



◀ Travel Agents

Change & Cancellation Policy

Notice

If you make an involuntary or voluntary itinerary change then all associated EMDs and AE must be refunded, as EMDs are not exchangeable. If the customer still wishes to purchase the ancillary on the new itinerary then a new EMD should be issued. If the itinerary does not change then all paid EMDs are non-refundable and the travel agent will be issued a debit memo for improperly refunded EMDs.

Fares

ARC Agencies: ARC allows travel agents to void tickets within one (1) business day of ticketing. Outside of one (1) business day, JetBlue will assess a change penalty fee for all voluntary changes for Blue Basic fares. It is the travel agent's responsibility to properly inform the customers of additional fare collections, restrictions and fees associated with any changes.

BSP Agencies: IATA rules allow travel agents to void tickets until 23:59 local time on the day the ticket was issued. After midnight, JetBlue will assess a change penalty fee for all voluntary changes for Blue Basic fares. It is the travel agent's responsibility to properly inform the customers of additional fare collections, restrictions and fees associated with any changes.

Agencies are not allowed to void a ticket post departure if the customer no showed.

Travel flexibility.

There are no change or cancellation fees on most of our fares, except Blue Basic. Blue Basic fares are subject to a change/cancel fee of \$100 for travel within North America, Central America, or the Caribbean, or \$200 for all other routes. Fare difference and fare rules on date of change apply.

Change/cancel fee amounts

Fare Class

Blue Basic

Blue

Blue Plus

Blue Extra

Blue Refundable

Blue Plus Refundable

Blue Extra Refundable

Mint

Mint Refundable

Tickets left in **open** status are valid for use for one year from the date the original ticket is issued. MCOs are valid for use for one year from the date the MCO is created. At the time of exchanging the original ticket, the change/cancel fee will apply. **Open** tickets and MCOs are fully transferrable.

Tickets cancelled prior to scheduled departure should remain in OPEN status, and can be used within one year from the date the original ticket was issued. Travel can be scheduled beyond the expiration date as long as the open ticket credit is reissued prior to the expiration date.

Note: Once the original ticket is past the expiration date, no new changes can be made to the exchanged ticket.

Nonrefundable fares

For JetBlue nonrefundable fares (Blue, Blue Plus, Blue Extra and Mint), changes or cancellations may be made prior to scheduled departure for the difference in airfare. If a nonrefundable fare (Blue, Blue

Plus, Blue Extra and Mint) reservation is not changed or cancelled prior to scheduled departure, all money associated with the ticket is forfeited. Travel agencies should process their own ticket reissues, as this will allow them to maintain control of the ticket. JetBlue will not be issuing waiver codes for voluntary changes or cancellations and nonrefundable fares should not be submitted for refund via the ARC/BSP settlement process. JetBlue will issue a debit memo in the amount of the fare plus a \$50 Service Charge for any refunds given on nonrefundable fares. Upon payment of the debit memo, travel agency's client(s) will not be entitled to a credit for use on future JetBlue flights.

For all Blue Basic customers, including Mosaics, changes or cancellations may be made prior to day of scheduled departure for the applicable change fee per person, plus any difference in airfare.

Mosaic members

Mosaic members are subject to change/cancel fees when changing or canceling a nonrefundable Blue Basic ticket with the exception of same-day switch fees, which are waived for Mosaics for all fares. (Nonrefundable tickets cannot be refunded to the original form of payment.) Any extras purchased (pet, Even More® Space, etc.) will be refunded if canceled before departure.

- **ARC Agencies:** For cancellations on nonrefundable fares (Blue, Blue Plus, Blue Extra and Mint), the travel agent can cancel the itinerary and leave the ticket in 'OPEN' status for use by the customer at a later date, at which point the appropriate change fee would be applied. Tickets are valid for one year from the date the original ticket was issued.
- **BSP Agencies:** For cancellations on nonrefundable fares (Blue, Blue Plus, Blue Extra and Mint), BSP agencies must leave tickets in 'OPEN' status for use by the customer at a later date, at which point the appropriate change fee would be applied. **Change and cancellation fees should only be collected using the "CP" tax code field on the ticket.** (Note: "CP" is the only accepted tax code for collecting change and cancellation fees. Debit memos will be issued for using non-approved tax codes, including tax code "DU". EMD is not an available option.) Tickets are valid for use up to one year from the date the original ticket was issued.
- **Nonrefundable fares² – exchange with residual value:** When exchanging an **open** ticket that would result in a residual value, you will need to [contact JetBlue](#). JetBlue will perform the ticket exchange for you and will open a Travel Bank account for our common customer to store the applicable residual value. A customer contact email address will be required for this. Travel Bank credits can only be redeemed on jetblue.com, or by calling JetBlue at the above telephone numbers.
- **Nonrefundable fares² – exchange with add/collect:** For ticket exchanges that result in an add-collect, proceed as customary.

Refundable fares

For JetBlue refundable fares, a full refund is permitted only if the flights were cancelled from the PNR **prior to scheduled departure**. Refunds must be processed following industry standard guidelines through ARC or BSP. Flights not cancelled prior to scheduled departure are not eligible for a refund and tickets must remain in OPEN status available for future use. Tickets are valid one year from original ticket issuance date. JetBlue will issue a debit memo in the amount of the fare plus a \$50 Service Charge to agencies that do not follow our refundable fare policy. Upon payment of the debit memo, travel agency's client(s) will not be entitled to a credit for use on future JetBlue flights. Flight changes on refundable fares that occur prior to scheduled departure are not subject to a change penalty; however any increase in airfare must be collected at the time of the exchange.

Government/Military fares

For JetBlue Government/Military fares, changes and cancellations for a full refund are permitted. Such changes are subject to availability and any applicable difference in airfare. If the fare is fully refundable, then a refund can be processed following industry standard guidelines. Find more information about [using government or military fares on JetBlue](#).

Mint®

See [frequently asked questions regarding change/cancellations to JetBlue Mint®](#).

Residual value in an exchange

ARC Agencies: In the event that an exchange from a higher priced fare to a lower fare results in a residual value, the difference can be applied toward the applicable change fee. (NOTE: The change fee must be charged when doing an exchange.) Any remaining residual value can be applied to an MCO. MCOs are valid for one year from the original date of MCO issuance. If the travel agency is unable to apply remaining residual value to an MCO, then that value is forfeited.

BSP Agencies: In the event that an exchange from a higher priced fare to a lower fare results in a residual value, you will need to [contact JetBlue](#). JetBlue will perform the ticket exchange for you and will open a Travel Bank account for our common customer to store the applicable residual value. A customer contact email address will be required for this. Travel Bank credits can only be redeemed on jetblue.com, or by calling JetBlue at the above telephone numbers.

Inadvertent change of ticket status

If you inadvertently change the status of a ticket and need JetBlue to correct it for you, [contact JetBlue](#) assistance. We will evaluate the scenario and determine if we can change the status for you.

Exceptions to change and cancellation fees

Below are exceptions to the cancellation and change policy:

Death

In the event of the death of the ticketed customer, a refund to the original form of payment can be processed for the deceased and any traveling companion(s). The request must be verified with a copy of a death certificate and be submitted within 14 days of flight cancellation. If this is a third-party booking, JetBlue must take over the ticket. Please [contact JetBlue](#) for assistance with these PNRs.

In the event there is a death of an immediate family member of a ticketed customer, JetBlue may consider a fee waiver if the Customer submits a copy of a death certificate, funeral program, or obituary. If this is a third-party booking, JetBlue must then take over the ticket. Please [contact JetBlue](#) for assistance with these PNRs.

If the ticketed customer rebooks his/her flights for later dates, they may submit documentation for change fees to be credited back to TravelBank for use toward a future flight. Please note any increase in airfare will apply. If this is a third-party booking, JetBlue must take over the ticket in this scenario. Please [contact JetBlue](#) for assistance with these PNRs.

Immediate family member is defined as:

- Mother, father, spouse, child, brother, sister, grandparent, great grandparent, grandchild or great grandchild.
- The mother, father, brother, sister, grandparent or great grandparent of the Customer's spouse or Customer's registered domestic partner.
- The Customer's step-relatives (as defined by "immediate family member" above), relatives by adoption, legal dependents, custodial relatives, and registered domestic partners and their children.

[Contact JetBlue](#) for assistance with these PNRs.

Illness

ARC Agencies: In the event a customer is requesting a refund due to them or a family member being seriously ill, JetBlue's policy is that all nonrefundable tickets are nonrefundable. If the customer wishes to cancel their flights, the ticket can remain in 'OPEN' status for use by the customer at a later date, at which point the appropriate change fee would be applied. Tickets are valid one year from the original date of ticket issuance.

BSP Agencies: In the event a customer is requesting a refund due to them or a family member being seriously ill, JetBlue's policy is that all nonrefundable tickets are nonrefundable. If the customer wishes to cancel their flights, the ticket can remain in 'OPEN' status for use by the customer at a later date, at which point the appropriate change fee would be applied. Tickets are valid one year from the original date of issuance.

Mosaic members

Mosaic members are subject to change/cancel fees when changing or canceling a nonrefundable Blue Basic ticket with the exception of same-day switch fees, which are waived for Mosaics for all fares. (Nonrefundable tickets cannot be refunded to the original form of payment.) Any extras purchased (pet, Even More® Space, etc.) will be refunded if canceled before departure.

With the exception of Blue Basic fares, Mosaic members do not pay the change/cancel fee when changing or canceling a nonrefundable ticket. (Nonrefundable tickets cannot be refunded to the original form of payment.) If a Blue Basic fare is changed or cancelled, the fare is forfeited but any Extras purchased (pet, Even More® Space, etc.) will be refunded if canceled before departure.

ARC Agencies: In the event that an exchange from a higher priced fare to a lower fare results in a residual value, place remaining funds in an MCO. MCOs are valid for one year from the original date of MCO issuance. Cancelled tickets can remain in OPEN status for future use within one year from the date of ticket issuance.

BSP Agencies: In the event that an exchange from a higher priced fare to a lower fare results in a residual value, you will need to [contact JetBlue](#). JetBlue will perform the ticket exchange for you and will open a Travel Bank account for our common customer to store the applicable residual value. A customer contact email address will be required for this. Travel Bank credits can only be redeemed on jetblue.com, or by calling JetBlue at the above telephone numbers. Cancelled tickets can remain in OPEN status for future use.

Mosaic waiver code **B6MOSCFE20** should be placed in the Tour Code field. NOTE: If the Tour Code field is already populated with a Corporate discount, the discount text should not be removed. The waiver code can then be placed in the Endorsements field after the populated text noting the fare rules. Do not remove the populated fare rules, or a debit memo will be sent.

If a travel agent isn't sure about their client's Mosaic status, [contact JetBlue](#) and a crewmember will verify the client's status. If the client is not a Mosaic member, a debit memo will be sent.

Nonrefundable tickets in the event of military orders

ARC Agencies: JetBlue will waive change/cancel fees for active members of the military and members of their immediate family traveling on the same itinerary if their travel plans need to be changed or cancelled due to military deployment or transfer. [Contact JetBlue](#) for assistance with these PNRs. The military deployment/transfer must be verified by providing a faxed verification to JetBlue (fax number will be given out by a JetBlue representative) and once verification has been received, the credit will be retained in the original ticket, which may be used for travel at a later date.

BSP Agencies: JetBlue will waive change/cancel fees for active members of the military and members of their immediate family traveling on the same itinerary if their travel plans need to be changed or cancelled due to military deployment or transfer. [Contact JetBlue](#) for assistance with these PNRs. The military deployment/transfer must be verified by providing a faxed verification to JetBlue (fax number will be given out by a JetBlue representative) and once verification has been received, the ticket will remain in 'OPEN' status for use by the customer at a later date, at which point the change fee would be waived.

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1. Travel agencies should check CAT 16 for current change/cancellation fees.
 2. For Blue, Blue Plus, Blue Extra and Mint
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