

# TRUEBLUE FACT SHEET

## JetBlue's Loyalty Rewards Program

JetBlue believes its loyalty program should reward customers' loyalty – not mileage – and be easy to understand. TrueBlue allows members to earn Award Travel, access special features on jetblue.com and be among the first to hear about JetBlue's great deals and news.

Points add up fast and the points you earn are yours to keep. **No expiration. No blackout dates. Period.**

## Earn points on flights

TrueBlue members earn 3 points per dollar spent. And when you book a flight on jetblue.com, you earn double double – at least 6 points per dollar spent. TrueBlue points can also be earned on:

- Even More® Space seats, **200 pts.**
- Jet with your pet, **300 pts.**
- JetBlue Getaways vacation packages, **6 pts. per dollar**

BLUE	PLUS	FLEX	MINT
<b>3 BONUS POINTS</b> per dollar spent on jetblue.com	<b>4 BONUS POINTS</b> per dollar spent on jetblue.com	<b>5 BONUS POINTS</b> per dollar spent on jetblue.com	<b>3 BONUS POINTS</b> per dollar spent on jetblue.com
For example, on a \$300 fare, earn			
<b>1,800 points</b>	<b>2,100 points</b>	<b>2,400 points</b>	<b>1,800 points</b>

## Family Pooling

Family Pooling is a unique way to earn and collect TrueBlue points with those nearest and dearest to you! Families consist of up to 2 adults (21+) and up to 5 children (under 21). A "family" is however you define it: immediate/extended family, friends, roommates, or that cute guy or girl at the laundromat. It's up to you!

**Combining** your TrueBlue points together as a family makes earning points easier and faster. You'll be able to **contribute** points to the family account upon joining Family Pooling initially and with each future transaction for zero transfer fees.

You can easily **track** your family's point progress, and soon enough, the Head of Household can redeem those Family Pooling points for Award Flights, JetBlue Getaways vacation packages or that dream trip on your family's Wishlist!

## Collect, Connect and Compete with Badges

Collect badges and get rewarded for JetBlue-related activities like flying, interacting with partners and getting social. The more loyal you are, the more badges you earn and the more bonuses you get.

# TrueBlue Mosaic

We treat loyalty like royalty! You can qualify for TrueBlue Mosaic by flying **30 segments, plus 12,000 base flight points** within a calendar year or earning **15,000 base flight points** within a calendar year.

<b>1 YEAR</b>	<b>30</b> SEGMENTS + <b>12,000</b> FLIGHT POINTS	OR	<b>1 YEAR</b>	<b>15,000</b> FLIGHT POINTS
---------------	--	----	---------------	--------------------------------

Once earned, Mosaic status and the benefits that come along with it begin immediately and are kept through the end of the following calendar year. TrueBlue Mosaic benefits include:

 <b>Be fee free</b> JetBlue change and cancellation fees will be waived for Mosaic members and others on their itinerary in addition to priority re-accommodation. <sup>1</sup>	 <b>1<sup>st</sup> and 2<sup>nd</sup> bag free</b> You and others on your itinerary can check both the first and second bag for free - no matter which fare option you choose! <sup>2</sup>	 <b>Even More<sup>®</sup> to love</b> We give you 15,000 bonus points upon qualifying for Mosaic – now redeem those points for Even More Space seats at significantly reduced rates. <sup>3</sup>	 <b>Even More<sup>®</sup> Speed</b> Cut down on the time it takes to get to your gate with complimentary access to an expedited security line.
 <b>Early boarding</b> Be among the first to board and get early access to overhead bin space.	<b>PTS<sup>+</sup></b> <b>Bonus points</b> Earn an additional 3 TrueBlue points per dollar on your JetBlue flight, for at least 9 points per dollar if you book on jetblue.com. <sup>4</sup>	 <b>Dedicated customer service line</b> Access to a dedicated Customer Service Line available 24/7.	 <b>Fly in good spirits</b> Enjoy complimentary alcoholic beverages onboard. <sup>5</sup>

## Terms & Conditions

<sup>1</sup>Members with a valid TrueBlue Mosaic badge will not pay the applicable JetBlue change/cancellation fee when they change or cancel their JetBlue flight or JetBlue Getaways vacation reservation booked directly with JetBlue. The change/cancel fee will also be waived for any traveler on the same reservation as the Mosaic member; the change/cancel fee for any other traveler not on that same reservation will still apply. For changes, a flight fare increase or Getaways package price increase may apply, and for Getaways, other Travel Supplier change or cancellation fees may still apply. For bookings made with an entity other than JetBlue, booking agent fees, other third party fees and/or JetBlue third-party booking change/cancel fees may still apply. The Mosaic member must pay all applicable fees and/or any increase in fare or package price at time of change or cancellation or when required by the party assessing the fee.

<sup>2</sup>Weight and size limits and exceptions for itineraries including flights marketed or operated by other airlines apply.

<sup>3</sup>15,000 bonus points are only awarded to members who qualify for Mosaic by earning 15,000 base flight points or 12,000 base flight points + flying 30 segments on JetBlue flights within a calendar year.

<sup>4</sup>Members will earn three (3) points per dollar spent on any individual flight operated by JetBlue. If those JetBlue operated flights are booked directly on www.jetblue.com, members can earn bonus points depending on the fare option selected as follows: members who have purchased a Blue fare can earn an extra three (3) bonus points per dollar for a total of six (6) points per dollar, members who have purchased a Blue Plus fare can earn an extra four (4) bonus points per dollar for a total of seven (7) points per dollar and members who have purchased a Blue Flex fare can earn an extra five (5) bonus points per dollar for a total of eight (8) points per dollar. Members who have purchased a Mint fare can earn an extra three (3) bonus points per dollar for a total of six (6) points per dollar, if those JetBlue operated flights are booked directly on www.jetblue.com. TrueBlue Mosaic members will earn an additional three (3) TrueBlue points per dollar spent. Points will be earned on the base fare of the flight only. Points will not be earned on government taxes/fees or other fees or charges (e.g., travel insurance, change/cancel fees, etc.). All TrueBlue points are subject to the TrueBlue program Terms and Conditions.

<sup>5</sup>Not available on flights operating with express or no inflight service (flights under 340 miles) or where prohibited by law. Must be 21 years of age or older to consume alcohol. Applies only to the qualified Mosaic member and may not be transferred.