
From: JetBlue Info <[REDACTED]>
Sent: Saturday, December 22, 2012 5:07 PM
To: [REDACTED]
Subject: Apology from JetBlue

<http://www.jetblue.com/default.asp?source=EMBLUEPERIOD_logo>
<<http://img.ed4.net/jetblue/images/IMG/clearpix.gif>>
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D=an [REDACTED]

We sincerely apologize for the inconvenience you experienced on JetBlue Flight #1085. We understand how challenging it is when your travel plans are disrupted.

As a gesture of apology and goodwill, each person on this flight will be issued a service credit in the amount of the round-trip fare paid (or the one-way fare, doubled, excluding taxes and fees). Note: If you're traveling on a TrueBlue award, you will receive a \$200 service credit.

- * The credit will be placed in your JetBlue Travel Bank and may be used anytime during the next 12 months for another JetBlue flight.
- * You will receive an email within two weeks regarding your service credit.
- * If you do not receive an email with the details of your credit, please call us within two months at 1-800-JETBLUE (538-2583) and have your confirmation number available in order to get information on how to find and use your credit.

If you are a JetBlue Getaways customer, please call 1-800-JETBLUE (538-2583) option #3 for assistance.

Our goal is to offer you the best in air travel. We look forward to welcoming you onboard again and giving you a renewed JetBlue experience.

Sincerely,

Nannette Ford
Director, Customer Support
JetBlue Airways

Privacy date-sent 1356196032 flags 8623750401 original-mailbox imap://sarahk525@mail.mac.com/INBOX remote-id 51317 subject Apology from JetBlue
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