

The latest on our coronavirus response.

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Hello, Mindy,

As the coronavirus situation evolves, the safety of our crewmembers and customers is paramount. We're working hard to do everything we can to be prepared and address your concerns.

We are:

- Increasing the rigor of cleaning and sanitizing procedures on our aircraft.
- Disinfecting common surfaces inside our airport terminals more frequently.
- Making hand sanitizer available in our airports and disinfecting wipes available on board, upon request.
- Temporarily suspending onboard hot towel service.

We have partnered with federal agencies and hired our own medical expert to ensure we implement best practices from U.S. and other global health authorities. This includes promoting handwashing and healthy hygiene practices among our community of crewmembers and customers.

We also want to ensure you can book new travel with confidence. As such, we're extending our temporary policy of no change or cancellation fees. This applies to bookings made 3/6-3/31 for travel through 9/8/20 across all fares (Blue, Blue Basic, Blue Plus, Blue Extra and Mint) and all JetBlue destinations. If you need to cancel your travel plans, we'll credit the full amount as a JetBlue travel credit that's valid for one year. Fare differences may apply for changes. Please visit our [blog](#) for more info.

Have questions about coronavirus? Visit the Centers for Disease Control [website](#).

Thanks, as always, for your continued loyalty. We look forward to seeing you on board again soon.

Best regards,



Don Uselmann  
Vice President, Loyalty



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