

Airline Code	Airline	Store Penalty
AA	American Airlines	CP
BE	Flybe	OD
BM	BMI Regional	XP
BR	Eva Air	XP
CA	Air China	OC
CM	Copa Airlines	YR
EK	Emirates	OB
HR	Hahn Air	DU
HU	Hainan	OB
JU	JAT Airways	CP
KC	Air Astana	CP
KQ	Kenya Airways	OA
KM	Air Malta	CP
LA	LAN Airlines	XP
LH	Lufthansa	DU
LX	Swiss International Airlines	DU
ME	Middle East Airlines	XP
MH	Malaysian Airlines	OD
MI	Silk Air	CP
OA	Olympic Air	DU
OS	Austrian	DU
PS	Ukraine International Airlines	CP
SN	Brussels Airlines	DU
SQ	Singapore Airlines	CP
SU	Aeroflot	CP
T4	Trip	YR
TP	TAP Portugal	DU
UA	United Airlines	CP
US	US Airways	CP
VS	Virgin Atlantic	XP
WM	Windward Island Airways	OD
9F	Eurostar	OD

BW CARIBBEAN AIRLINES DU  
 PS SURINAM AIRLINES OD  
 B6 JET BLUE (NOTHING) - SEE PG 2

## Change & cancellation policy

- Fares
- Residual value in an exchange
- Inadvertent change of ticket status
- Exceptions to change/cancellation policy
- Travel agents

### Nonrefundable fares

For JetBlue nonrefundable fares, changes or cancellations may be made prior to scheduled departure for the applicable change fee per person, plus any difference in airfare. If a nonrefundable 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.

ARC Agencies: For cancellations on nonrefundable fares, 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. A second option would be to exchange the value of the ticket less the change/cancellation fee to an MCO. Tickets are valid one year from the original date of issuance.

BSP Agencies: Beginning November 1, 2014, for cancellations on nonrefundable fares, 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. Tickets are valid for use up to one year from the original date of issuance. (NOTE: Creating EMDs will not be an available option until early 2017. Also, BSP agencies are NOT to collect the change/cancellation fee as a DU tax, as this will result in a debit memo.)

### 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. 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.