



Club JSX – Terms & Conditions

JetSuiteX, Inc., its subsidiaries, and affiliates (collectively, “JSX”) may periodically invite you to participate in our loyalty program (“Club JSX”), which is meant to encourage customers to continue to book flights on JSX through its website and mobile application. If you enroll as a participant in Club JSX (a “Member”), you are eligible to receive Loyalty Rewards that may be used to purchase flights marketed and/or operated by JSX, as well as other benefits that may be offered to Members from time to time (“Loyalty Reward”).

Important: Your participation in Club JSX is optional. By enrolling in Club JSX (*i.e.*, creating a JSX profile via jsx.com), you indicate your acceptance of these Club JSX rules (the “Rules”) and agree to be legally bound by them. If you do not intend to be legally bound by the Rules, you may choose not to enroll in Club JSX by either (i) not creating a JSX profile or (ii) deleting your pre-existing JSX profile, as applicable. You may voluntarily delete your JSX profile by utilizing any available self-service option or by contacting JSX Customer Support via customersupport@jsx.com to assist you. Further, by enrolling in Club JSX, you confirm and represent that you are a resident of the United States of America or Mexico, and (i) you are the Member and are not providing personal information on behalf of anyone else for enrollment or (ii) you are not the Member, but are the parent or legal guardian of the Member (who is under 18 years of age), and you are providing the minor Member’s personal information for enrollment in that capacity. It is your responsibility to read and understand all of the Rules. Persons placed on JSX’s No Fly list or who have been banned or restricted from flying JSX are not eligible to become Members. The Rules are in addition to, and not in lieu of, the [Terms of Use](#), [Privacy Policy](#), [Contract of Carriage](#), and [Operator-Participant Contract](#) on JSX.com, as well as any agreement between you and JSX related to your interactions with JSX (collectively, the “Terms”). As such, your participation in Club JSX is subject to both (i) the Rules and (ii) any applicable terms and conditions set forth in the Terms; no covenants at law or in equity shall be implied or incorporated, all of which are expressly disclaimed.

JSX may modify the Rules at any time. No other act, document, usage, or custom will be deemed to amend or modify the Rules. The Rules when so amended will be posted on JSX.com. Your continued participation in Club JSX after the Rules are updated will mean that you have agreed to such updates. The Rules on JSX.com shall be deemed to supersede any prior or conflicting versions thereof.

General Conditions.

1. Club JSX is offered at the discretion of JSX and JSX has the right to terminate Club JSX, in whole or in part, or to change the Rules, accrual, benefits, and conditions of participation, in whole or in part, at any time, with or without notice, even though changes may affect the value of Loyalty Rewards and other benefits already accrued. Upon such changes, previously accrued Loyalty Rewards will retain their original value, and the revised value will be applied on a go-forward basis.
2. The Rules cannot be superseded or changed, except in writing from JSX. JSX has the sole right to interpret and apply the Rules.

3. Club JSX is maintained for the benefit of JSX and individual Members. Only individuals are eligible for Club JSX membership, and each individual may maintain only one JSX profile. If a Member maintains multiple JSX profiles and JSX suspects or finds Prohibited Conduct (as defined herein), JSX reserves the right to exercise JSX's Remedies (as defined herein) with respect to each JSX profile. Only the Member (or the parent or legal guardian of a Member who is under 18 years of age) named on the JSX profile will be entitled to access information contained in such JSX profile. Each Member is responsible for ensuring their JSX profile credentials are not shared, distributed, or given to any other individual, and no Member may delegate or grant access (via power of attorney, contract, or otherwise) to a third party. Any Member who shares their JSX profile credentials with any third party will be held responsible for such third party's actions with respect to the JSX profile. Each Member is responsible notifying JSX of any name, email, or address change on their JSX profile. Each Member must ensure that the name in their JSX profile matches exactly the name on their government-issued photo ID used when they travel. Information contained in any JSX profile is JSX's proprietary information and, except as otherwise authorized by JSX, Members may access such information only for the purpose of obtaining information about their JSX profile.
4. Members may be required to supply a password and/or other security measures when conducting certain transactions in writing, by phone or on the internet. A password and/or other security measures may be required for certain services, including but not limited to booking flight reservations, redeeming Loyalty Rewards and changing an address. Members are responsible for maintaining the confidentiality of their password and other security credentials, as applicable. JSX is not responsible for stolen security credentials or passwords and will not replace Loyalty Rewards if such Loyalty Rewards were redeemed by an individual that used the Member's security credentials or password.
5. Any abuse of Club JSX or failure to follow the Rules, the Terms, JSX's fare rules, any violation of law, rule, or regulation, any conduct detrimental to the interests of JSX, any fraudulent activity or attempted fraudulent activity, any dissemination of information designed to defraud JSX, or any misrepresentation of any information furnished to JSX by any Member, anyone else acting on the Member's behalf, or any third party (collectively, "Prohibited Conduct"), may result in JSX exercising any one or more of the following remedies ("JSX's Remedies"), with or without notice to the Member: (a) deactivation of such Member's JSX profile and termination of such Member's membership, (b) the removal, forfeiture, nullification or cancellation by JSX of any or all accrued Loyalty Rewards or other benefits, (c) denial of boarding, or, at JSX's discretion, completion of the travel only upon payment of an applicable fare (plus taxes and fees), (d) a ban, temporary or permanent, on the ability to purchase tickets and fly on flights marketed or operated by JSX, or (e) the loss of other Club JSX benefits. In addition to the foregoing, JSX may, upon written request, require the Member to repay the value, as determined by JSX, of the Loyalty Rewards redeemed or benefits acquired as a result of Prohibited Conduct and, in the event of a Member's failure to repay, may initiate legal action to recoup the value of the Loyalty Rewards redeemed or benefits acquired by the Member through Prohibited Conduct. Members whose JSX profiles have been terminated shall not be eligible to participate in any aspect of Club JSX and shall not be eligible to enroll with a new profile unless JSX expressly consents to such enrollment.

The sale, barter or other transfer or attempted sale, barter or other transfer of any Loyalty Reward is expressly prohibited. Any Loyalty Reward sold, bartered or otherwise transferred is in violation of the Rules and any JSX profiles or Members involved in such sales, barter or other transfers may be subject to JSX's Remedies.

In the event JSX suspects Prohibited Conduct, JSX reserves the right, with or without notice to the Member, (a) to delay or suspend all activity (including without limitation any redemption of Loyalty Rewards) in the Member's JSX profile, and (b) to audit or investigate the account associated with the Member's JSX profile. During the course of an audit or investigation, a Member's profile information may be shared with any third party with whom JSX has contracted to assist in performing such audit or investigation. By enrolling a minor as a Member of Club JSX, the parent or legal guardian of the minor expressly consents to such sharing of information, except where such sharing is prohibited by applicable law. While the profile is suspended, the Member may continue to accrue Loyalty Rewards, but no redemptions or other transactions will be permitted and any outstanding redemptions and benefits (including without limitation any Loyalty Rewards) will be subject to cancellation or suspension. Upon completion of the audit or investigation, if Prohibited Conduct has been detected by JSX, JSX may exercise any one or more of JSX's Remedies or any other remedies available at law or in equity.

IF JSX IMPROPERLY DENIES AN ACCRUAL OR BENEFIT, LIABILITY WILL NOT EXCEED THE EQUIVALENT VALUE OF THAT ACCRUAL OR BENEFIT, AS DETERMINED BY JSX. IN NO EVENT SHALL JSX BE LIABLE TO A MEMBER, OR ANYONE ACTING ON THE MEMBER'S BEHALF, FOR ANY DIRECT, INDIRECT OR CONSEQUENTIAL DAMAGES, INCLUDING LOST REVENUE OR PROFITS, ARISING OUT OF THE ACTS OR OMISSIONS OF JSX IN CONNECTION WITH CLUB JSX, OR COSTS OR ATTORNEYS' FEES.

6. Subject to the other terms contained herein, Loyalty Rewards earned for a particular ticket may be added for up to ninety (90) days after completion of the associated flight. Each Member is responsible for being and remaining knowledgeable as to the Rules and the amount of Loyalty Rewards in such Member's JSX profile. A Member shall notify JSX promptly of any error in the Member's JSX profile, such as an erroneous Loyalty Reward balance. In the event that a Member's Loyalty Reward balance is erroneously credited for any reason, the Member's use of such erroneously credited benefit shall constitute a violation of the Rules. JSX may, but shall have no obligation to, send newsletters, statements, correspondence or other materials, including notifications of Club JSX changes or special promotions. Each Member shall be responsible for advising JSX of any change of contact information and JSX shall have no liability for misdirected correspondence or any consequences thereof.
7. JSX may, at its sole discretion, limit the amount of Loyalty Rewards a Member may accrue at any time. Loyalty Rewards do not constitute property of the Member and are not transferable except as set forth herein. All calculations made in connection with Club JSX, including without limitation, the value of any Loyalty Rewards or other benefits, and/or the revisions of calculations (including without limitation any estimates), will be made by JSX in its discretion and such calculations will be considered final.

8. Neither JSX's waiver or consent to a deviation from the Rules nor any course of dealing shall be construed as a waiver by JSX of any subsequent violation of the Rules and JSX may invoke JSX's Remedies for a violation of the Rules despite any such prior waiver or consent.

Accrual of Loyalty Rewards.

Members may accrue Loyalty Rewards on eligible, purchased tickets based on ticket price, as set forth herein and as applied and as determined by JSX, in each instance in its sole discretion. Unless otherwise expressly stated by JSX, travel on any eligible, purchased ticket will accrue Loyalty Rewards based on the ticket price (base fare plus any mandatory JSX-imposed fees). Fees for technology, seat selection and pets (both BDOG and PETC fees) will accrue Loyalty Rewards. Loyalty Rewards will not accrue for any other fees, government-imposed taxes and surcharges, flight cancellations, a flight for which the Member purchased a ticket but was not present when such flight departed, flights or portion of flights purchased with vouchers, or private charter bookings. In addition, some fares or tickets, including certain promotional rates, at JSX's discretion, may be excluded from Loyalty Reward accrual. Unless otherwise stated by JSX, tickets purchased using a combination of funds and Loyalty Rewards will only accrue Loyalty Rewards based on the funds used (and not based on the Loyalty Rewards redeemed). JSX expressly reserves the right to establish the means of accruing Loyalty Rewards, to delete or modify any or all of the means currently recognized or to exclude specific types of transactions or tickets from the accrual of Loyalty Reward, in each case, with or without notice.

Except as otherwise expressly permitted by JSX, Loyalty Rewards can be accrued only (a) after the Member's official date of enrollment in Club JSX and (b) for flights flown on or after July 8, 2025. Loyalty Rewards will appear on the Member's JSX profile after the Member completes travel on all segments of their flight booked with JetSuiteX, Inc. For the avoidance of doubt, Loyalty Rewards can only be applied to the Member's JSX profile and will accrue only when the Member avails themselves of a means of accrual recognized under Club JSX (i.e., completing a flight). JSX will, in most cases, credit its Members' JSX profiles with Loyalty Rewards. However, each Member shall have the responsibility to ensure that such Member's Loyalty Rewards are properly credited, including by utilizing any available self-service option for claiming Loyalty Rewards after completion of the applicable flight.

Where a Member contends that Loyalty Rewards have been accrued but not credited, or in cases where JSX deems verification is required, JSX reserves the right to require proof from the Member, including but not limited to copies of tickets, receipts or similar documentation verifying any transactions claimed to have been performed. Any claims for Loyalty Rewards by the Member and proof of such claims must be received by JSX within ninety (90) days after the date such Loyalty Rewards were claimed to be accrued.

Except as may be permitted in connection with Family Pooling (as further defined herein), a Member may use Loyalty Rewards to purchase flights for other individuals, but such Member will only accrue Loyalty Rewards as a result of their own utilization of services, whether air transportation or otherwise (e.g., the Member will only accrue Loyalty Rewards in connection with the price of such Member's own ticket following completion of Member's flight). Generally, Loyalty Rewards and other benefits granted in two or more different JSX profiles may not be

combined; however, upon request and subject to approval by JSX, an individual that has multiple JSX profiles may merge such JSX profiles for the purpose of consolidation, and thus merge the Loyalty Rewards from each such JSX profile into a single JSX profile.

Expiration of Loyalty Rewards.

Loyalty Rewards will be available for redemption in a Member's JSX profile until they expire on the applicable Expiration Date (defined below), are redeemed, or are otherwise forfeited pursuant to (a) the Rules, the Terms, or JSX's fare rules, (b) Prohibited Conduct, (c) applicable laws or regulations, (d) a Member's request to close their JSX profile, or (e) a Member's death. Loyalty Rewards will expire on the first anniversary of the last day of the calendar month of the flight for which a Member accrued such Loyalty Rewards (the "Expiration Date"). Bookings that use Loyalty Rewards must be ticketed prior to the Expiration Date.

If a flight is cancelled (for any reason), then any Loyalty Rewards redeemed when the ticket for such flight was originally purchased will be made available for redemption, subject to the original Expiration Date applicable to such Loyalty Rewards.

Redemption of Loyalty Rewards.

JSX shall establish the amount, structure, availability, process and other criteria for Loyalty Reward redemption, all of which are subject to modification, cancellation or limitation at JSX's discretion, with or without notice. Loyalty Rewards cannot be retroactively redeemed on existing bookings. The minimum purchase required to redeem any Loyalty Rewards may be substantially increased or decreased and restrictions on any Loyalty Rewards or their redemption may be imposed at any time. JSX may prohibit redemption of Loyalty Rewards for any Member at its discretion or when required by law or otherwise.

Loyalty Rewards may only be redeemed when purchasing a flight sold on JSX.com, the JSX mobile application or by calling JSX. Loyalty Rewards may be redeemed on technology, seat selection and pet (both BDOG and PETC) fees. Loyalty Rewards do not waive, nor can they be used for payment toward government-imposed taxes and surcharges, or other fees (e.g., cancellation fees, name change fees, baggage overage fees, etc.). Except as may be permitted in connection with Family Pooling, a Member may use Loyalty Rewards to purchase flights for other individuals, but such Member will only accrue Loyalty Rewards as a result of their own utilization of services, whether air transportation or otherwise.

Tickets purchased with Loyalty Rewards may be subject to the taxes, fees, tariffs, Contract of Carriage, ticket terms, and re-accommodation policies.

When a booking made using Loyalty Rewards is changed, the value of the Loyalty Rewards will be applied to the new reservation, provided the rebooked flights are scheduled to occur prior to the applicable Expiration Date. When Loyalty Rewards are redeemed for a ticket that is subsequently cancelled, either by Member in accordance with the Rules or JSX, the Member's Loyalty Rewards taken in connection therewith will be redeposited into the Member's JSX profile. If a Member redeems Loyalty Rewards when purchasing a flight, but is not present when such flight departs, JSX will not redeposit such Loyalty Rewards to the Member's JSX profile. Loyalty Rewards shall be valid only for flights to destinations served both at the time of booking the

reservation and at the time of departure, and JSX will not be liable for schedule changes that result in the cancellation of service to any destination.

Each Member shall have the responsibility to notify JSX of any erroneous or fraudulent redemption of Loyalty Rewards from such Member's JSX profile within ninety (90) days of the date of the redemption. JSX will review such Member's claim and reserves the right to require proof, documentation or certification from such Member during the review. A redeposit back into to such Member's JSX profile of the Loyalty Rewards claimed to be erroneously or fraudulently redeemed will be determined by JSX in its sole discretion after review and JSX's decision will be considered final.

Family Pooling

1. JSX allows for Members to pool their Rewards into a "Family Pool" via the "Family" tab on a Member's JSX profile. Each Family Pool may contain up to five (5) Members, provided that at least one (1) Member (who may be the Pool Leader) is at least 18 years of age. The Member who elects to create the Family Pool automatically becomes the "Pool Leader". The Pool Leader (i) must be at least 18 years of age and (ii) has administrative authority over the Family Pool, including the ability to invite new Members and remove existing Members via the "Add Member" link on their JSX profile. After selecting "Add Member", a Pool Leader enters in an existing Member's email via the link provided and the Member will receive an invitation to the Pool Leader's Family Pool at the Member's registered email address. The invited Member must follow the instructions within the invitation email to become part of that Family Pool.
2. By accepting membership to the Family Pool, you consent to being part of the Family Pool and to being selected as a new Pool Leader the current Pool Leader of the Family Pool, provided you are least eighteen (18) years of age at such selection. The Pool Leader can select a new Pool Leader for their existing Family Pool by emailing customersupport@jsx.com. If the Pool Leader leaves the Family Pool without selecting a new Pool Leader, the Family Pool is automatically dissolved and all remaining Members are removed and their respective Loyalty Rewards are returned to their individual JSX profiles. The Pool Leader may remove any Member from the Family Pool at any time without cause or prior notice. Any Member may remove themselves from the Family Pool at any time via the "Family" tab on a Member's JSX profile. Loyalty Rewards follow the exiting Member who accrued them in all cases. After leaving any Family Pool (whether voluntarily or by removal), a Member must wait ninety (90) days before joining a different Family Pool. Failure to abide by the ninety (90) day waiting period constitutes Prohibited Conduct and may be subject to JSX's Remedies, in JSX's sole discretion, if violated.
3. All Members within a Family Pool have equal access to all Loyalty Rewards therein, but any other credits or vouchers issued by JSX cannot be pooled and belong to the individual Members.
4. Family Pool membership is not restricted by family relationship, legal status, or other personal connections. Any individual may be invited to join a Family Pool at the Pool Leader's discretion, which is done by the Pool Leader's invite via email and the Members

wishing to participate in that Family Pool must accept such invitation via the email received, subject to the maximum size limitation.

Referral Program

1. JSX may periodically invite Members to participate in one of our referral programs (each, a **"Referral Program"**), which is meant to encourage new customers to become Members of Club JSX. As a Member, you and those you refer to JSX are eligible to receive vouchers to be used on future flights sold by JSX (each a **"Referral Credit"**) in addition to any Rewards earned for applicable flights.
2. Your participation in a Referral Program is optional. Members may from time-to-time receive invitations from JSX to participate in Referral Programs (each, a **"Referrer"**). Such invitation will include a referral code that is unique to such Referrer. Referral Codes, when used in accordance with these Rules, will entitle the Referrer to certain Referral Credits. JSX will make the Referrer aware of the nature and value of such Referral Credits at the time such Referrer is invited to participate in the Referral Program. Referral codes are limited to one per person.
3. As a Referrer, you are invited to share your referral code with friends, family, and other people you know who satisfy the following eligibility requirements (each a **"Referred Person"**):
 - a. Each Referred Person must be eligible to become a Member of Club JSX pursuant to these Rules and not currently have a JSX profile prior to receiving an invitation from the Referrer;
 - b. Each Referred Person must be a person who has not booked a ticket for a flight marketed or operated by JSX in the 18 months immediately preceding such referral;
 - c. Each Referred Person must enroll in Club JSX in accordance with these Rules;
 - d. Persons with outstanding balances, debts, or have otherwise outstanding payments due to JSX are not eligible to receive referral codes pursuant to a Referral Program; and
 - e. Persons placed on JSX's No Fly list or who have been banned or restricted from flying JSX are not eligible to receive referral codes.

Referral Codes, when received by a Referred Person and used in accordance with these Rules, will entitle such Referred Person to certain Referral Credits. JSX will make the Referred Person aware of the nature and value of such Referral Credits at the time such Referred Person enrolls in Club JSX.

4. Referred Persons who receive a referral code may access Referral Credits by completing each of the following steps:

- a. Enroll in Club JSX by creating a JSX Profile and, during the creation of the JSX Profile, enter in the Referrer's referral code;
- b. Book a ticket on a JSX flight using their newly-created JSX profile; and
- c. Apply the voucher/discount code that will be automatically populated in their JSX profile during "Checkout" when purchasing their first JSX flight reservation.

Upon entering your referral code, the applicable Referral Credit will be deposited into the Referred Person's JSX profile

5. Referral Credits will be made available to you through your JSX profile once a Referred Person using your unique referral code completes travel on all segments of their flight booked using your referral code. It may take up to fourteen (14) days after such travel for Referral Credits to show up on your JSX profile.
6. Referral Credits may only be used for base airfare on flights sold on JSX.com. Referral Credits will expire one hundred eighty (180) days after being deposited into the Referred Person's or Referrer's JSX profile. Bookings utilizing Referral Credit must be ticketed and flown in full within the one hundred eighty (180)-day validity period. A Referral Credit does not waive, nor can it be used for payment towards change, cancellation, excess baggage, seat assignment, extra seat, pet, or any other fees;
7. When a booking made using a Referral Credit is changed, the value of the Referral Credit will roll over to the new reservation provided the rebooked flights are within the voucher's original validity period. Itinerary changes, except when made due to reasons within JSX's control as defined by the [Contract of Carriage](#) and [Operator-Participant Agreement](#), resulting in flights rebooked beyond the Referral Credit's original expiration will forfeit the value of the Referral Credit and a difference in fare will be collected.
8. Referral codes may be used only for personal travel and should not be used for business travel.
9. Referral codes are not available for use by travel agents, travel agencies, independent travel advisors, virtual or on-line travel agencies, or any persons or entities engaged in the booking and coordination of travel on a for-profit basis.
10. Referrers may only share your referral code with people you know.
11. Referrers may not duplicate, sell, or transfer your referral code, or make them available to the general public unless such authority has been provided, in writing, by JSX.
12. Referral codes may not be printed on collateral, posted on any websites including coupon websites, or on inorganic media, advertising, social media, or search programs
13. Referrers may not attempt to solicit referrals or referees through bulk emailing or by sending unsolicited sign-up requests.

14. Referrers and Referred Persons may not:

- a. Use, display, manipulate, or otherwise invoke JSX's intellectual property, including logos, trademarks, and protected works, in any way except as to identify yourself as a customer of JSX and/or a person inviting or that has been invited to participate in a Referral Program.
- b. Create or register any businesses, website domains, web link/URLs, software applications, names, or titles, or any social media handles, profiles, or email addresses that include or allude to "JSX" or any of the company's intellectual property.
- c. Purchase keywords in a paid media environment that contain any of JSX's name, likeness, trademarks or protected intellectual property.
- d. Use bots, automated systems, scripts, or other programmable means to send, share, distribute, post or otherwise circulate your unique referral code.
- e. Make misleading claims about JSX, use offensive/abusive content/hate speech, create fake websites/webpages/social media profiles/apps, misrepresent your connection to JSX, or otherwise make untrue, misleading, or slanderous/libelous statements to get a referee to use your code.
- f. Create duplicate/multiple accounts, book tickets without the intent to fly on purchased flights, or manipulate bookings or profile data in an attempt to circumvent these Rules or any limitations or restrictions on the Referral Program.
- g. Use referral codes in any manner that violates the law or the rights of any others.

15. Referral Credits cannot be extended and are not redeemable for cash value. Referral Credits are non-transferrable, and no residual credit is maintained when not used in full at time of redemption. A maximum of three (3) credits may be redeemed by a Referrer on any one JSX reservation and credit cannot be retroactively applied to existing bookings.

16. JSX reserves the right to limit the number of times you may share your referral code.

17. JSX reserves the right to modify or change the value of a Referral Credit at any time and without notice. Upon such changes, already earned Referral Credits will retain their original value and the revised referral value will be applied on a go-forward basis. JSX may, at its sole discretion, limit the amount of Referral Credits a user may accrue at any time. The requirements set for earning, receiving, and sharing Referral Credits are subject to change.

18. JSX reserves the right to change, end, pause, in whole or in part, any Referral Program, as well as any Referrer's or Referred Person's eligibility to participate in Referral Programs (to give or receive Referral Credits) at any time, for any reason, including suspected fraud, abuse, or violation of these Rules and the Terms. Per applicable law, if JSX ends any Referral Program, any unused or unredeemed referral credits may be

forfeited at that time upon JSX providing fourteen (14) days' notice to redeem your outstanding Referral Credits.

Privacy Policy.

YOU ACKNOWLEDGE THAT YOU HAVE READ JSX'S PRIVACY POLICY. By participating in Club JSX, Members authorize JSX to collect, maintain, use, process and share their information, including, without limitation, names, email addresses, physical addresses, JSX profile information and other information in accordance with JSX's Privacy Policy. You can learn more about how JSX collects, maintains, uses, processes and shares your information in JSX's Privacy Policy which may be viewed <https://www.jsx.com/PrivacyPolicy>. JSX's Privacy Policy is merely a statement of administrative protocol; it is not a contract, nor does it create any contractual or legal rights. JSX's Privacy Policy is not made, or intended to be made, a part of these Rules. JSX does not knowingly collect personal identifiable information from children under the age of 13. If a child under 13 has provided JSX personal information without parental or guardian consent, the parent or guardian may contact JSX at Privacy@JSX.com, and JSX will remove such information, unsubscribe the child from any of its electronic marketing lists, and at the parent or guardian's request close the child's Club JSX account.

Disputes.

You agree that you will notify JSX of any dispute within ninety (90) days' of the respective flight by submitting your concerns via email to customersupport@jsx.com, including a description of the nature of the dispute. Following delivery of such submission, you agree to allow JSX a period of sixty (60) days to provide a substantive response and to try to resolve the dispute prior to filing any lawsuit, arbitration, administrative or any other proceeding against JSX related to the dispute. **COMPLIANCE WITH THE NOTIFICATION PROCEDURES SET FORTH HEREIN SHALL BE A CONDITION PRECEDENT TO YOUR RIGHT TO FILE ANY LAWSUIT, ARBITRATION, ADMINISTRATIVE OR ANY OTHER PROCEEDING AGAINST JSX. YOU AGREE THAT YOUR FAILURE TO COMPLY WITH THE NOTIFICATION PROCEDURES SET FORTH HEREIN PRIOR TO FILING A LAWSUIT, ARBITRATION, ADMINISTRATIVE OR OTHER PROCEEDING AGAINST JSX SHALL ENTITLE JSX TO RECOVER REASONABLE ATTORNEYS' FEES INCURRED IN DEFENDING THE LAWSUIT, ARBITRATION, ADMINISTRATIVE OR ANY OTHER PROCEEDING.**

You agree that the Rules are made and entered into in Dallas County, Texas. All Members agree that Texas law governs the interpretation of the Rules or any dispute arising from your participation in Club JSX or use of any Loyalty Rewards, without regard to conflicts of law principles. Except as set forth below, any lawsuit brought by you related to your participation in Club JSX or use of any Loyalty Rewards or the Rules must be brought in the state or federal courts of Dallas County, Texas.

Class Action Waiver.

YOU AGREE THAT THE RESOLUTION OF ANY DISPUTE, CLAIM, OR CONTROVERSY RELATED TO CLUB JSX SHALL BE CONDUCTED ON AN INDIVIDUAL, NOT A CLASS-WIDE BASIS, AND THAT NO SUCH PROCEEDING MAY BE CONSOLIDATED WITH ANY OTHER

LEGAL PROCEEDINGS INVOLVING JSX. YOU FURTHER AGREE THAT YOU, AND ANYONE ASSERTING A CLAIM FOR YOU, WILL NOT BE A CLASS REPRESENTATIVE, CLASS MEMBER, OR OTHERWISE PARTICIPATE IN A CLASS, REPRESENTATIVE, CONSOLIDATED OR PRIVATE ATTORNEY GENERAL PROCEEDING AGAINST JSX.

Reservation of Rights and Disclaimers.

YOU HEREBY ACKNOWLEDGE AND AGREE THAT NOTHING IN THE RULES OR ANY COMMUNICATIONS BETWEEN YOU AND JSX REGARDING THE CLUB JSX SHALL BE DEEMED OR CONSTRUED TO GOVERN JSX'S PROVISION OF PASSENGER AIR TRAVEL SERVICES TO ANY MEMBER, AND THAT ALL SUCH PASSENGER AIR TRAVEL SERVICES ARE PROVIDED PURSUANT TO JSX'S [CONTRACT OF CARRIAGE](#) AND [OPERATOR-PARTICIPANT AGREEMENT](#), EACH AS MAY BE UPDATED FROM TIME TO TIME WITHOUT NOTICE. FURTHER, JSX IS UNDER NO OBLIGATION UNDER THE RULES OR ANY COMMUNICATIONS BETWEEN YOU AND JSX REGARDING CLUB JSX TO ADD OR MAINTAIN ANY PARTICULAR FLIGHTS OR ROUTES, MAKE AVAILABLE ANY PARTICULAR CLASSES OF TRAVEL OR OTHER INFLIGHT AMENITIES, OR PROVIDE ANY DISCOUNTS OR OTHER BENEFITS BEYOND THE LOYALTY REWARDS.

YOU EXPRESSLY UNDERSTAND AND AGREE THAT: (A) YOUR USE OF CLUB JSX IS AT YOUR SOLE RISK, CLUB JSX, ALL LOYALTY REWARDS, AND ALL REFERRAL CREDITS ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS, AND JSX EXPRESSLY DISCLAIMS ALL WARRANTIES OF ANY KIND, WHETHER EXPRESS OR IMPLIED BY STATUTE, COMMON LAW OR CUSTOM, INCLUDING, BUT NOT LIMITED TO, PROMISES AS TO LOYALTY REWARDS OFFERED THROUGH CLUB JSX, IMPLIED PROMISES OF MERCHANTABILITY, SATISFACTORY QUALITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT; (B) JSX MAKES AND GIVES NO PROMISE THAT (i) CLUB JSX WILL MEET YOUR REQUIREMENTS, (ii) BE UNINTERRUPTED, TIMELY, SECURE, OR ERROR-FREE, (iii) THE RESULTS OBTAINED FROM THE USE OF CLUB JSX WILL BE ACCURATE OR RELIABLE, (iv) THE QUALITY OF ANY INFORMATION, OR OTHER MATERIAL OBTAINED BY YOU THROUGH CLUB JSX WILL MEET YOUR EXPECTATIONS, AND (v) ANY ERRORS IN CLUB JSX WILL BE CORRECTED; AND (C) ANY MATERIAL DOWNLOADED OR OTHERWISE OBTAINED THROUGH THE USE OF CLUB JSX IS ACCESSED AT YOUR OWN DISCRETION AND RISK.

Last updated: July 8, 2025

Frequently Asked Questions

1. Am I eligible to be a Member of Club JSX?

In order to become a Member of Club JSX, you must (a) be at least 18 years of age (or if you are under 18 years of age, have the consent of a legal parent or guardian) and (b) enroll in Club JSX by creating a JSX profile on jsx.com or via the JSX app. You are not eligible to participate in Club JSX if you are on JSX's No Fly List or if you have otherwise been banned or restricted from flying JSX or participating in Club JSX.

2. Once I am a Member, how do I accrue Loyalty Rewards?

Loyalty Rewards will appear on your JSX profile after you complete travel on all segments of your flight booked with JSX. Please allow up to fourteen (14) days after such completed travel for Loyalty Rewards to appear on your JSX profile.

3. Do my Loyalty Rewards expire?

Loyalty Rewards will be available for redemption in your JSX profile until they expire on the applicable Expiration Date, are redeemed, or are otherwise forfeited pursuant to (a) the Rules, JSX's Contract of Carriage and Operator-Participant Contract, or JSX's fare rules, (b) Prohibited Conduct, (c) applicable laws or regulations, (d) your request to close your JSX profile, or (e) your death. Loyalty Rewards will expire on the first anniversary of the last day of the calendar month of the flight for which you accrued such Loyalty Rewards (the "Expiration Date"). Bookings that use Loyalty Rewards must be ticketed prior to the Expiration Date.

4. What happens if I want to cancel my travel plans?

When you cancel a booking that you paid for using Loyalty Rewards, the value of the Loyalty Rewards will either be returned to your JSX profile and subject to its original Expiration Date or, in the event you rebook, be applied to the new reservation, provided the rebooked flights are scheduled to occur prior to the applicable Expiration Date. Itinerary changes resulting in flights rebooked beyond the Expiration Date are not permitted.

5. What happens if I am missing Loyalty Rewards?

You should notify JSX promptly of any error in your JSX profile, including missing Loyalty Rewards. JSX must receive your claim for Loyalty Rewards and proof of such claim within ninety (90) days after the date you claim to have accrued such Loyalty Rewards. Please note you may add a flight to your JSX profile via the self-service option for purposes of accrual of Loyalty Rewards for such flight for up to ninety (90) days after such flight.