



## Help

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#### Changes & Cancellations

For quick and easy changes or cancellations to existing reservations, please visit [jetblue.com](http://jetblue.com) and click on [Manage your flights](#).

For JetBlue Nonrefundable Fares, changes or cancellations may be made prior to scheduled departure for a fee of \$100 per person plus any applicable difference in airfare. Any remaining balance will be placed in a JetBlue air-only credit and may be applied toward future travel for one year from date of issuance. If a nonrefundable reservation is not changed or cancelled prior to scheduled departure, all money associated with the reservation is forfeited.

For JetBlue Refundable Fares, changes and cancellations for a full refund are permitted prior to scheduled departure. Such changes are subject to availability and any applicable difference in airfare. If a refundable reservation is not changed or cancelled prior to scheduled departure, all money associated with the reservation will be placed in a JetBlue air-only credit and may be applied toward future travel for one year from date of issuance.

Changes or cancellations made by calling our Reservations team will require you to have your confirmation number or the name of the customer and the credit card number that was used to make the reservation. Changes or cancellations made online will require the confirmation number, last name, credit card number and the origin and destination cities. Customers with hearing or speech impairments can call our toll-free TTY/TDD telephone number, 1-800-336-5530.

#### Same Day Flight Change

##### Cities with Multiple Flights a Day

You can make your confirmed same day changes via 1-800-JETBLUE (TTY/TDD TTY/TDD 1-800-336-5530) or at the airport beginning at midnight (in the time zone of the departing flight) of the same calendar day as your original scheduled flight.

You must travel on an earlier or later flight the same-day.

You must travel between the same city pairs.

A Same-Day Change Fee of \$40 per person will be applied for your confirmed seat.

**Cities with One Flight a Day** The same-day change program is not available for cities with one flight a day.

#### Standby Travel

In order to travel standby, you must have already purchased a seat on JetBlue.

##### Cities with Multiple Flights a Day

You may list standby at the Airport within 24 hours of your original flight.

You are allowed to travel on the flight prior to your original flight only, regardless of whether it is a non-stop or connecting flight.

You must travel between the same city pairs (specifically, the origin and final destination BlueCity).

This option is free of charge.

If you are booked on the first flight of the day you cannot fly standby on the last flight the day before. However, you may jet standby one flight after your scheduled flight.

##### Cities with One Flight a Day

You may list standby at the Airport as early as the day prior to your original flight.

You are allowed to travel one day prior to your original flight only.

You must travel between the same city pairs.

This option is free of charge.

Standby travel is based on seat availability and is not guaranteed.

#### Changing Your TruePass

Changes may be made to your True Pass by calling our Reservations team for a fee of \$100 per person if an Award seat is available.

Cancellations are not permitted once you have booked a flight using your TruePass(es).

#### Name Changes

Name changes are not permitted. If you will not be traveling and would like someone else to use your ticket, you may cancel your reservation for a fee of \$100 per person and the remaining amount will be placed into a JetBlue credit good for one year. To cancel your reservation online now, click here: [Cancel my reservation](#)

Your JetBlue credit will be accessed through your Travel Bank Account.

JetBlue credits may be used towards a JetBlue Airways reservation or JetBlue Getaways vacation package.

JetBlue Airways credits may not be used towards ShopBlue merchandise.

#### Information on mobile.jetblue.com

Customers no longer have to call and wait in queue when on the go anymore! mobile.jetblue.com should help with most needs -- book a flight, check your flight status, or check-in for your flights from your BlackBerry, cell phone, or other handheld wireless device.

#### Changes or Cancellations to Groups/Meetings Bookings

Changes and cancellations made to Groups/Meetings bookings must be done over the phone by calling the Groups Desk, 1-888-538-2583, option 2, Monday through Friday from 7:00 a.m. until 5:30 p.m. MT. Customers with hearing or speech impairments can call our toll-free TTY/TDD telephone number, 1-800-336-5530.

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Did this help answer your question?

[Yes, it did.](#) [No, it did not.](#) [Try A New Search](#)