is required.</p>

# Change or Cancelling Tickets

- **Open Ticket**

- Tickets cancelled prior to scheduled departure should remain in OPEN status. Tickets left in OPEN status are valid for use for one year from the date the original ticket is issued.

- **Miscellaneous Charges Order**

- MCOs are valid for use for one year from the date the MCO is created. At the time of exchanging the original ticket, or refunding to an MCO, the change/cancel fee will apply.

- **Travel Bank**

- If you have a Travel Bank credit from a previous flight purchase that is expiring between February 27 and May 31, it will now expire December 31, 2020.
- Travel Bank credits issued between February 27 and May 31 for flight purchases will now have a 24-month expiration period as opposed to the typical 12 months.

Learn more <https://www.jetblue.com/travel-agents/cancellation-policy>



# Name Change Policy

Once a PNR has been ticketed, name changes are not permitted on the PNR. JetBlue will allow you to use the ticket for another customer provided you book a new PNR, charge the increase in fare and charge the appropriate change fees at the time of the exchange.

In order to change the name, thus making the ticket transferrable, you must follow these instructions:

- **Cancel the segments in the current PNR & leave the ticket open.**
  - As an open ticket there is no name change fee
- **Book a new PNR for the new customer and store a current selling fare.**
- **Use the open ticket and process a voluntary exchange/reissue on that ticket.**
- **Collect the applicable change penalty fee and any difference in fare at the time of reissue. During coronavirus all change and cancel fees are waived.**
- **A waiver code is not required for this type of transaction so long as all fees and increases in fare are collected.**

This is a standard policy for JetBlue and NOT a special exception due to coronavirus – no waiver code required, no limitation on dates.

Learn More <https://www.jetblue.com/travel-agents/name-changes>



# Temporary Metro Airport Consolidations

From April 15 to June 10, JetBlue is consolidating service to some airports that have alternative airports nearby. This temporary move will allow us to consolidate service in metro areas, while continuing to provide essential and critical travel to the areas that need it. If your itinerary is impacted, please watch for an email from JetBlue with your options.

	Consolidated Service	Temporary Suspension	Typical daily departures	Planned average daily departures for April
Boston	Boston Logan International Airport (BOS)	T. F. Green International Airport (PVD)	180	28
Los Angeles	Los Angeles International Airport (LAX), Long Beach Airport (LGB)	Hollywood Burbank Airport (BUR), Ontario International Airport (ONT)	44	5
New York	John F. Kennedy International Airport (JFK), Newark Liberty International Airport (EWR)	LaGuardia Airport (LGA), Westchester County Airport (HPN), Stewart International Airport (SWF)	215	30
San Francisco	San Francisco International Airport (SFO)	San Jose International Airport (SJC)	19	2
Washington	Washington National Airport (DCA)	Baltimore/Washington International Thurgood Marshall Airport (BWI)	34	5

# Help Decrease JetBlue No-Shows

We will be sending communications out to all travelers in advance advising them to cancel their flight rather than just "no showing." We are recommending travelers to get in touch with their travel agent so you may retain control of the record and ticket(s)

**Please take one of the following actions if the traveler cancels:**

- **Cancel itinerary and rebook for future travel**
- **Cancel itinerary and leave ticket in open status**
- **Cancel itinerary and place funds in an MCO (Miscellaneous Charge Order)**
  - ARC Agency customers can choose to have the value of the ticket placed in an MCO minus the applicable cancellation fee per person if the PNR was booked and ticketed through the GDS. This will need to be completed by the travel agency that originally booked the reservation. MCOs are valid for one year from the original date of MCO issuance.

# Q&A.

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Thank you.