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**Sent:** 12 September 2022 16:01  
**To:** JetBlue UK Info <[info@flyjetblue.eu](mailto:info@flyjetblue.eu)>  
**Subject:** JetBlue UK // United Kingdom National Mourning Period

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Dear Industry Partner,

Following Buckingham Palace's announcement of the death of Her Majesty Queen Elizabeth II, a period of National Mourning for the United Kingdom has started. This mourning period will continue for 12 days, through September 19, 2022.

During this time, you may receive calls or chats from Customers to change or cancel their flights to/from our London airports. While we don't have an official fee waiver in place, please be a Blue Hero and waive the change/cancel fees. If a customer chooses to cancel their flight, please cancel the itinerary before departure and keep the ticket in Open status to use the value as credit for future travel, as we will not be offering refunds to the original form of payment at this time. Please note that any difference in airfare will still apply.

Thank you for your sensitivity and kindness as we support our Customers during this time.

Kind regards,

**JetBlue Sales Team UK**



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