

**From:** [REDACTED]  
**To:** [REDACTED] <[REDACTED]>, [REDACTED] <[REDACTED]>  
**Cc:** Bella Klein <[REDACTED]>, Janusz Banasiak <[REDACTED]>  
**Subject:** Fwd: Itinerary for your upcoming trip  
**Date:** Fri, 26 Dec 2014 15:04:38 +0000

---

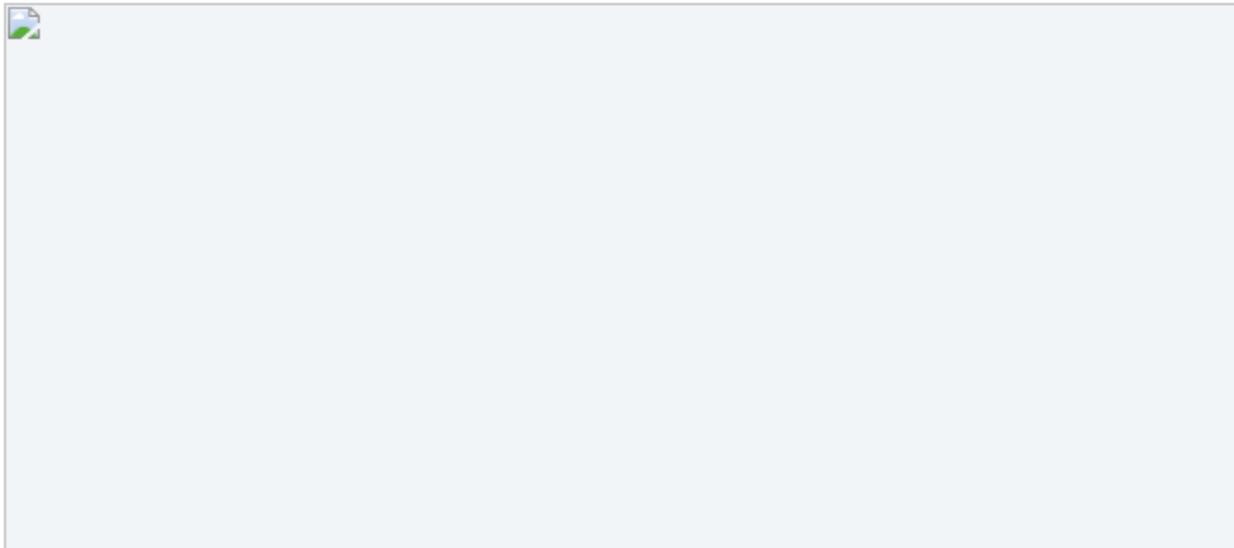
Here is your new ticket...your flight back on Jan. 9th changed to earlier in the day (but I was told anytime on Jan. 9th would be fine) Please CHECK all is correct...thanks

Begin forwarded message:

**From:** JetBlue Reservations <[reservations@jetblue.com](mailto:reservations@jetblue.com)>  
**Subject:** Itinerary for your upcoming trip  
**Date:** December 26, 2014 at 10:01:24 AM EST  
**To:** [REDACTED], <[REDACTED]>



You're set to jet. [REDACTED]  
Your confirmation number is [REDACTED]  
Scan this barcode to check in at any JetBlue kiosk



**Your confirmation number is** [REDACTED]  
Scan the barcode at the top of this page to check in at any JetBlue kiosk.

### Your itinerary

Date	Departs/ arrives	Route	Flight/ operated by	Travelers	Frequent Flyer <sup>1</sup>	Seats <sup>2</sup>	Terminal
------	---------------------	-------	------------------------	-----------	--------------------------------	--------------------	----------

Fri, Dec 26	5:28 p.m. 8:23 p.m.	<b>NEWARK, NJ (EWR) to WEST PALM BEACH, FL(PBI)</b>	543 	[REDACTED]	N/A	11A	A
----------------	------------------------	---	--	------------	-----	-----	---

Fri, Jan 09	11:04 a.m. 1:49 p.m.	<b>WEST PALM BEACH, FL(PBI) to NEWARK, NJ (EWR)</b>	544 	[REDACTED]	N/A	9F	
----------------	-------------------------	---	--	------------	-----	----	--

For a detailed receipt, select a customer

Ticket number(s)

[REDACTED]

[REDACTED]

Please [click here](#) for details regarding change and cancel policies.

<sup>1</sup> To provide a frequent flier number please call 1-800-JETBLUE (538-2583)

<sup>2</sup> Seats requests on other airlines are not guaranteed until confirmed by the operating carrier.



### From roomy to roomier.

Upgrade to an Even More Space seat and get extra legroom, early boarding and early access to overhead bins.



### Reduce what you can offset what you can't

We're working to protect and preserve the environment. By choosing to offset your travel, you too are making a pledge to protect the environment.



### Travel insurance

For Allianz Global Assistance flight insurance inquiries, please call 1-800-496-0329.



### Get 20,000 TrueBlue® points

After you spend \$1,000 in purchases on the Card within your first 3 months of Card Membership.<sup>1</sup> [Learn more](#)



### Car rentals



### Your driver is here

## Great hotel offers with our partner

Special Internet Rate Price  
Match Guarantee<sup>2</sup>, no Change  
or Cancel Fee<sup>3</sup>, no phone fee  
and TripAdvisor<sup>®</sup> customer  
reviews.

Save up to 35% and earn  
double TrueBlue points with  
Hertz.<sup>4</sup>

Guaranteed on-time car  
service providing easy, reliable  
ground transportation for  
travelers worldwide. Book your  
ride now.<sup>5</sup>



BlueTales Blog



Same smart app. More smartphones.

Download the JetBlue mobile app for iPhone  
and Android now!

[Help](#) [Corporate Travel](#) [Privacy](#) [About JetBlue](#)

†DIRECTV<sup>®</sup> and XM Radio<sup>®</sup> services are not available outside the continental U.S.; however, where applicable, movies from JetBlue Features<sup>™</sup> are offered complimentary on these routes.

1. **Welcome bonus offer not available to applicants who have or have had this product.** To qualify for the 20,000 TrueBlue points, you must make purchases with your JetBlue Card from American Express that total \$1,000 or more within your first three months of Card Membership starting from the date your account is approved. Qualifying purchases can be made by the Basic Card Member and any Additional Card Members on a single Card account. Purchases to meet the spend requirement do NOT include fees or interest charges, balance transfers, cash advances, purchase of travelers checks, purchase or reloading of prepaid cards, or other cash equivalents. Additional Card Members on your account are not eligible for this offer. TrueBlue points will be credited to your TrueBlue account 6 to 8 weeks after the spend requirement has been reached. All TrueBlue points are subject to the TrueBlue Terms and Conditions: see [www.jetblue.com/trueblueterms](http://www.jetblue.com/trueblueterms).

In rare instances, your period to spend \$1,000 may be shorter than three months if there is a delay in mailing your Card. Also, purchases may fall outside of the three month period in some cases, such as a delay in merchants submitting transactions to us or if the purchase date differs from the date you made the transaction. (For example, if you buy goods online, the purchase date may be the date the goods are shipped).

To receive the 20,000 TrueBlue points, your Card account must be active, in good standing, and not in default at the time of fulfillment. American Express reserves the right to modify or revoke offer at any time. For questions regarding your Card account, please call the number on the back of your Card.

2. Price Match Guarantee: If you find the same hotel and dates of stay at a lower rate, [Hotels.com](http://Hotels.com) will, at its choice, either match the lower rate or cancel the reservation without a cancellation fee. See <http://hotels.jetblue.com/index.jsp?pageName=guarantee>.

3. No Change/Cancel Fees: [Hotels.com](http://Hotels.com) does not charge a change or cancel fee; however, each property has independent penalties for changes/cancellations. See full hotel details and descriptions for details.

4. Your discount CDP 1790143 and PC 107844 for Weekends will be automatically applied to your quote when the "learn more" button is clicked. Advance reservation is required. Maximum discount on Weekend rentals is \$5 per day up to \$15. Minimum rental period is one day. Promotion Code (PC) must be provided at time of reservation or offer is void. Subject to availability, this offer is redeemable at participating Hertz locations in the U.S., Puerto Rico and Canada. Hertz age, driver and credit qualifications and leisure rate restrictions for the renting location apply. Standard rental qualifications, rental period and return restrictions apply. This offer has no cash value, may not be used with Pre-Pay Rates, Tour Rates or Insurance Replacement Rates and cannot be combined with each other or with any other certificate, voucher, offer or promotion. Modifying your reservation may result in a change in your rate and/or invalidate this offer. Offer applies only to the time and mileage charges, and not to taxes, tax reimbursement, governmental surcharges and optional services, such as refueling. Discounts in local currency on redemption. Frequent Flyer Surcharge of up to \$0.75 per day, up to a maximum of \$5.25 per rental, may apply. Points will not be awarded on travel industry rates, wholesale tour packages, insurance/dealer replacement, and any other promotional rates or group travel. Double TrueBlue points may not be granted retroactively. Double TrueBlue points consist of: 100 TrueBlue points for one day rentals or 300 TrueBlue points for rentals of 2 to 4 days. Rental must be completed to receive Double TrueBlue points.

5. Advertised rates are based on trips between airports and downtown metropolitan area locations in an economy class vehicle. Rates do not include additional charges that may be applicable, such as charges for tolls, extra stops, parking fees, telephone usage, pets, extra in-car bags, car seats, waiting time, or custom requests. Rates include local and state taxes and fees, except in NY, NJ, and CT; passengers in these states are responsible for taxes and fees (including, in NY, a 2% NYC workmen's compensation charge and 8.875% state and local sales taxes). Rates include gratuity, except in NY, NJ, and CT; passengers traveling in these states are encouraged to provide appropriate gratuity based on the service received. Economy pricing may not be available at all times during the day or during certain weather conditions. Advertised rates only apply for bookings made online at [limos.jetblue.com](http://limos.jetblue.com) or by calling 1-888-478-8190.

## CUSTOMER CONCERNS

Any customer inquiries or concerns can be addressed [here](#), emailed to [dearjetblue@jetblue.com](mailto:dearjetblue@jetblue.com), or sent to JetBlue Airways, 6322 South 3000 East, Suite G10, Salt Lake City, UT 84121.

## NOTICE OF INCORPORATED TERMS

All travel on JetBlue, whether it is domestic or international travel, is subject to JetBlue's Contract of Carriage, the terms of which are incorporated herein by reference. International travel may also be subject to JetBlue's international passenger rules tariffs on file with the U.S. and other governments, and, where applicable, the Montreal Convention or the Warsaw Convention and its amendments and special contracts. Incorporated terms include, but are not restricted to:

## NOTICE OF INCREASED GOVERNMENT TAX OR FEE

JetBlue reserves the right to collect additional payment after a fare has been paid in full and tickets issued for any additional government taxes or fees assessed or imposed.

1. Liability limitations for baggage, including special rules for fragile and perishable goods and the availability of excess valuation.
2. Liability limitations for personal injury or death.
3. Claims restrictions, including time periods within which passengers must file a claim or bring an action against JetBlue.
4. Rights of JetBlue to change the terms of contract.
5. Rules on reservations, check-in, and refusal to carry.
6. JetBlue's rights and limits on its liability for delay or failure to perform service, including schedule changes, substitution of aircraft or alternate air carriers, and rerouting.
7. Non-refundability of reservations.
8. The Contract of Carriage and tariffs may be inspected at all JetBlue airport customer service counters, and upon request you have the right to receive by mail a copy of the full text of the Contract of Carriage or tariffs. Additional information on items one through seven can be obtained on JetBlue's website at [www.JetBlue.com](http://www.JetBlue.com) or at any U.S. location where JetBlue transportation is sold.

## CARRY-ON BAGGAGE RULES

JetBlue flights - Each customer may bring one bag that fits in the overhead bin plus one personal item (purse, briefcase, laptop, etc.) that fits under the seat in front free of charge. Any excess carry-on baggage will be checked baggage. Visit <http://www.jetblue.com/bags> and <http://www.tsa.gov> for more information. Connecting on our partner airlines (including Cape Air) – The carry-on rules of a partner airline apply when checking in to a JetBlue flight that is connecting to the partner. See <http://www.jetblue.com/partners> for more information. While JetBlue may allow additional carry-ons as a courtesy to customers connecting to our partner airline, JetBlue cannot guarantee that those bags will be accepted for in-cabin travel on the partner. Customers are encouraged to abide by partner's rules for their entire journey to avoid additional checked baggage fees if their carry-ons do not meet size/weight restrictions.

## CHECKED BAGGAGE ALLOWANCE/FEES

Domestic JetBlue flights - JetBlue allows one free checked bag, subject to size/weight restrictions. For flights booked on or after May 21st, 2014 a \$50.00 fee applies to a second checked bag (\$40.00 for flights booked before May 21, 2014) and a \$100 fee applies to a third checked bag (\$75 for flights booked before May 21, 2014), subject to size/weight restrictions. Other fees apply for additional baggage and oversized or overweight baggage. Visit <http://www.jetblue.com/bags> for more information. International JetBlue flights - JetBlue allows one free checked bag, subject to size/weight restrictions. For flights booked on or after May 21st, 2014 a \$50.00 fee applies to a second checked bag (\$40.00 for flights booked before May 21, 2014). Excess baggage rules and size/weight restrictions may vary depending on load availability and country restrictions. See [www.jetblue.com/bags](http://www.jetblue.com/bags) for more information. Travel on our partner airlines (excluding Cape Air\*) – Baggage rules and fees vary by partner airline and destination. JetBlue will follow our partner airlines' fees when customers are traveling on an itinerary including one of our partner airlines. Excess baggage rules and size/weight restrictions may vary depending on load availability. See [www.jetblue.com/bags](http://www.jetblue.com/bags) for more information. Travel on our partner airlines (excluding Cape Air\*) – Baggage rules and fees vary by partner airline and destination. JetBlue will follow our partner airlines' fees when customers are traveling on an itinerary including one of our partner airlines. Excess baggage rules and size/weight restrictions may vary depending on load availability. See <http://www.jetblue.com/partners> for more information.

\*For itineraries with a connection only to/from Cape Air, JetBlue's standard fees apply.

## CHECK-IN TIMES

For domestic flights, customers traveling without checked baggage must obtain a boarding pass twenty (20) minutes prior to scheduled departure and customers traveling with checked baggage must obtain a boarding pass thirty minutes prior to scheduled departure. Customers must be present in the boarding gate fifteen (15) minutes prior to scheduled departure or the posted aircraft departure time. For international flights, customers traveling with or without checked bags must obtain a boarding pass sixty (60) minutes prior to scheduled departure. Customers must be present in the boarding gate twenty (20) minutes prior to scheduled departure or the posted aircraft departure time.

## DOCUMENTATION REQUIREMENTS

For domestic travel, customers over the age of 18 will be required to show a U.S. federal or state-issued photo ID that contains the following information: name, date of birth, gender, expiration date and a tamper-resistant feature. Customers traveling to/from an international destination are required to present proper documentation at the time of check-in. Documents required for travel vary according to citizenship, residency, country of travel, age (for minors), length of stay, purpose of visit, student status, etc. Please check for specific requirements for the country, or countries, you are visiting to make sure you have the correct documents. In addition, Customers traveling to a country other than their country of citizenship or residency are required to hold proof of return or onward travel. Failure to present proper documentation could result in denied boarding.

## ADVICE TO INTERNATIONAL PASSENGERS ON LIMITATION OF LIABILITY

Where a passenger's journey involves an ultimate destination or a stop in a country other than the country of departure, either

the Warsaw Convention and the Hague Protocol, their amendments, and any special contracts of carriage embodied in applicable tariffs that waive Warsaw/Hague limits, or the Montreal Convention may apply to the entire journey including the portion within the countries of departure or destination and, in some cases, may limit the liability of the carrier for death or personal injury, delay, and for loss of or damage to baggage. The Montreal Convention, where applicable, does not impose, and special contracts voluntarily entered into by many carriers, including JetBlue, waive, the Warsaw/Hague limitations for compensatory damages arising out of personal injury or wrongful death caused by an accident, as defined by the applicable treaty. The names of carriers party to the special contracts are available at all ticket offices of such carriers and may be examined upon request.

#### NOTICE OF BAGGAGE LIABILITY LIMITS

For international transportation (including domestic portions) governed by the Montreal Convention, JetBlue's liability for baggage is limited to 1,131 SDRs (see, <http://www.imf.org> for current value) per passenger unless a higher value is declared and an extra charge is paid. For international transportation governed by the Warsaw Convention and the Hague Protocol and their amendments, JetBlue's liability for baggage is limited to \$9.07 per pound for checked baggage and \$400 per passenger for unchecked baggage unless a higher value is declared and an extra charge is paid. Special rules may apply to valuable articles. For domestic transportation, JetBlue's liability for baggage is limited to \$3,300 per passenger. General baggage rules: As set forth more fully in its Contract of Carriage and international passenger rules tariffs, JetBlue will not be responsible for fragile or perishable goods. JetBlue assumes no liability for oversized, overweight or overpacked baggage, or for loss of or damage to baggage parts such as wheels, straps, pockets, pull handles, zippers, hanger hooks or other items attached to baggage. JetBlue will not be responsible for the following items in checked or unchecked baggage: money, jewelry including watches, cameras, camcorders, any type of electronic equipment, including computers, valuable papers or documents and other similar items as described in more detail in the Contract of Carriage.

#### NOTICE OF OVERBOOKING OF FLIGHTS

Although JetBlue does not intentionally overbook its flights, there is a slight chance that a seat will not be available on a flight for which a person has a confirmed reservation. If the flight is overbooked, no one will be denied a seat until airline personnel first ask for volunteers willing to give up their reservation in exchange for compensation of the airline's choosing. If there are not enough volunteers, JetBlue will deny boarding to other persons in accordance with its particular boarding priority. With few exceptions, including failure to comply with JetBlue's check-in deadline (which are available upon request from JetBlue), persons denied boarding involuntarily are entitled to compensation. The complete rules for the payment of compensation and JetBlue's boarding priorities are available at all airport ticket counters and boarding locations. Some airlines do not apply these consumer protections to travel from some foreign countries, although other consumer protections may be available. Check with your airline or your travel agent.