



JetBlue Airlines Accommodations

(taken directly from the JetBlue Airline's website)

JetBlue's guidelines for customers with special needs

Customers with special needs

We will not refuse transportation to anyone on the basis of a disability. An individual with a disability is defined as any individual who has a physical or mental impairment that on a permanent or temporary basis, substantially limits one or more major life activities. Examples include, but are not limited to: hearing or speech impaired, visually impaired, mentally challenged, and non-ambulatory. Additional information on JetBlue's travel guidelines can be found in the JetBlue Airways Contract of Carriage, which is also available at a JetBlue airport ticket counter. Please click on the link below to view the JetBlue Airways Contract of Carriage.

Accommodations for customers using wheelchairs

Wheelchairs, scooters, and assistive devices on JetBlue

We transport all types of personal wheelchairs including folding, collapsible or non-folding manual wheelchairs, battery-powered wheelchairs and scooters, and other assistive devices. Battery-powered wheelchair batteries, both spillable and non-spillable, are not permitted in the cabin.

Batteries used for assistive devices are required to be non-spillable, and the outer packaging must be plainly and durably marked "NONSPILLABLE" or "NONSPILLABLE BATTERY". If a battery is not labeled non-spillable, crewmembers must treat the battery as a spillable battery. Crewmembers will apply the acceptance procedures for spillable batteries as required under the FAA safety regulations.

In addition to collapsible assistive devices which can safely fit in an overhead compartment or under a customer's seat, one folding, collapsible or break-down wheelchair per flight may be stowed onboard the cabin. This is determined on a first-come, first-served basis at time of check in.

Alternatively, JetBlue will accept such items as checked baggage at the ticket counter and/or gate. Checking and returning of personal wheelchairs at the gate area upon arrival can be arranged. Detachable items such as seat cushions and foot rests can be carried onboard.



Wheelchair availability at airports

We have wheelchairs available for use at each of our airports.

At your destination airport, we can provide deplaning assistance and have your personal wheelchair available at the gate or baggage claim area, whichever is preferred. If you choose to have your wheelchair delivered at the baggage claim, we will provide wheelchair service to that area.

If you're booking a reservation online and need a wheelchair at the airport, please call our Reservation team so we can request the wheelchair for you in advance.

Availability of Aisle Chairs

Every JetBlue aircraft, as well as every JetBlue gate area, has available a specially designed wheelchair for our non-ambulatory Customers to use in reaching their seat when boarding and deplaning our aircraft.

These wheelchairs are referred to as "aisle chairs" because they fit the aisle of our aircraft and may be used by Customers to move to and from the restroom. The aislechair is 27"l x 42"h x 15"w. The aisle chairs on the Airbus A320s have a weight limit of less than 300 pounds, and the aisle chairs on the EMBRAER 190s have a weight limit of less than 221 pounds. While the aisle chair provides accessibility to the entrance of the restrooms, it does not provide accessibility in the interior of the restrooms.

Our Inflight Crewmembers are trained to assist Customers and will provide assistance in moving to and from the aircraft lavatory. However, Inflight Crewmembers are not required to carry or assist Customers with eating or personal hygiene.

Wheelchair storage

We can store one folding, collapsible, or break-down wheelchair in the cabin of each aircraft.

This is provided to one customer per flight on a first-come, first-served basis at the time of check in. If the folding wheelchair is battery operated, we will remove the battery and store it in the cargo area. A wheelchair cannot be stowed in the cabin with the battery attached. Battery-powered wheelchair batteries, both spillable and non-spillable, are not permitted in the cabin.

Upon arrival in your destination city, we will need to wait until all customers have deplaned before we can bring your wheelchair to the front of the aircraft.



You also have the option of stowing your wheelchair in the forward cargo area. Should you choose to stow your wheelchair in the forward cargo area it will be one of the first items brought to the jetbridge upon arrival.

You may decide which stowage option works best for you prior to check in.

Storing your wheelchair batteries

Batteries must be identified as either spillable or non-spillable so that our crewmembers may establish correct handling procedures for dangerous goods.

Wet-cell batteries are considered spillable. If your wheelchair uses a spillable battery, it may remain attached to the wheelchair with the cables disconnected only if the wheelchair can be securely stowed in an upright position. If the wheelchair cannot be stowed upright, we will remove the battery and transport it in a separate container.

If there are obvious signs of damage (cracks in the casing) or leakage (dripping acid), the battery must be refused.

Dry-cell and gel-cell batteries are considered non-spillable. Wheelchair batteries that are non-spillable do not need to be removed from the wheelchair, but the cables will be disconnected.

If a folding battery-powered wheelchair is being stored in the cabin, the battery will need to be removed from the wheelchair and loaded in the cargo area.

You may bring as many spare batteries as required to operate your wheelchair. For example, if your wheelchair uses two batteries, then you may bring two spare batteries in addition to the two that are being used.

Boarding the aircraft

If you need to board the aircraft from your wheelchair, we offer either aircraft door level entry via a jetbridge or a wheelchair lift when a jetbridge is not available.

We have a wheelchair onboard for your use while in the aircraft.

Our Inflight crewmembers are trained to assist customers and will provide assistance in moving to and from the aircraft restroom.

Onboard accessibility to restrooms

Aisle chairs onboard the aircraft provide accessibility to the entrance of the



restrooms, but the aisle chair cannot be taken into the restroom. The interior of each restroom is equipped with grab bars and accessible faucet handles.

Inflight crewmembers may help customers get to and from the restroom.

Service animals and emotional support animals on JetBlue flights

Service Animals on JetBlue

JetBlue welcomes service animals in the cabin, at no charge. JetBlue will accept free of charge one service animal per qualified individual with a disability. If a customer has more than one service animal, JetBlue will try to accommodate the additional animal. However, you may have to purchase a second seat so that the animals can be accommodated in accordance with FAA safety regulations or wait until a seat on a later flight if the animals cannot be accommodated together at a single passenger seat.

The service animal(s) may not obstruct an aisle or any other area used for an emergency evacuation. While the service animal typically should remain on the floor, if the animal is small and well-behaved, circumstances may permit the animal to remain in your lap during all stages of flight.

Service animals in training are not accepted.

Although a harness, tag or other identification may be helpful for our crewmembers in confirming that the animal is a service animal, JetBlue will accept credible verbal assurance from the qualified individual with a disability using the service animal. If credible verbal assurances are not provided, JetBlue may request documentation as a means of verifying that the animal is a service animal.

If you are traveling with an emotional support animal, please see below.

If traveling with a service animal to the Dominican Republic, Bermuda, Aruba or the Bahamas, please read additional documentation requirements below.

Emotional Support Animals on JetBlue

We welcome emotional support animals used for emotional well being in the cabin at no charge. We will accept free of charge one emotional support animal. If a customer has more than one emotional support animal, we will try to accommodate the additional animal. However, you may have to purchase a second seat so that the animals can be accommodated in accordance with FAA



safety regulations or wait until a seat on a later flight if the animals cannot be accommodated together at a single seat.

The emotional support animal(s) may not obstruct an aisle or any other area used for an emergency evacuation. While the emotional support animal typically should remain on the floor, if the animal is small and well-behaved, circumstances may permit the animal to remain in your lap during all stages of flight.

An emotional support animal must be accompanied by documentation from a physician, mental health professional or vocational health manager stating the following: that you have a mental health related disability and having the animal on the aircraft is necessary, that the individual providing the assessment is a licensed mental health professional, and that the you are under the care of the individual providing the documentation. The documentation may not be more than one year old.

Certain unusual emotional support animals (i.e. snakes, other reptiles, ferrets, rodents and spiders) pose unavoidable safety and/or public health concerns and will not be allowed to fly with us. The release of such an animal in the aircraft could result in a direct threat to the health or safety of customers and crewmembers.

If traveling with a emotional support animal to the Dominican Republic, Bermuda, Aruba or the Bahamas, please read the additional documentation requirements below.

Flights to the United States

It is necessary for Customers traveling with service animals/emotional support animals to the U.S. to have the following documents:

Dogs

Dogs more than three months of age must be accompanied by a valid rabies vaccination certificate that includes the following information:

- The breed, sex, age, color, markings, and other identifying information.
- A vaccination date at least 30 days before entry.
- The vaccination expiration date. If not shown, the date of vaccination must be within 12 months of date of entry.
- The signature of a licensed veterinarian.

If the dog is not accompanied by the certificates described above, it may be admitted into the U.S. provided that the Customer completes a confinement agreement. The dog must be kept in confinement during transit to, and be



vaccinated within four days of arrival at the U.S. destination and must remain in confinement for at least 30 days after the date of vaccination.

A dog less than three months of age may be admitted provided the Customer completes a confinement agreement. The dog must be kept in confinement during transit and at the U.S. destination until it is vaccinated at three months of age and for at least 30 days after vaccination.

Cats

Although proof of rabies vaccination is not required for cats entering the U.S., it is recommended by most state and local health authorities.

On departure from the Dominican Republic, customers traveling with service animals/emotional support animals must obtain a health certificate from the Department of Animal Health, Tel. 1-809-542-0132, valid for 72 hours.

Flights to Aruba

All animals arriving in Aruba are required to be accompanied by a veterinarian health certificate issued at point of origin. The health certificate should be issued a maximum of 14 days prior to arrival. In addition, dogs and cats are required to have a rabies vaccination certificate which should be issued 30 days or less prior to arrival.

Prohibited (also in transit):

1. Dogs and cats from South and Central America, Cuba, Haiti, and the Dominican Republic that transit the United States on their way to Aruba.
2. Monkeys from South America

Animals arriving without proper documentation will be refused entry and will be immediately returned to the country of origin. There are no quarantine facilities for live animals in Aruba.

Flights to the Bahamas

For customers traveling with service animals/emotional support animals to the Bahamas, an import permit is required from the Ministry of Agriculture, Trade and Industry (Nassau). The permit is valid for 90 days from the date of issue. Applications for such permits, stating the kind of animal, breed, age, sex and country of embarkation, must be made in writing. There is no processing fee for service animals. This import permit must be obtained prior to arrival in the Bahamas and requires a minimum of 48 hours for processing.

The Bahamas Humane Society Phone: 1-242-325-6742



Emergency after-hours phone: 1-242-323-5138

Flights to Bermuda

JetBlue will accept service animals/emotional support animals for transportation to/from Bermuda. All animals arriving in Bermuda are required to be accompanied by health documents as well as an Import Permit issued in advance by the Bermuda Department of Environmental Protection.

The actual application for an Import Permit should be made no more than 10 days prior to arrival in Bermuda. The animal's health certificate should be no more than 10 days old when the animal arrives.

Animal owners who bring their animal(s) for a short stay in Bermuda may be asked to place a refundable deposit on duty. This will be at the discretion of the Bermuda Customs officer. Animals arriving without proper documentation will be refused entry and will be immediately returned to the country of origin or destroyed, at the owner's expense, as there are no quarantine facilities in Bermuda.

Bermuda Department of Environmental Protection: 1-441-236-4201

Fax number for animal imports: 1-441-232-0046

Email for animal imports: animals@gov.bm

Flights to the Dominican Republic

It is necessary for customers traveling with service animals/emotional support animals to the Dominican Republic to submit to the Department of Animal Health the following documents:

Cats and dogs only:

Health certificate issued within 15 days prior to arrival by a competent veterinarian in country of origin, stating that animals are in good health and coming from an area free from serious diseases during the last three months. They must be vaccinated within a period of more than one month and less than one year prior to arrival.

- For cats - Anti rabies vaccine certificate
- For dogs - Anti rabies vaccine, triple vaccine (distemper, leptospirosis, hepatitis) and parvo-virus vaccine certificates.

Non-compliance with these regulations will result in destruction or deportation of animals to country of origin at the customer's expense. Quarantine facilities



are not available at STI.

On departure, customers are to obtain a health certificate for their animal at the Office of Animal Health. This certificate will be valid for 72 hours and will be needed for the next port of call.

Assistive Devices on JetBlue flights

Assistive devices as carryons or checked baggage

There is no limit to the amount of assistive devices you can bring onboard the aircraft. Assistive devices will not be considered as part of the carryon limit; however, they are subject to carryon size and weight restrictions.

Assistive devices include canes, walkers, etc. Most assistive devices will fit in the overhead bins. If not, we can gate-check it, and it will be one of the first items brought to the jetbridge. You may also request to pick it up at baggage claim.

JetBlue will accept assistive devices with batteries as checked baggage as well as onboard the cabin. Assistive devices with batteries include respirators, portable oxygen concentrators and ventilators. JetBlue will allow qualified individuals with a disability who are using personal respirators/ventilators to bring their equipment, including non-spillable batteries onboard the aircraft.

Batteries used for assistive devices are required to be non-spillable and the outer packaging must be plainly and durably marked "NONSPILLABLE" or "NON-SPILLABLE BATTERY." If a battery is not labeled non-spillable, crewmembers must treat the battery as a spillable battery. Crewmembers will apply the acceptance procedures for spillable batteries as required under the FAA safety regulations.

Reporting disability-related problems

Complaint Resolution Official (CRO)

If you encounter problems while traveling on JetBlue, feel free to ask our JetBlue Customer Service crewmember for a Complaint Resolution Official (CRO).

Our CROs have been specially trained in sensitivity and awareness, as well as applicable Federal Aviation Administration (FAA), Department of Transportation (DOT), Air Carrier Access Act (ACAA) and Americans with Disabilities Act



(ADA) regulations and legislation. They will be glad to respond to your concerns.

Our CROs are available during operating hours at all airport locations.

U.S. Department of Transportation (DOT) Address and Phone Number

Any customer believing that JetBlue has violated any provision of Title 14, Code of Federal Regulations, Part 382, may file a formal complaint under the applicable procedures of 14 CFR Part 382.65 at the following address:

Department of Transportation Aviation
Consumer Protection Division/C-75400
7th Street, SW
Washington, D.C. 20590
1-202-366-2220

U.S. Department of Transportation Disability Hotline

If you have experienced time-sensitive, disability-related air travel service problems that require immediate attention, you may call 1-800-778-4838 (voice) or 1-800-455-9880 (TTY) to obtain assistance.

This hotline also provides general information about the rights of air travelers with disabilities and provides printed consumer information upon request.

The hotline is available from 7:00 a.m. until 11:00 p.m. ET, seven days a week. Effective October 1, 2006, the hours will change to 7:00 a.m. until 5:00 p.m. ET, Monday through Friday, except holidays.

Reporting disability-related problems

Complaint Resolution Official (CRO)

If you encounter problems while traveling on JetBlue, feel free to ask our JetBlue Customer Service crewmember for a Complaint Resolution Official (CRO).

Our CROs have been specially trained in sensitivity and awareness, as well as applicable Federal Aviation Administration (FAA), Department of Transportation (DOT), Air Carrier Access Act (ACAA) and Americans with Disabilities Act (ADA) regulations and legislation. They will be glad to respond to your concerns.

Our CROs are available during operating hours at all airport locations.



U.S. Department of Transportation (DOT) Address and Phone Number

Any customer believing that JetBlue has violated any provision of Title 14, Code of Federal Regulations, Part 382, may file a formal complaint under the applicable procedures of 14 CFR Part 382.65 at the following address:

Department of Transportation Aviation
Consumer Protection Division/C-75400
7th Street, SW
Washington, D.C. 20590
1-202-366-2220

U.S. Department of Transportation Disability Hotline

If you have experienced time-sensitive, disability-related air travel service problems that require immediate attention, you may call 1-800-778-4838 (voice) or 1-800-455-9880 (TTY) to obtain assistance.

This hotline also provides general information about the rights of air travelers with disabilities and provides printed consumer information upon request.

The hotline is available from 7:00 a.m. until 11:00 p.m. ET, seven days a week. Effective October 1, 2006, the hours will change to 7:00 a.m. until 5:00 p.m. ET, Monday through Friday, except holidays.