



DELTA AIR LINES  
AND TRAVELPORT  
23 MAY 2019





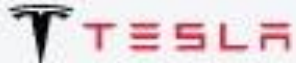

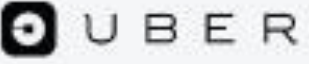




# MOST RELEVANT COMPANIES IN AMERICA

|   |   |
|---|---|
| 1 |                    |
| 2 |                    |
| 3 |                    |
| 4 |                    |
| 5 |                    |
| 6 |                    |
| 7 |  <b>STARBUCKS</b> |
| 8 |                  |



|    |   |
|----|---|
| 9  |    |
| 10 |    |
| 11 |    |
| 12 |    |
| 13 |    |
| 14 |    |
| 15 |  |

“A BRAND IS NO LONGER WHAT WE TELL CONSUMER IT IS,  
IT IS WHAT CONSUMERS TELL EACH OTHER IT IS”



# OUR NUMBERS SPEAK FOR THEMSELVES

## COMPLETION FACTOR<sup>1</sup>

FlightStats (Apr. 2019)



98.7%

Delta Air Lines

96.8%

United

96.0%

American

## ON-TIME PERFORMANCE<sup>1</sup>

FlightStats (Apr. 2019)



72.5%

Delta Air Lines

66.5%

United

65.4%

American

## MISHANDLED BAGS

per 1,000 passengers<sup>2</sup> (Dec. 2018)



1.80

Delta Air Lines

3.10

United

4.53

American

# DESTINATIONS

DELTA NONSTOP FLIGHTS  
FROM AMSTERDAM

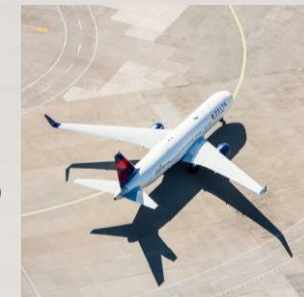




# AMSTERDAM ORLANDO

## HIGHLIGHTS

- Year round nonstop trans-Atlantic flights from Amsterdam to Orlando
- Aircraft: Boeing 767-300ER



| FLIGHT NUMBER | DEPARTURE                   | ARRIVAL                                |
|---------------|-----------------------------|--|
| DL127         | Amsterdam (AMS)<br>at 13:15 | Orlando (MCO)<br>at 17:41              |
| DL126         | Orlando (MCO)<br>at 21:45   | Amsterdam (AMS)<br>at 12:45 (next day) |



# DELTA HUBS

ATLANTA HARTSFIELD-JACKSON  
INTERNATIONAL AIRPORT

64

International  
Destinations

959

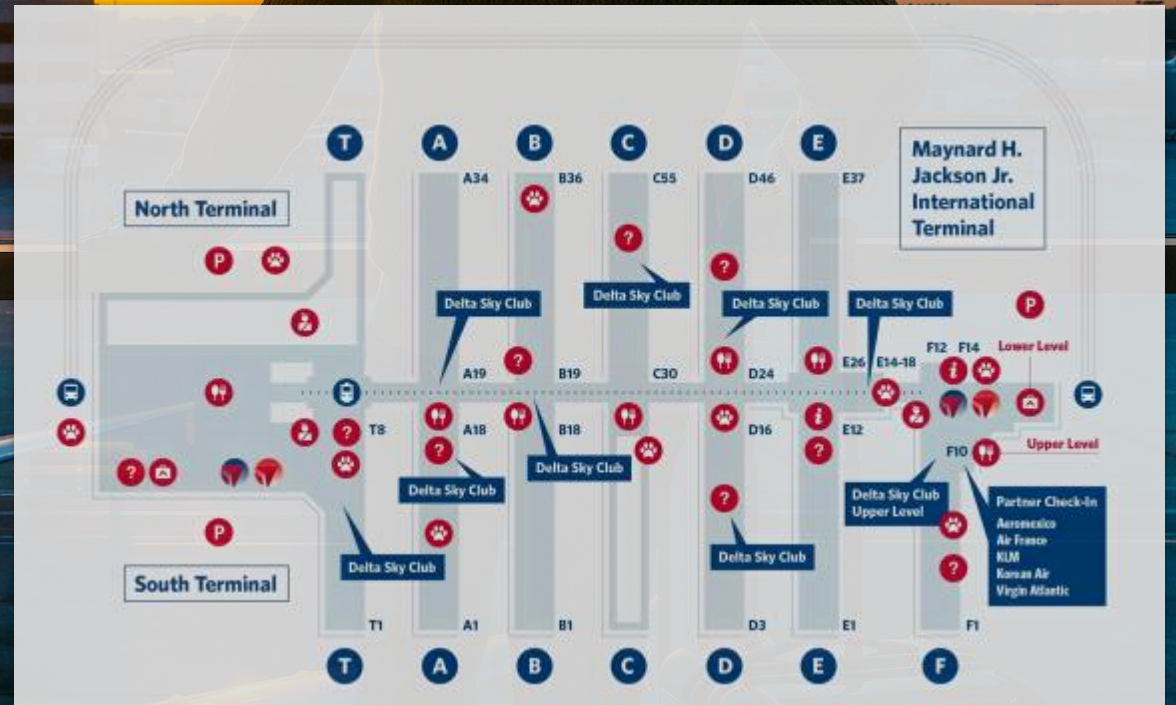
Daily  
Flights

155

Domestic  
Destinations

10

Sky  
Clubs





# DELTA HUBS

NEW YORK JOHN F. KENNEDY  
INTERNATIONAL AIRPORT

36

International  
Destinations

204

Daily  
Flights

48

Domestic  
Destinations

2

Sky  
Clubs





# DELTA HUBS

DETROIT METROPOLITAN WAYNE COUNTY AIRPORT

23  
International  
Destinations

412  
Daily  
Flights

104  
Domestic  
Destinations

4  
Sky  
Clubs





# DELTA HUBS

MINNEAPOLIS / ST. PAUL  
INTERNATIONAL AIRPORT

23

International  
Destinations

412

Daily  
Flights

111

Domestic  
Destinations

4

Sky  
Clubs

## Terminal 1 - Lindbergh





# DELTA HUBS

ORLANDO

3

International  
Destinations

76

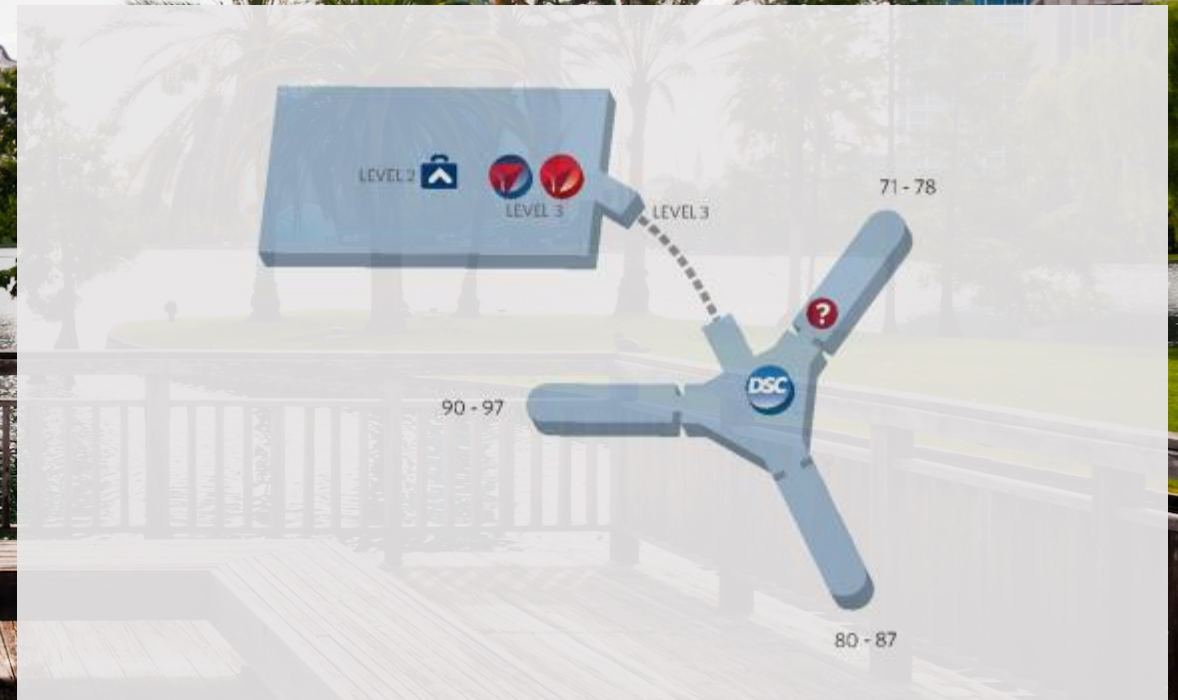
Daily  
Flights

27

Domestic  
Destinations

1

Sky  
Clubs





# DELTA FLEET

| AIRCRAFT     | OWNED      | LEASED     | TOTAL      |
|--------------|------------|------------|------------|
| B777-200ER   | 8          | -          | 8          |
| B777-200LR   | 10         | -          | 10         |
| A319-100     | 55         | 2          | 57         |
| A320-200     | 58         | 11         | 69         |
| A330-200     | 11         | -          | 11         |
| A321-200     | 7          | 4          | 11         |
| A330-200     | 11         | -          | 11         |
| A330-300     | 26         | 3          | 29         |
| MD-88        | 93         | 23         | 116        |
| MD-90        | 65         | -          | 65         |
| B717-200     | 3          | 88         | 91         |
| B737-700     | 10         | -          | 10         |
| B737-800     | 73         | -          | 73         |
| B737-900ER   | 41         | 24         | 65         |
| B747-400     | 4          | 5          | 9          |
| B757-200     | 79         | 24         | 101        |
| B757-300     | 16         | -          | 16         |
| B767-300     | 10         | -          | 10         |
| B767-300ER   | 54         | 4          | 58         |
| B767-400ER   | 21         | -          | 21         |
| <b>TOTAL</b> | <b>644</b> | <b>186</b> | <b>830</b> |



# DELTA FLEET MODERNIZATION



75 Bombardier CS100s  
DELIVERY TILL 2022



A front-facing view of a Delta Airbus A350-900 aircraft in flight. The aircraft is centered in the frame, flying over a city at night. The city lights are visible below, and the sky is a mix of dark blue and purple, suggesting dusk or dawn. The aircraft's two engines are prominent on either side of the fuselage. The tail fin is visible at the top. The overall scene is illuminated by the city lights and the ambient light of the twilight sky.

# DELTA FLEET MODERNIZATION

25 Airbus A350-900s  
DELIVERY TILL 2020



# DELTA FLEET MODERNIZATION

25 Airbus A330-900Neos  
DELIVERY 2019 TILL 2022



# DELTA ONE®

LUXURY FROM START TO FINISH

A330



Premium Check-in,  
Security, Boarding  
and Bag Delivery



180-degree Flat-bed Seats



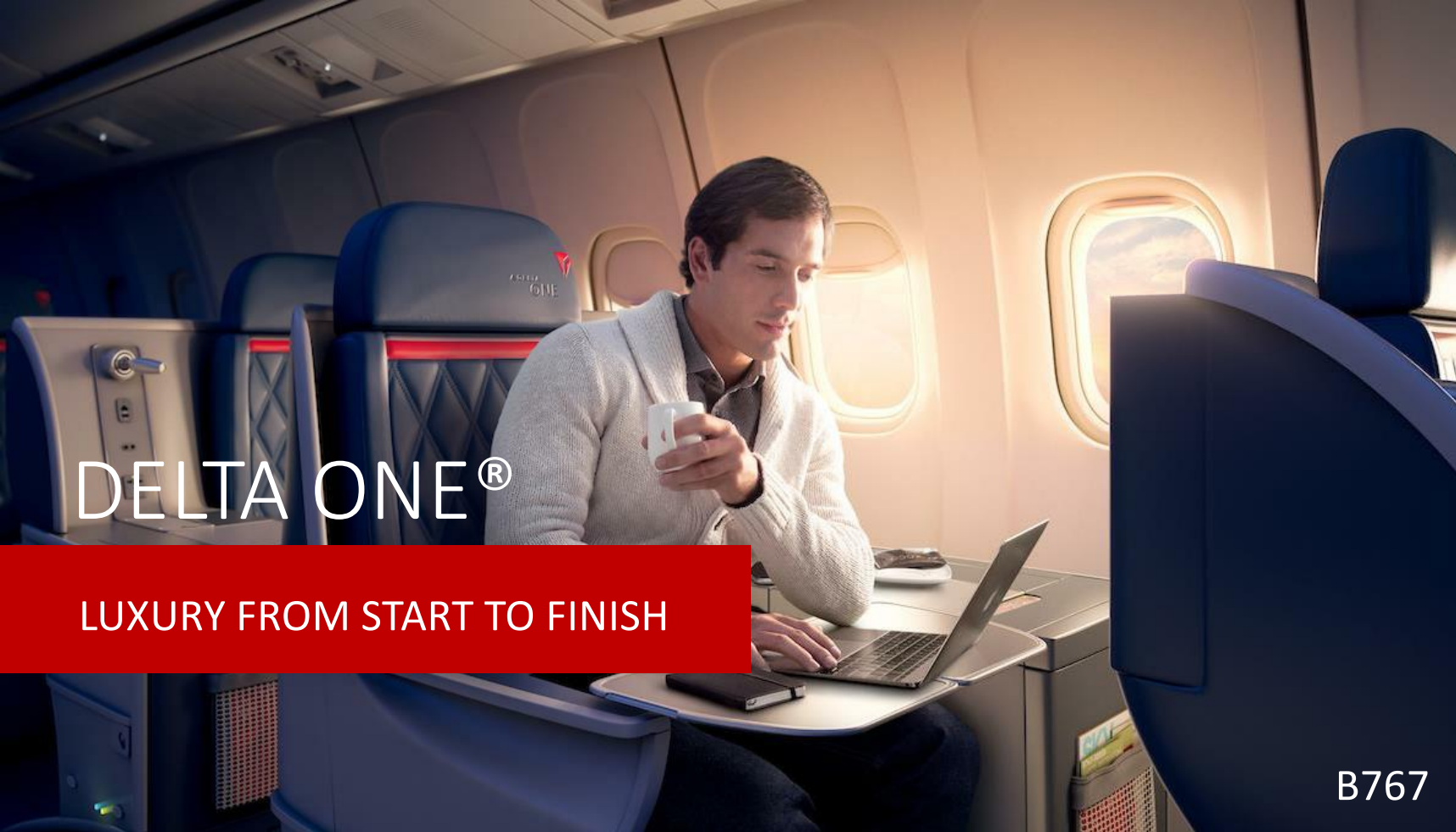
Chef-curated Meals



Exclusive serveware  
designed by Alessi







DELTA ONE®

LUXURY FROM START TO FINISH

B767



Power at every seat



Westin Heavenly® Bedding



Beer, spirits & wines carefully hand-picked by Delta's Master Sommelier Andrea Robinson



Tumi™ amenity kit with Kiehl's Since 1851 products







DELTA ONE®

LUXURY FROM START TO FINISH



LSTN Sound Co Premium noise-canceling headphones



Delta Sky Club® access



Delta Studio®



Access To In-flight Wi-fi



Free Messaging: iMessage, WhatsApp & Facebook Messenger





# DELTA ONE® SUITE

REDEFINING INTERNATIONAL  
BUSINESS CLASS TRAVEL



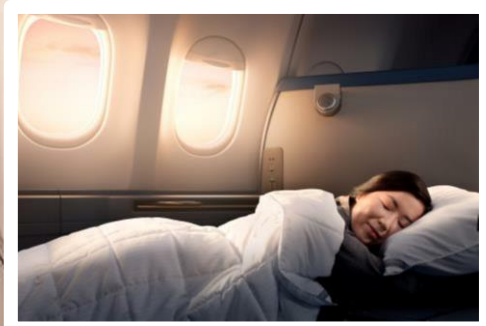
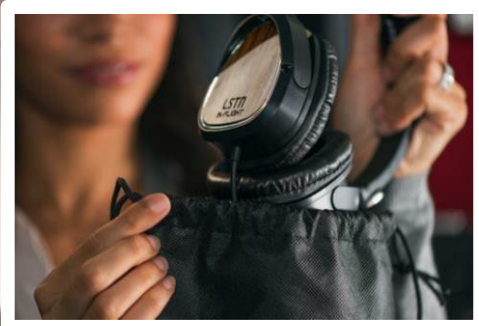
Winner of  
**CABIN CONCEPTS AWARD**  
Crystal Cabin Awards 2017





# DELTA ONE® SUITE

REDEFINING INTERNATIONAL  
BUSINESS CLASS TRAVEL



## WORLD'S FIRST ALL-SUITE BUSINESS CLASS

Delta One suite offers each customer a private space accessed by a sliding door, including:

- Thoughtfully designed personal storage areas
- Advanced in-flight entertainment system.
- Premium trim and finishes for an unparalleled experience
- Memory foam-enhanced comfort cushion
- Customizable ambient lighting
- Debuts on Delta's first Airbus A350, entered service in fall 2017. Now operating on AMS-DTW
- Each aircraft will feature 32 suites
- On-board service equivalent to Delta One®





# DELTA PREMIUM SELECT

MORE PERSONAL SPACE, ELEVATED SERVICE & DISTINGUISHED AMENITIES



More space



Adjustable leg rests and head rests



Pre-departure beverage service



13.3-inch entertainment screen





# DELTA PREMIUM SELECT

MORE PERSONAL SPACE, ELEVATED SERVICE & DISTINGUISHED AMENITIES



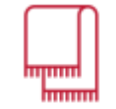
Sky Priority® which includes expedited security, premium boarding and faster bag delivery on arrival



TUMI amenity kit with Travel Essentials, socks, eyeshades, earplugs and more



LSTN Sound Co noise-canceling headphones



Heavenly® In-Flight Blanket, engineered to be comfortable







# DELTA PREMIUM SELECT

MORE PERSONAL SPACE, ELEVATED SERVICE & DISTINGUISHED AMENITIES



Seasonal, regional meals, inspired by Delta destinations from around the globe. Served on beautifully designed Alessi service ware



Complimentary Select Wines, Craft Beers and Premium Spirits



Complimentary after dinner glass of wine or Starbucks® coffee service







# DELTA PREMIUM SELECT

MORE PERSONAL SPACE, ELEVATED SERVICE & DISTINGUISHED AMENITIES



Delta Studio®



Access To In-flight Wi-fi



Free Messaging: iMessage, WhatsApp & Facebook Messenger





# DOMESTIC DELTA ONE®

AMENITIES TAKE FLIGHT IN SELECT LONG-HAUL  
DOMESTIC MARKETS BEGINNING APRIL 1, 2018



**THE DELTA ONE CABIN OFFERS  
A LUXURIOUS EXPERIENCE ON  
SOME OF DELTA'S LONGEST  
FLIGHTS, WITH PRIVACY,  
COMFORT AND EXCEPTIONAL  
SERVICE FEATURED AT  
EVERY STEP.**

**Available on select flights between the following markets:**

- Boston and Los Angeles
- New York-JFK and San Diego, Seattle
- New York-JFK and Las Vegas (Starting May 1, 2018)
- Atlanta and Honolulu
- Minneapolis and Honolulu





# TUMI AMENITY KITS

AVAILABLE IN DELTA ONE®  
AND DELTA PREMIUM SELECT



## DELTA ONE

- Hand Cleanser
- Mouthwash Stick
- TUMI Eyeshades
- Updated Striped Socks
- Kiehl's Lip Balm #1
- Grapefruit-scented Deluxe Hand and Body Lotion
- Crest Toothpaste
- Tissues
- Mouthwash
- Ear Plugs



# TUMI AMENITY KITS

AVAILABLE IN DELTA ONE®  
AND DELTA PREMIUM SELECT



## DELTA PREMIUM SELECT

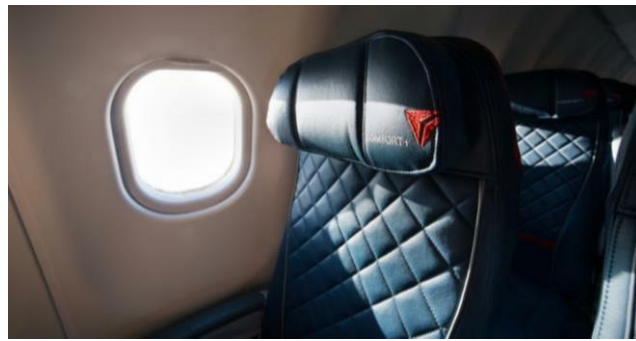
- Malin+Goetz  
Vitamin B Lotion
- Colgate Toothpaste
- Eye Mask
- Socks
- Ear Plugs





# DELTA COMFORT+®

PLUS MEANS MORE



Sky Priority® boarding<sup>1</sup>



Dedicated overhead bin space<sup>2</sup>



Seat closer to the front of the cabin



Additional space to work or relax

<sup>1</sup>Inclusive of boarding only. No other Sky Priority amenities apply  
<sup>2</sup>Dedicated overhead bin space for bags is not guaranteed based on flight capacity







# DELTA COMFORT+®

PLUS MEANS MORE



Up to 50% more seat recline than a standard seat



10 cm more legroom than a standard seat



Free beer\*, wine\* and spirits\*, Starbucks Coffee



Enhanced hot meals, snacks and ice cream on long-haul international flights



\* Available on flights operating +250 Miles and more



# DELTA COMFORT+®

PLUS MEANS MORE



Premium Snacks on flights  
+750 Miles



Wi-Fi available\* and Free  
Messaging



Delta Studio®



Complimentary sleep kit's  
eye shades and ear plugs.



\* Availability varies by aircraft and route



# DELTA MAIN CABIN

A HIGHER STANDARD



## INTERNATIONAL LONG HAULS

- Complimentary snacks & meal service
- Non-alcoholic beverages
- Free beer, wine, spirits available, Starbucks® coffee
- Pillow & blanket available
- Sleep Kit
- Delta Studio®
- Entertainment: films to music, games to TV, HBO® to SHOWTIME on seat back screens
- Access to In-flight Wi-fi
- Free Messaging







# FREE MOBILE MESSAGING

## IN-FLIGHT



**FREE MESSAGING IS AVAILABLE ON ALL GOGO-ENABLED DELTA FLIGHTS, INCLUDING ALL AIRCRAFT WITH TWO OR MORE CABINS**

- Delta Air Lines is the first U.S. global carrier\* to offer free mobile messaging, providing more customers access to free messaging than any other carrier.
- The airline has the most aircraft enabled with free messaging.
- Customers can text via their application of choice including iMessage, WhatsApp and Facebook Messenger.





# DELTA'S IN-FLIGHT WI-FI

THE WORLD'S LARGEST WI-FI EQUIPPED  
FLEET OF AIRCRAFT



DELTA IS NOW THE ONLY U.S. AIRLINE  
TO OFFER WI-FI ON ALL OF ITS LONG-HAUL  
INTERNATIONAL FLIGHTS AND OPERATES  
THE WORLD'S LARGEST WI-FI EQUIPPED FLEETS







# DELTA SKY CLUBS® RAISING THE BAR

WE'RE INVESTING IN DELTA SKY CLUBS  
ACROSS OUR NETWORK



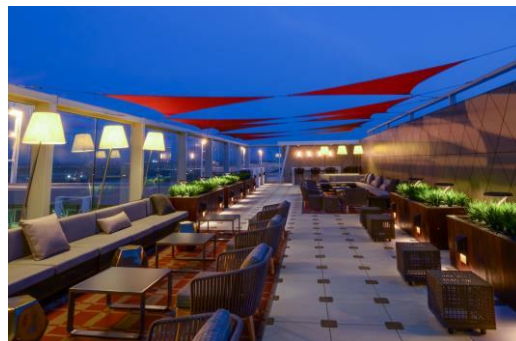
Relax and unwind in one of our 251 Sky Clubs and Partner Lounges



Sky Clubs in New York-JFK and Atlanta feature outdoor Sky Deck®



Asanda Spa now available at Seattle and New York-JFK Sky Clubs with Atlanta coming soon.





# DELTA SKY CLUBS® RAISING THE BAR

WE'RE INVESTING IN DELTA SKY CLUBS  
ACROSS OUR NETWORK



At our Sky Clubs, enjoy locally sourced cuisine, craft beers, fine wines and Starbucks® Coffee



Renovated LAX Sky Club features new shower suites, updated food area with cafe seating and 100 additional seats



Sky Club at Atlanta Concourse B is the second largest in the Delta system, opened September 2016







# FOCUSED ON INNOVATION

CREATING VALUE FOR YOU AND YOUR TRAVELERS



Self-Service Bag Drop



CLEAR Biometric Screening Lanes



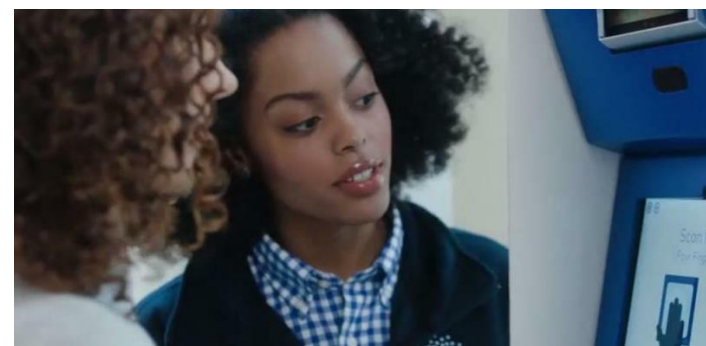
Biometric Boarding Pass



Nomad Handheld Device

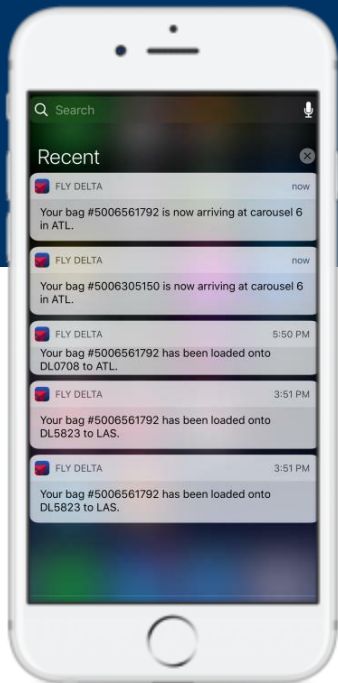


Delta Sky Assist





# UPDATED FLY DELTA APP



HELPING CUSTOMERS  
FIND THEIR WAY  
AND ACCESS TRIP INFO  
EVEN OFFLINE



Wayfinding maps



Know where to go



Offline Access



Live push notifications



Re-booking options

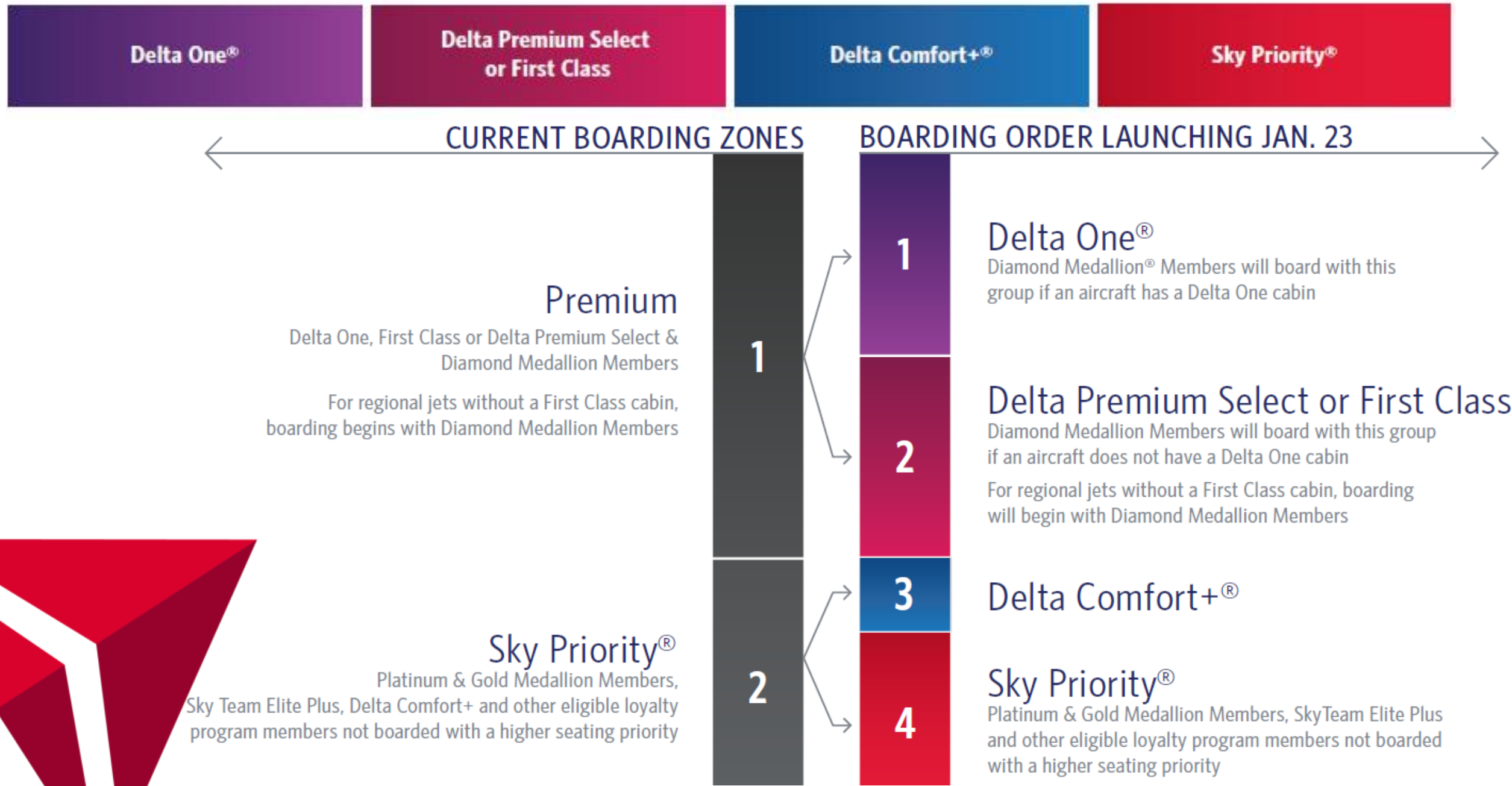


Auto Check-in





# Boarding Simplified: Delta Introduces Boarding Order by Branded





| Main Cabin | Basic Economy |
|------------|---------------|
|------------|---------------|

**Zone 1**  
 Silver Medallion Members, Sky Team Elite,  
 eligible Delta SkyMiles Credit Card Members,  
 Corporate Travelers and other loyalty program  
 members not boarded with a higher seating priority

3

5

**Main Cabin 1**  
 Unchanged

**Zone 2**

4

6

**Main Cabin 2**  
 Unchanged

**Zone 3**

5

7

**Main Cabin 3**  
 Unchanged

**Zone 4**  
 Launched Feb. 2018

6

8

**Basic Economy**  
 Launched Feb. 2018





# SKYMILES



Miles never expire



SILVER



GOLD



PLATINUM



DIAMOND



# SkyMiles


| SILVER   | GOLD  | PLATINUM  | DIAMOND   |
|--|---|---|---|
|   |  |  |  |
| 25,000 MQMs <b>or</b> 30 MQSs  | 50,000 MQMs <b>or</b> 60 MQSs   | 75,000 MQMs <b>or</b> 100 MQSs  | 125,000 MQMs <b>or</b> 140 MQSs   |
| AND  | AND   | AND   | AND   |
| \$3,000 MQDs <b>or</b> MQD Waiver  | \$6,000 MQDs <b>or</b> MQD Waiver   | \$9,000 MQDs <b>or</b> MQD Waiver   | \$15,000 MQDs <b>or</b> MQD Waiver  |
| Unlimited Complimentary Delta Comfort+ Upgrades: All paid tickets (except E fares), Award Tickets, Miles + Cash, and Pay with Miles tickets <sup>(2)</sup> | Begins 24 hours (1 day) prior to departure  | Begins 72 hours (3 days) prior to departure   | Shortly after ticketing   |
|  |   | Shortly after ticketing   | Shortly after ticketing   |





# BAGGAGE INFORMATION













 = 50 lbs. (23 kg)

 = 70 lbs. (32 kg)

FOR TRAVEL BETWEEN

BASIC ECONOMY (BE),  
MAIN CABIN (MC),  
DELTA COMFORT+® (DC+)


FIRST CLASS,  
DELTA PREMIUM  
SELECT 4,  
DELTA ONE®


|                              |                              | 1st Bag   | 2nd Bag   |   |  |
|------------------------------|------------------------------|---|---|---|--|
| U.S. (including Puerto Rico) | U.S. (including Puerto Rico) | <br>30 USD   | <br>40 USD   | <br>70   | <br>70<br>2 FREE <sup>4</sup>   |
| U.S.                         | Canada                       | <br>30 USD/CAD <sup>1</sup>                                 | <br>50 USD/CAD <sup>1</sup>                                 | <br>70  | <br>70<br>2 FREE <sup>4</sup>  |
| U.S. & Canada                | Europe & North Africa        | <br>FREE (MC/DC+);<br>60 USD, 75 CAD,<br>50 EUR (BE ONLY). | <br>100 USD; 120 CAD <sup>1</sup> ;<br>85 EUR <sup>1</sup> | <br>70 | <br>70<br>2 FREE <sup>4</sup> |



# BAGGAGE SKYMILES MEDALLION MEMBERS

BAGGAGE SIZE MUST NOT EXCEED 62 INCHES (157 CM) WHEN YOU TOTAL LENGTH + WIDTH + HEIGHT

 = 50 lbs. (23 kg)

 = 70 lbs. (32 kg)

| ORIGIN AND DESTINATION REGION        | SILVER  | GOLD   | PLATINUM  | DIAMOND   |
|--------------------------------------|---|--|---|---|
| Within the U.S. & Canada             | <br>FREE |  <br>2 FREE |   <br>3 FREE |   <br>3 FREE |
| To/From All Other Int'l Destinations |   |  | <br>ADDITIONAL FREE OVER<br>Checked Baggage Allowance Each Way   |   |







## CARRY-ON SIZE RESTRICTIONS

It Baggage may not exceed 45 linear inches (or 114 cm) in combined length, width and height, including any handles and wheels, with the exception of **small musical instruments that fit in the overhead compartment space or under-seat space available at the time of boarding**

- Baggage must meet carry on size limits (approximately 22" x 14" x 9" or 56 x 35 x 23 cm). Reference size check templates located at ticket counters and gates.

## CARRY-ON WEIGHT RESTRICTIONS

### No maximum weight applies to carry-on baggage

except in the below stations:

- Singapore, Singapore - Changi International Airport (**SIN**) carry on should not exceed 15 lbs. (7kgs)
- Beijing - Beijing Capital International Airport (**PEK**) Civil Aviation Administration of China (CAAC) requires that domestic hand carry bags should not exceed 10kgs. Individual carrier rules apply for international flights.
- Shanghai - Pudong International Airport (**PVG**) carry on should not exceed 22lbs. (10kgs)

# DELTA New Domestic Fare Structure

## What is changing?

- Fare classes F, P, A, G, and R will no longer be available when booking First-Class in Domestic markets, as these fares shift to J, C, D, I, Z and O, with mixed-service exceptions noted above
- F, P, A, and G classes will continue to be used for Delta Premium Select (DPS)
- In addition to Delta Premium Select (DPS), F class will be used for marketed code-share product on partner-operated flights with a true International First-Class product such as Air France's La Premiere

## Delta is making these changes to:

Better align our fare products with our partners to deliver a more seamless customer experience

- Reduce confusion when booking with Delta and/or our partner airlines
- Improve consistency of fare classes among other carriers and IATA-defined classes

| Branded Product | DOM Fare Class Hierarchy |        | Dual RBD |
|-----------------|--------------------------|--------|----------|
|                 | Current                  | Future |          |
| First Class     | F →                      | J      | Yes      |
| First Class     | - →                      | C      | Yes      |
| First Class     | P →                      | D      | Yes      |
| First Class     | A →                      | I      | Yes      |
| First Class     | G →                      | Z      | Yes      |
| Delta Comfort + | W                        | W      | Yes      |
| Main cabin      | Y                        | Y      | No       |
| Main cabin      | B                        | B      | No       |
| Main cabin      | M                        | M      | No       |
| Main cabin      | H                        | H      | No       |
| Main cabin      | Q                        | Q      | No       |
| Main cabin      | K                        | K      | No       |
| Main cabin      | L                        | L      | No       |
| Main cabin      | U                        | U      | No       |
| Main cabin      | T                        | T      | No       |
| Main cabin      | X                        | X      | No       |
| Main cabin      | V                        | V      | No       |
| Basic Economy   | E                        | E      | Yes      |



# DELTA COMFORT+®

## Dual-Inventory Check Process

For the Delta Comfort+ fare product to be available for purchase, both the FBC booking class and the inventory class of service must be available.

• Example of a Delta Comfort+ fare:

- The 2<sup>nd</sup> from last letter in a Fare Basis Code will indicate "C"
- Booked in W class = 'V' fare basis code
- Requires both 'W' and 'V' class to be available (dual inventory check)

KBPBOS 10SEP TUESDAY 1200N \*ALT G\*2/EST 1  
 1\* 8519 P9 A9 G9 C7 J7 D6 I0 Z0 KBPCDG 600A 820A 319 BB0  
 W9 Y9 B9 M9 H9 Q9 K9 L9 U9 T9 X9 V9 E9  
 2 405 J9 C9 D5 I0 Z0 W9 Y9 B9 BOS 1020A 1229P 76W SL0  
 J9 H9 Q9 K9 L9 U9 T9 X9 V9 E9

1 DL8519W 10SEP2 KBPCDG SS1 600A 820A B  
 \*DL CODE SHARE-QUOTE OPERATED BY AIR FRANCE AS AF FLT 1653  
 2 DL 405W 10SEP2 CDGBOS SS1 1020A 1229P L  
 3 DL 404W 18SEP3 BOSCDG SS1 704P 810A¥1 D  
 4 DL8518W 19SEP4 CDGKBP SS1 935A 140P B  
 \*DL CODE SHARE-QUOTE OPERATED BY AIR FRANCE AS AF FLT 1752

| BF | USD | TX   | UAH    | EV    | UAH   | TOTAL | UAH |
|----|-----|------|--------|-------|-------|-------|-----|
|    |     | 001- | 618.00 | 10041 | 17088 | 27129 |     |

**V**L28J6**C**1\***L**L20J6**C**1



**DELTA PREMIUM SELECT**  
Airbus A350 and Boeing 777



**Booking classes – P, A, G**

**NO NAMES**

|  |        |          |        |        |     |       |      |      |
|--|--------|----------|--------|--------|-----|-------|------|------|
| 1  | DL8519 | <b>G</b> | 10SEP2 | KBPCDG | SS1 | 600A  | 820A | B    |
| *DL CODE SHARE-QUOTE OPERATED BY AIR FRANCE AS AF FLT 1653 |        |          |        |        |     |       |      |      |
| 2  | DL 157 | <b>G</b> | 10SEP2 | CDGLAX | SS1 | 315P  | 557P | D    |
| 3  | DL 156 | <b>G</b> | 18SEP3 | LAXCDG | SS1 | 1237P | 755A | ¥1 L |
| 4  | DL8518 | <b>G</b> | 19SEP4 | CDGKBP | SS1 | 935A  | 140P | B    |
| *DL CODE SHARE-QUOTE OPERATED BY AIR FRANCE AS AF FLT 1752 |        |          |        |        |     |       |      |      |





# BASIC ECONOMY “E” class booking

### How to Identify Basic Economy Fares

- The booking code for Basic Economy fares will be “E” class, however, the fare basis code may indicate X, V or other classes.
- Basic Economy fares will contain an identifier in the fare basis code:
  - Fares identified via a "B" in the 2<sup>nd</sup> to last position of the Fare Basis Code for all markets, except Europe, but including UK point of origin fares
  - Europe point of origin fares will have “LR” in position 5&6 of the fare basis code
- The Basic Economy fare will require both ‘E’ Class and the class of service of the fare basis code to be available (dual inventory check).

24SEP DL423 - J9 C9 D7 I0 Z0 W9 Y9 B9  
M9 H9 Q9 K9 L9 U9 T9 **X9 V0 E9**

DL 423**E** 24SEP2 JFKLAX SS1 1155A 256P

|               |          |                  |
|---------------|----------|------------------|
| Basic Economy | <b>B</b> | XEVQA0 <b>BA</b> |
|---------------|----------|------------------|

|   |           |                   |
|---|-----------|-------------------|
| Basic Economy:<br>Non-UK Europe<br>PoS in<br>transatlantic<br>markets | <b>LR</b> | VLP6 <b>LR</b> BE |
|---|-----------|-------------------|



## Know the Details on BASIC ECONOMY

### Basic Economy Restrictions:

- Seat assignments are available for purchase (for domestic itineraries only) starting seven days from departure until 24 hours prior to departure; pricing will vary per trip and may be purchased leg by leg. Otherwise, seat assignments are only available after check-in or at the gate.
- Passengers traveling together, including families, may not be seated together;
- Boarding in the last zone;
- Overhead bin space may be limited (checked luggage fees do not apply for gate-checked carry-ons)
- Not changeable and non-refundable;
- Not being eligible for paid or complimentary upgrades or preferred seats, even with SkyMiles® Medallion® Status. However, Medallion Members still earn miles, Medallion Qualification Miles (MQMs), Medallion Qualification Segments (MQSs) and Medallion Qualification Dollars (MQDs – U.S.-based Members only).
- Not being eligible to combine with other Delta fares.



Where is the Delta booking policy published?

The Delta Booking Policy is available on the Delta Professional Travel Agency website [www.pro.delta.com](http://www.pro.delta.com)

## Booking Policy Violations

## Fees

Administrative Fees for Debit Memo Issued

\$50 administrative fee

Inactive Segments

\$3.50 per passenger, per segment

Passives

\$3.50 per passenger, per segment

Duplicate Segments

\$10.00 per segment

Fraudulent, Fictitious or Speculative Bookings

\$15.00 per segment

Invalid Name Changes

\$15.00 per segment

Churning

\$3.50 per segment

Missing Secure Flight Passenger Data

\$50.00 per name per PNR

Inventory Circumvention

\$100 per booked segment for unticketed PNRs or \$600 per OD passenger for ticketed PNRs



## CANCELED FARE/FARE INCREASE POLICY

Delta offers a same day “Canceled Fare and Fare Increase” policy, valid worldwide, for tickets issued on 006 ticket stock, for a Delta, Air France, KLM, Alitalia or Virgin Atlantic published fare.

**Fares are subject to change and are not guaranteed until tickets are issued.** For this reason, travel agents are encouraged to issue tickets the same day as reservations are booked to guarantee the fare quoted.





THANK YOU

