

JetBlue Skies Monthly News | August 2024

JetBlue Expands its Presence in Mexico with New Flights to Tulum

JetBlue has officially launched service between New York's John F. Kennedy International Airport (JFK) and Tulum's Felipe Carrillo Puerto Tulum International Airport (TQO). Tulum service will operate daily, making this JetBlue's third destination in Mexico, where it also serves Cancun and Los Cabos.

Visit
Tulum

You can fly with JetBlue from London, Dublin, and Edinburgh and connect via JFK daily or plan an overnight stay in New York. It has never been easier to experience the culture and beauty of Tulum.

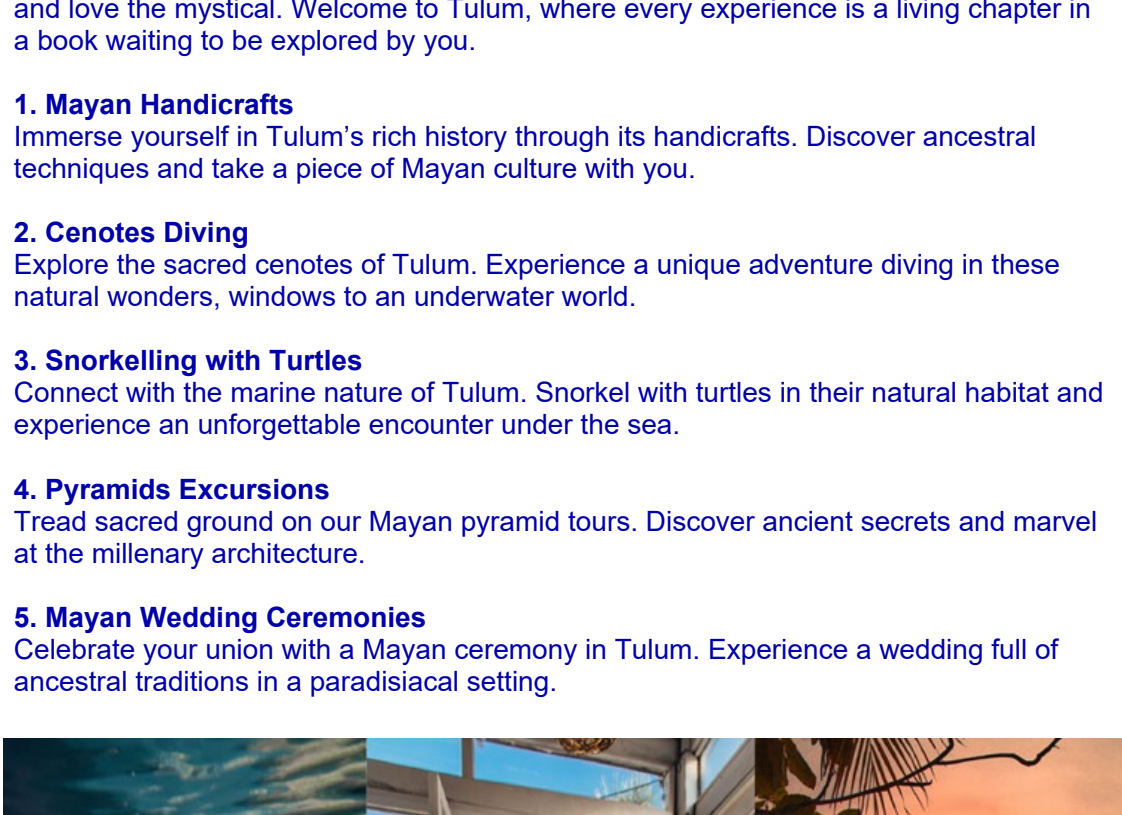
Discover Tulum with JetBlue

Schedule between New York (JFK) and Tulum (TQO)

Daily service starting June 13 *all times local

JFK - TQO Flight #2879	TQO - JFK Flight #2880
7:55 a.m. – 11:15 a.m.	12:45 p.m. – 5:55 p.m.

Discover Tulum, Mexico



Tulum, a paradise shrouded in the mystery of the ancient Mayan civilization and surrounded by the crystalline waters of the Caribbean, invites you to discover its essence through five unforgettable experiences. From the depths of its cenotes to the ancestry of its rituals, each activity is a doorway to authenticity and adventure. Get ready to immerse yourself in a journey that will connect you with history, culture, and nature in its purest state. Explore the authentic, dive in now, swim free, discover secrets, and love the mystical. Welcome to Tulum, where every experience is a living chapter in a book waiting to be explored by you.

1. Mayan Handicrafts

Immerse yourself in Tulum's rich history through its handicrafts. Discover ancestral techniques and take a piece of Mayan culture with you.

2. Cenotes Diving

Explore the sacred cenotes of Tulum. Experience a unique adventure diving in these natural wonders, windows to an underwater world.

3. Snorkelling with Turtles

Connect with the marine nature of Tulum. Snorkel with turtles in their natural habitat and experience an unforgettable encounter under the sea.

4. Pyramids Excursions

Tread sacred ground on our Mayan pyramid tours. Discover ancient secrets and marvel at the millenary architecture.

5. Mayan Wedding Ceremonies

Celebrate your union with a Mayan ceremony in Tulum. Experience a wedding full of ancestral traditions in a paradisiacal setting.



Pointing Your Clients in the Right Direction

Below is some advice provided in case customers need to reach out, especially for post-travel questions, concerns, or complaints. Passengers or agents can reach out to these resources:

- **Contact Us Page:** Visit JetBlue Contact Us for a full knowledge base of answers. You can also click to chat live with a customer service representative by scrolling down to the bottom of the page. <https://www.jetblue.com/contact-us>

Get the info you're looking for right now

Schedule changes

Refunds

Delayed/cancelled flight help

See all help topics

Request a receipt

Customer Bill of Rights

Search for answers



- **UK Compensation Guidelines:** For delays and cancellations, visit JetBlue Customer Assurance. Scroll down the page to find the section where you can submit a claim form. <https://www.jetblue.com/customer-assurance/customer-service-plan>

Originating in the EU/U.K./Guadeloupe or going to/from Canada

If you were traveling on a confirmed reservation from the European Union (or a European Community Member State), U.K., or Guadeloupe on a JetBlue-operated flight, or to/from Canada on a JetBlue operated flight, and the flight was delayed or cancelled, or you were denied boarding, you may be entitled to benefits or recovery under [EC Regulation 261/2004](#), [UK 261](#) or [Canadian Traveler Rights](#) in lieu of benefits or compensation provided under this Plan. Customers denied boarding on the basis of health, safety, security or other reasons provided in Sections 24.F and 27.D of the [JetBlue Contract of Carriage](#) may not be entitled to these rights. Please [submit this claim form](#) if you believe you're eligible.

If you were traveling on a confirmed reservation to/from Canada on a JetBlue operated flight and you are denied boarding, your flight is cancelled or delayed for at least two hours, or your baggage is lost or damaged, you may be entitled to certain standards of treatment and compensation under the [Air Passenger Protection Regulations](#). For more information about your passenger rights please [contact us](#) or visit the Canadian Transportation Agency's website.

- **Baggage Claims:** Submit any baggage claims or check for lost/found items at JetBlue Baggage Claims. <https://www.jetblue.com/help/bag-claims>

JetBlue Makes Summer Getaways to Boston a Breeze!

As the summer sun warms the city streets, there's no better time to explore the vibrant heart of Massachusetts than now. With JetBlue's daily direct flights from London Heathrow and Gatwick, your dream Boston summer adventure is just a flight away!

Discover Boston's Summer Charms

Boston's summer is a treasure trove of experiences waiting to be discovered. From the historic cobblestone streets echoing tales of the American Revolution to the modern vibrancy of the Seaport District, every corner of the city promises a unique story. Your Bucket List Awaits - Inspired by the "Meet Boston's Summer Bucket List," we've curated a selection of must-visit spots to add to your itinerary:

Sail the Boston Harbor: Embark on a sightseeing sailing tour and let the ocean breeze guide you through the city's maritime wonders.

Indulge in Seafood Delights: Savor the taste of summer with fresh lobster rolls and clamcakes at iconic eateries like Neptune Oyster and Yankee Lobster.

Outdoor Concerts and Movies: Enjoy Boston's cultural scene with free concerts and movies at the Hatch Shell on the Esplanade.

Explore the Great Outdoors - Take a leisurely stroll through the Boston Public Garden or venture out to the Harbor Islands.

Seamless Travel with JetBlue

JetBlue ensures your journey to Boston is as enjoyable as the destination itself. With their award-winning service, ample legroom, and complimentary snacks and beverages, you'll arrive refreshed and ready to dive into your summer bucket list.

Don't let this summer pass you by. Book your direct flight with JetBlue today and experience the best of Boston!

Check out more this summer -

We hope you're as excited as we are about the endless possibilities that await in Boston this summer. For more information and to start planning your trip, visit [Boston Summer Bucket List](#) (meetboston.com)

JetBlue Gives Blue Basic a Boost for domestic Travellers

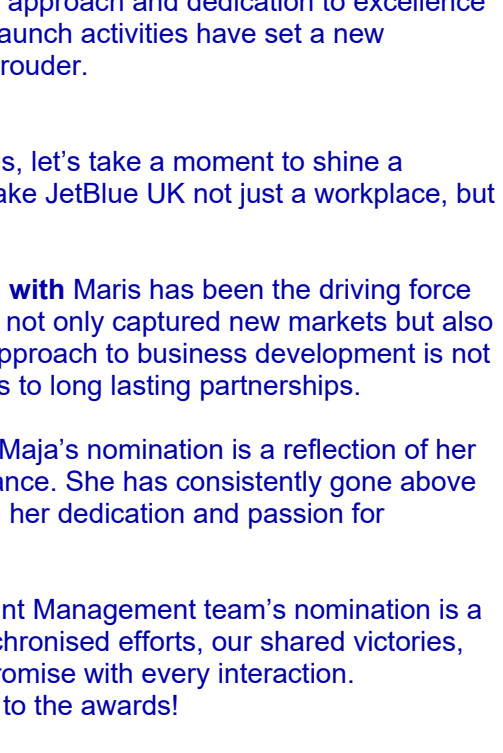
Starting September 6, 2024, JetBlue is enhancing its Blue Basic fare by including a complimentary carry-on bag, in addition to one small personal item. This change makes JetBlue's basic economy offering one of the best values in the industry for budget-conscious travellers. Along with the new carry-on allowance, all fares, including Blue Basic, will continue to offer JetBlue's award-winning service, featuring the most legroom in coach, seatback entertainment, and fast, free, unlimited Fly-Fi on all flights. This update ensures that JetBlue remains a top choice for travellers seeking both value and quality.

Learn more

Team Take Over with Aimee - Direct Flights to Your Summer Adventure!

This summer, JetBlue is excited to offer direct flights from London Heathrow, London Gatwick, and Edinburgh connecting to the Big Apple every day.

Embark on a journey across the Atlantic and land in the heart of the action, ease into the warm summer as we fly through Aimee's handpicked New York City adventures. As the city heats up, let your curiosity discover the hidden gems of the Big Apple.

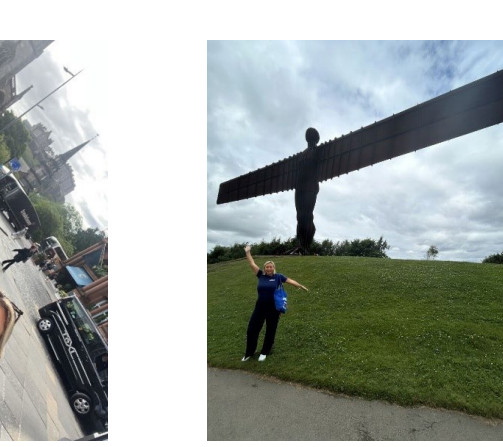


Artistic Explorations

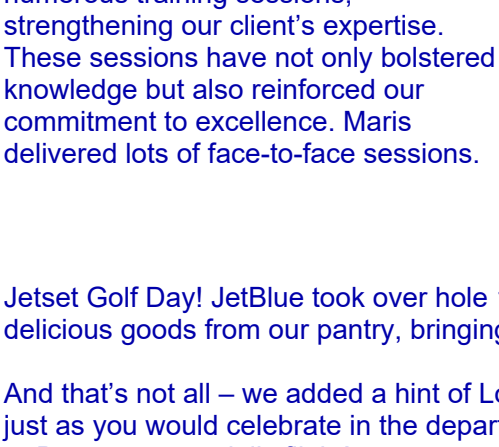
- **The New Museum:** Dive into the avant-garde ocean of contemporary art and let the innovative waves hit your creative shores.
- **MoMA Magic:** Wander through the halls of the Museum of Modern Art and let the masterpieces whisper stories to your soul.

Sky-High Wonders

- **Top of the Rock:** Elevate your NYC experience with a panoramic view that will leave you breathless and brimming with the city's electric vibes.



Festive Summer



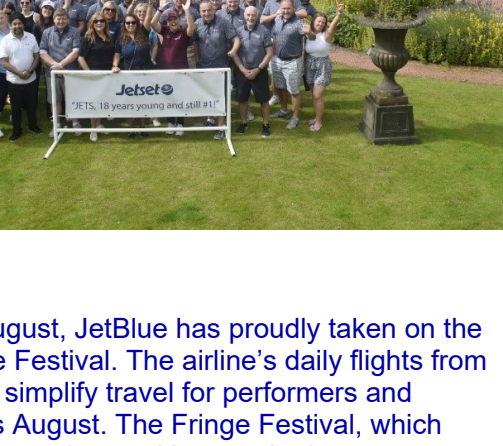
- **SummerStage Beats:** Feel the rhythm of New York's heart at the SummerStage Festival, where music and performances unite us in a summer-long dance.
- **Summer Streets:** Stroll through the transformed avenues, now a canvas of art and entertainment, and see NYC like never before.
- **Manhattan by Moonlight:** Indulge in a dinner cruise that serves up a sensory banquet against the glittering skyline.
- **Rooftop Rendezvous:** Sip on cool cocktails and savor the summer breeze at the city's chicest rooftop bars.

Starry Cinema

- **Movies under the Moon:** Combine the enchantment of cinema with the magic of a starry sky for an unforgettable outdoor movie night.

Aimee's Hidden NYC Gems Recommendations

- **Whispering Gallery:** Share secrets across Grand Central's Whispering Gallery.
- **Books Are Magic:** For our book lovers, discover literary treasures in Brooklyn's beloved indie bookstore.



Don't forget to tag us in your summer adventure photos with #JetBlueNYCSummer! We can't wait to see the city through your eyes.

Want more inspiration - [Unveiling the NYC's Best-kept Secrets - Visit NYC](#)
Fly your customers JetBlue - [Where Vacations Starts the Moment They Board!](#)

We're Shortlisted!

We are thrilled to announce that our efforts have been recognized! JetBlue UK team have been shortlisted for the **Trade Initiative of the Year** at the upcoming Aspire Awards, scheduled for **October 6th**.

This nomination is a testament to our innovative approach and dedication to excellence in our Edinburgh-related initiatives and our pre-launch activities have set a new benchmark in the industry, and we couldn't be prouder.

Spotlight on Success: Celebrating Our Stars

As we bask in the glow of our recent nominations, let's take a moment to shine a spotlight on the individuals and the team that make JetBlue UK not just a workplace, but a launchpad for excellence.

Maris Kuklis - A Sales Force to Be Reckoned with Maris has been the driving force behind our innovative sales strategies that have not only captured new markets but also fortified our presence in the existing ones. His approach to business development is not just about closing deals, it's about opening doors to long lasting partnerships.

Maja Gedosev - The Shining Star Among Us Maja's nomination is a reflection of her unwavering commitment and sparkling performance. She has consistently gone above and beyond, illuminating the path for others with her dedication and passion for excellence.

Teamwork Makes the Dream Work Our Account Management team's nomination is a collective badge of honor. It represents our synchronised efforts, our shared victories, and our commitment to delivering the JetBlue promise with every interaction. Let's keep our fingers crossed and look forward to the awards!

As we wave goodbye to July, let's take a moment to reflect on the incredible month we've had. Bustling with energy and dedication.

Our very own Aimee has been across Scotland, Newcastle, and Manchester. She's been engaging with agents, spreading the word about our services, and ensuring JetBlue remains the talk of the town. Did you see Aimee in your store? Where will she be next?

Training Triumphs We've hosted numerous training sessions, strengthening our client's expertise. These sessions have not only bolstered knowledge but also reinforced our commitment to excellence. Maris delivered lots of face-to-face sessions.

Jetset Golf Day! JetBlue took over hole 18 in style! We painted it blue and handed out delicious goods from our pantry, bringing a taste of JetBlue to the green.

And that's not all – we added a hint of London to the mix, serving up refreshing Pimms, just as you would celebrate in the departures of London Heathrow for a trip to New York or Boston on our daily flight!

Bringing JetBlue vibes and a touch of British charm to the course was a hole-in-one!

Looking at Blue Skies Ahead As we fly into August, JetBlue has proudly taken on the role of official airline sponsor for the 2024 Fringe Festival. The airline's daily flights from JFK Airport in New York to Edinburgh are set to simplify travel for performers and festival goers heading to the Scottish capital this August. The Fringe Festival, which annually attracts a significant number of American artists and boasts the largest international audience, will see an even stronger connection between Edinburgh and New York, thanks to this new partnership.

The festivities will commence on August 16, with JetBlue hosting a welcoming event at EDINBURGH Airport, complete with snacks, music, and photo sessions with the iconic EDINBURGH sign. The following day, JetBlue's promotional tent at The Mound promises to entertain visitors with in-flight snacks, a photo booth showcasing the airline's top U.S. destinations, and the opportunity to win JetBlue merchandise. Make sure you come and say HI!

It's time to pop the confetti and cheer!

Our superstar, Claire Herbert, is taking off on a new adventure in her career. Since our maiden transatlantic voyage, Claire has been more than just a colleague, she's been the life and soul of our team, infusing every moment with her 'blue' magic and a dash of fun. As we wave goodbye, we're sending a huge thanks for the joy and brilliance she's sprinkled among us. We're all aboard to wish her sky-high success and adventures galore. Claire, you'll be missed more than words can say, keep shining, keep that FUN Value!

Stay Blue, Stay True, *The JetBlue Team*

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- Webinars
- Promotions

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JetBlue Airways UK
+44 2039 652462
Email: info@flyjetblue.eu