

What Delta Is Doing to Support You and Your Travelers April 27, 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:

- **May Schedule Changes:** See where Delta will be flying in May to continue to provide essential service.
- **Protective Medical Face Shields:** Delta Flight Products is boosting production of face shields to 5,000 a day.
- **Repurposing Passenger Planes:** Delta is the first U.S. carrier to get federal clearance to carry cargo in its overhead bins
- **Increasing Cargo Flights:** Delta is doubling Asia cargo-only flights to provide transportation of essential goods to the U.S.

Where We Are Flying in May

Customer demand, CDC guidelines and government travel regulations continue to shape Delta's network schedule. Below is an overview of our schedule 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. Complete details are listed [here](#).

Domestic U.S. & Canada:

- Delta continues to provide flights to all U.S. hubs and top markets, though frequency is significantly reduced. Specific flights to Canada are listed [here](#).

Latin America & the Caribbean:

- We are resuming flights from Atlanta, New York-JFK and Salt Lake City to various destinations in the Caribbean, Mexico, Central and South America, with most service resuming in the second half of May. See all destinations [here](#).

Trans-Atlantic:

- We will have service from Atlanta to Amsterdam and Paris-Charles de Gaulle and from Detroit to Amsterdam.

Trans-Pacific:

- We will have flights from Detroit and Seattle to Seoul-Incheon and Tokyo-Haneda.

Delta Increases Production of Face Shields

Delta Flight Products and Delta TechOps have increased the production of critical plastic face shields to up to 5,000 daily to support the healthcare industry during the COVID-19 pandemic. Face shields are distributed to hospitals across the U.S., including in Delta's key hubs of Atlanta and New York and help extend the life of essential masks. Watch a [video](#) on how the face shields are made by Delta Flight Products.

Delta Receives FAA Approval to Carry Cargo in its Overhead Bins

As demand continues to grow to move essential goods around the world, Delta is set to increase its cargo capacity by utilizing storage areas in the passenger cabin. Delta is the first U.S. carrier approved to transport goods in the passenger cabin after receiving approval from the Federal Aviation Administration. Learn more [here](#).

Delta Doubles Cargo-only Flights to Asia

As demand for medical supplies continues to grow in the U.S., Delta is expanding its cargo-only flights between the U.S. and Asia to give vital supply lines an even bigger boost. Delta's scheduled cargo operation will grow to daily service with the addition of flights from Los Angeles to Shanghai. Delta will continue to explore opening additional U.S. gateways, depending on demand. Learn more about our efforts [here](#).

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.

Supporting Travelers to Promote Safe Flying

We want to support our travelers in social distancing efforts on the ground and in the air therefore to promote safe flying, the following temporary changes, launched last week, will now be extended on all flights through the end of June:

- Reducing 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 instead
- Modifying our boarding process so customers will now be boarded by row, starting from the rear of the aircraft toward the front

See more details on our social distancing efforts [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.
- **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](#)