

What Delta Is Doing to Support You and Your Travelers May 4, 2020

The COVID-19 (coronavirus) pandemic continues to be an evolving situation, and our teams are working to ensure you have the most updated information available when you need it. Our focus continues to be on keeping customers and employees safe and supporting our travel partners like you during this uncertain time.

New This Week

Below are the latest updates included in this newsletter:

- **Face Coverings:** Starting May 4, Delta will require all customers to wear a face mask or appropriate face covering when traveling
- **Managed Groups Support Transitioning to GSS:** Delta is aligning Groups support for all managed accounts under Global Sales Support
- **UPDATE – Delta and Partners Corporate Name Change Policy:** Aeromexico joins Delta to waive name change fees
- **UPDATE - May Schedule Changes:** See where Delta will be flying in May to continue to provide essential service
- **Mobile Hospital Rooms:** Delta's Technical Operations division & Delta Flight Products manufacturing medical pods for military

Face Coverings Now Required



Starting May 4, Delta is now requiring customers to wear a face mask or appropriate face covering when traveling with us. Face coverings will be required in the check-in lobby, Delta Sky Clubs, boarding gate areas, jet bridges and on board the aircraft for the duration of the flight – except during meal service. This temporary requirement will be communicated to customers through Delta.com, Pre-flight emails and Fly Delta app push notifications. We continue to encourage customers to bring their own face covering when traveling with us, but supplies will be available for customers who need them. [Read more here.](#)

Managed Groups Support Transitioning to GSS

Beginning in May and transitioning throughout the remainder of 2020, Delta is aligning Groups support for all managed accounts under Global Sales Support (GSS). This will be a phased transition, starting with Premium Groups, Canada Groups, and Delta Meeting Network which will begin transitioning to GSS in mid-May. Transitioning all managed agency support to GSS will provide more consistent and streamlined communications between sales accounts, sellers, and sales support in the future and allow our Reservations department to continue elevating the direct traveler's customer experience.

UPDATE - Delta and Partners Corporate Name Change Policy

Delta and partners recently introduced name change policy exceptions for tickets affected by COVID-19. Aeromexico has joined Delta, Air France, KLM, and Virgin Atlantic to waive name change and change fees for qualifying corporate customers to provide greater flexibility for tickets affected by the COVID-19 outbreak. Travel agent instructions are available on the [Delta Professional Agency site.](#)

UPDATE - Where We Are Flying in May

Customer demand, CDC guidelines and government travel regulations continue to shape Delta's network schedule. A complete overview of our schedule details are listed [here](#) for the month of May, which remains subject to change due to the evolving nature of COVID-19. Specific restart dates will vary due to the lifting of travel restrictions and other operational requirements.

Delta Developing Mobile Hospital Rooms

Teams from Delta's Technical Operations division and Delta Flight Products combined their manufacturing capabilities to begin converting dozens of single-use, 40-foot shipping containers into rapidly deployable, reusable hospital care pods. The U.S. armed forces will soon use these medical pods to safely bring home deployed members who have contracted COVID-19. This program is in partnership with the U.S. Air Force, UTS Systems and Highland Engineering. [Watch this video to learn more.](#)

From Previous Newsletter Editions

Waivers Extended to Support Your Travelers

We continue to adjust our policies as the COVID-19 pandemic timelines are extended by the CDC. To provide greater flexibility, we've extended the ability to plan, re-book and travel with us for up to two years for travel impacted through September 2020. Tickets normally expire one year after purchase, but we're providing waived change fees and greater flexibility to travel through September 30, 2022 for customers who have:

- Upcoming travel already booked for March through September 30, 2020 as of April 17, 2020
- Existing eCredits or canceled travel from flights in March through September 30, 2020

New tickets purchased between March 1 and May 31, 2020 can be changed without a change fee for up to a year from the date of purchase.

For more details on Travel Exception policies, visit [Delta Professional](#). Our Global Sales Support team is standing by to help you and your travelers. Travel agencies also have access to self-service tools on Delta Professional.

Making Space for Safer Travel

We want to support our travelers on the ground and in the air by making space for safer travel therefore, the following temporary changes will now be extended on all flights through the end of June:

- Reducing the total number of passengers per flight
- Blocking middle seats in Main Cabin, Delta Comfort+ and Delta Premium Select
- Pausing automatic, advance Medallion Complimentary Upgrades and processing any available upgrades at the gate
- Modifying our boarding process to now board by row, starting from the rear of the aircraft to the front. If you are seated in Delta One, First Class or are a Diamond Medallion Member, you are welcome to board at any point during the boarding process.

See more details on how we are making space for safer travel [here](#).

Food & Beverages Offerings

To further reduce physical touch points between customers and employees, we're paring down to essential onboard food and beverage options temporarily. We recommend packing your own food items, especially on longer flights, since many airport offerings are limited during this time. For a complete list of offerings by flight distance, visit [delta.com](#). Customers should review TSA guidelines before bringing food through security checkpoints.

Charter and Cargo Solutions

We recognize the need for innovative, flexible solutions for your business during this unprecedented time. We have charter and cargo solutions for you to move your customers and your goods while maintaining the highest standard of reliability, safety and cleanliness:

- **Wheels Up** for small groups: Offering on-demand charters and a new Corporate Support Program, providing flexible options as a Delta Corporate account. [Watch this video to learn more.](#)
- **Delta Charter** for large groups: Tailored corporate shuttle options available with access to over 800 aircraft and a dedicated planner and catering specialist.
- **Delta Cargo**: Worldwide charter solutions to meet your shipping needs including Express, Standard Freight, Specialty cargo and tailored service for items that need extra attention.

For more information about any of these services, please contact your Delta Sales Account Manager.

Consolidating Airport Facilities

We are consolidating facility resources at some larger airports where we typically operate out of more than one terminal. Airport updates include:

- **Atlanta (ATL)**: We are consolidating gate operations across terminals, minimizing use of portions of Terminals C, D and E.
- **Los Angeles (LAX)**: Check-in counters in Terminal 3 are now closed. Customers checking in bags or needing special services for all Delta flights should proceed to check-in counters in Terminal 2.
- **New York (LGA)**: Check-in for all Delta flights will take place in Terminal C. Terminals C and D will continue to operate flights and arriving passengers in Terminal D should continue to use the baggage claim in that terminal.
- **New York (JFK)**: Check-in for all Delta flights will take place in Terminal 4. For customers departing from Terminal 2, they will take the JFK Jitney Shuttle to terminal 2 once through security in Terminal 4.

Extending Medallion Status, Club Memberships and More

We are extending loyalty benefits, Delta Sky Club memberships and other program and card benefits to support SkyMiles Members' future travel. Highlights include:

- **Medallion Members:** All Medallion Status for 2020 will be automatically extended for the 2021 Medallion Year and All Medallion Qualification Miles (MQMs) from 2020 are being rolled over to 2021 to qualify for 2020 Medallion Status.
- **Delta Sky Club** individual and executive memberships with an expiration of March 1, 2020 or later will receive six additional months.
- **Delta SkyMiles American Express Card Members:** Delta is extending flight credits and Companion Certificate expiration dates as well as Delta Sky Club guest passes depending on the card level. More details can be found [here](#).
- **SkyMiles Members:** Upgrade Certificates or \$200 Travel Vouchers are being extended for six months and SkyMiles Select Members will receive a six-month extension to the Priority Boarding benefit and any unused drink vouchers.

SkyMiles Members enrolled in a challenge or promotion to earn Medallion Status, such as the Status Match Challenge, Reclaim My Status or a promotion offered through their employer, can restart the promotion when they are ready to travel again. Those Members will receive next steps from Delta in the coming weeks. Complete details can be found on delta.com.

Working Closely with Our Partners

We are in close coordination with our partners as we respond to the COVID-19 pandemic.

Our partners share Delta's high standard of cleaning

All our partner airlines have high standards of maintenance and cleaning procedures and continue to introduce additional measures to ensure hygienic conditions onboard.

Keeping you informed

Each airline partner has detailed information on their websites. We're working closely with our partners to help provide customers with continued options for travel. For real-time information, please visit each airline partner website below:

[Aeromexico](#) [Air France](#) [Alitalia](#) [China Eastern](#) [KLM](#) [Korean Air](#)

[LATAM](#) [Virgin Atlantic](#) [Virgin Australia](#) [WestJet](#)

What Delta Is Doing to Support You and Your Travelers May 11, 2020

As the COVID-19 environment continues to evolve with some communities reopening, Delta teams are working hard to ensure you have the most updated information available when you need it. As always, the safety of our customers and employees remains our top priority as we adjust the Delta experience in order to ensure that when we fly together, you can do so confidently.

New This Week

Below are the latest updates included in this newsletter:

- **Return to Travel Guide and Network Updates:** What to expect when flying this month, including our May international network schedule.
- **Delta Sanitizing Every Flight:** Every Delta flight at every Delta airport will be sanitized using electrostatic sprayers.
- **Delta Expands Onboard Customer Spacing:** Through June 30, Delta is blocking select aisle and window seats on additional aircraft.
- **Delta Offers Ticket Validity Extensions:** A standard and easy solution for travel agency partners to use for expired tickets.
- **Delta and LATAM sign trans-American Joint Venture Agreement:** The partnership will provide a seamless travel experience.

Return to Travel Guide and Network Updates

A NEW resource for you and your travelers, our [Return to Travel Guide](#) outlines what to expect when flying this month, including our May international network schedule. Share this guide with your travelers so they can feel confident in their travel experience.

For an overview of our schedule details for the month of May, [click here](#). Specific restart dates will vary due to the lifting of travel restrictions and other operational requirements and this list remains subject to change due to the evolving nature of COVID-19.

Delta is temporarily consolidating flying in select U.S. metros served by multiple airports beginning May 13 while customer volume is significantly reduced. These changes will allow more of our frontline employees to minimize their COVID-19 exposure risk while ensuring convenient access to Delta's network for those who must travel. For a complete list of these temporary changes [click here](#).

Delta Sanitizing Every Flight

Delta is now sanitizing every flight at every Delta airport using electrostatic sprayers, an important milestone as we raise the bar for airline cleanliness. Electrostatic spraying provides a safe and effective way to thoroughly clean an aircraft cabin from floor to ceiling, sanitizing areas that employees and customers frequently touch. This high-grade disinfectant is highly effective against many communicable diseases, including coronaviruses, and is immediately safe for customers and crew after it's applied. [Read more about our sanitization process.](#)

You can learn more about Delta's new standard of clean by watching [Episode 1](#) and [Episode 2](#) of our new video series featuring Chief Customer Experience Officer Bill Lentsch answers questions about Delta's new standard of clean and safety practices.

Delta Expands Onboard Customer Spacing

Delta is blocking the sale of select aisle and window seats on additional aircraft and reducing the overall number of customers in every cabin across the fleet. These changes, effective through June 30, are the most recent addition to a number of health and safety measures we've taken to promote a safe flying experience for customers and employees: When booking future seat selection via the Fly Delta app or delta.com, blocked seats will be shown as unavailable or not assignable. [Read more.](#)

Delta Offers Ticket Validity Extensions

To provide customers with greater flexibility and an expanded timeframe to use previously issued tickets, Delta's current Coronavirus [All International](#) and [All Domestic](#) Travel Exception Policies permit travel through September 30, 2022. In addition, previously issued unused tickets that were not booked for travel during the impacted travel dates indicated in the Travel Exception Policies above will also be extended. For wholly unused tickets purchased between April 1, 2019 and September 30, 2019, Delta will extend validity through September 30, 2022. [Read more.](#)

Delta and LATAM sign trans-American Joint Venture Agreement

Delta Air Lines and LATAM Airlines Group and its affiliates have signed a trans-American Joint Venture Agreement that, once regulatory approvals where required are granted, will combine the carriers' highly complementary route networks between North and South America, providing customers with a seamless travel experience and industry-leading connectivity. Since September 2019, Delta and LATAM have achieved various milestones with customer benefits including codeshare agreements, frequent flyer benefits, smoother connections at hub airports and mutual lounge access. [Read more.](#)

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