


IF YOU CAN THINK OF IT, WE'LL TAKE CARE OF IT.



DELTA
VIP SELECT

VIP SELECT HANDLES EVERY LAST DETAIL.

VIP Select offers high-profile clients personalized and down-to-the-last-detail travel coordination and discretion. Our VIP Select travel specialists greet clients and expedite each step of the travel experience—from curbside to planeside and everywhere in between. They are the perfect combination of personal assistant and airport navigator to make travel completely worry-free for high-profile clients and their travel companions.

EVERY VIP EXPERIENCES INCLUDES:

- Complete coordination of the entire airport experience
- Greeter service curbside and/or at the arrival gate
- Assistance with baggage and porter service
- Complimentary access to Delta Sky Club®
- Discreet boarding at a preferred time
- Flight monitoring and rebooking assistance
- Full confidentiality and protection of identity and travel plans

VIP SELECT SERVICE IS AVAILABLE AT:

- Atlanta, GA (ATL)
- Detroit, MI (DTW)
- Los Angeles, CA (LAX)
- Minneapolis-St. Paul, MN (MSP)
- New York, NY-Kennedy (JFK) and LaGuardia (LGA)
- San Francisco, CA (SFO)
- Seattle, WA (SEA)
- Salt Lake City, UT (SLC)

PRICING PER AIRPORT MEET:

One Person: \$500 | Each Additional Person: \$100

FOR RESERVATIONS AND DETAILS, HAVE YOUR TRAVEL COORDINATOR CONTACT:

VIPSELECT@DELTA.COM or 1.855.2FLYVIP (1.855.235.9847)

TERMS & CONDITIONS

Reservation or use of VIP Select services constitutes Customer's agreement with these Terms and Conditions. If Customer does not accept these Terms and Conditions, Customer may not reserve or use VIP Select services.

Pricing: EFFECTIVE FOR VIP SELECT SERVICES RESERVED ON OR AFTER NOVEMBER 7, 2023: PRICING PER AIRPORT MEET: One Person: \$500 | Each Additional Person: \$100 | Max. persons per greeter = 4 customers total

Areas of Travel / Services: VIP Select service is offered at Atlanta-ATL, New York-JFK, New York-LGA, Los Angeles-LAX, Detroit-DTW, Minneapolis-MSP, San Francisco-SFO, Seattle-SEA and Salt Lake City-SLC on Delta and Delta Connection®-operated flights. Service may also be provided to customers traveling or connecting on another airline at Delta's sole discretion, to the extent that service can be provided within a Delta terminal and both carriers are ticketed together on one ticket. For clarity, boarding coordination does not guarantee vehicle transportation from Delta Sky Club to gate, and all vehicle transportation to departure gate will be at Delta's sole discretion and subject to availability of vehicles. To the extent Delta provides vehicle transportation, no specific vehicle make or type is guaranteed. VIP Select service is subject to availability and the customer/agency is responsible for advising VIP Select customer service of any itinerary changes.

Eligibility: The main customer making the reservation must be purchased a Delta Main Cabin fare or higher on a Delta marketed and operated flight for the areas of travel listed above.

Fees: Service fee covers one VIP Select service at one airport. Service fee is required for each airport where VIP Select service is utilized. Service fee is non-refundable for cancellations with less than 12-hour notice before the scheduled service. All cancellation notices must be sent via email to VIPSELECT@DELTA.COM or received via phone at 1.855.235.9847. Payment for VIP Select service will be processed at booking when the reservation is confirmed. If additional customers are added at the time of the meet, an additional fee of \$100 per person/ per service will be charged to the original form of payment. If the additional passenger results in the need for another greeter, a fee of \$500 for the first person and \$100 for any other additional persons will be charged to the original form of payment.

VIP Select Reservations: Reservations are encouraged to be made at least 24 hours in advance of first meet. Reservation requests must be made at least 6 hours prior to first meet in order to ensure quality service levels. Requests made within 6 hours prior to first meet will not be accepted. Refund requests may take up to two billing cycles.

Airport Meets: Customers must adhere to specified meet times with respect to airport meets. Domestic departure airport meets are designated as 90 minutes, international departures as 120 minutes, prior to scheduled flight departure. Arrival meets are designated for 60 minutes from scheduled arrival (subject to change due to irregular operations). Arriving early to the airport for a departure meet does not constitute a service failure on the part of VIP Select if the greeter is not available until the original allocated time. Missed service due to incomplete, inaccurate, or missing information does not constitute eligibility for a refund. Requests for full or partial refunds will be reviewed on a case-by-case basis.

LAX Off-Airport Meets: Customers will only be driven to a designated meeting point selected by Delta, with a vehicle selected by Delta at its sole discretion. The name and contact information of the person meeting the customer at the meeting point must be provided to VIP Select at least six hours prior to the meet. The confirmation email will include the address of the meeting point. FOR THE SAFETY OF OUR STAFF AND CONTRACTORS, FIREARMS OF ANY KIND ARE EXPRESSLY PROHIBITED FROM THE LAX OFF-AIRPORT MEET. IF IT IS DETERMINED OR SUSPECTED THAT CUSTOMER IS IN POSSESSION OF A FIREARM, DELTA MAY DENY SERVICE WITHOUT FURTHER OBLIGATION TO PROVIDE ANY VIP SELECT SERVICE. CUSTOMER MAY BE PROVIDED AN OPPORTUNITY TO ELECT TO CONTINUE THE VIP SELECT SERVICES (INCLUDING AIRPORT TRANSPORT) WITHOUT THE FIREARM BUT IF CUSTOMER REFUSES TO LEAVE BEHIND THE FIREARM, DELTA WILL DECLINE SERVICE AND NO REFUND WILL BE PROVIDED.

Third Party Car Service Coordination: VIP Select Customers that elect to use a third-party car service for arrival to the applicable airport need to inform Delta at least 24 hours prior to scheduled departure, by emailing VIPSELECT@DELTA.COM or calling 1.855.235.9847, and providing the name of the car service provider, contact information of the car service provider, and confirmation number for booking with the car service provider. Delta will contact the car service provider to coordinate airport arrival and curbside meet-and-greet with agents. If third-party car service information is not provided at least 24 hours prior to departure, Delta may not coordinate with the third-party car service, which may lead to wait times prior to the scheduled meet time.

Travel Reservations: Flight itinerary must be ticketed and include at least one Delta- or Delta Connection carrier-operated flight segment. All Delta ticketing, baggage policies, baggage fees, tariffs, and check-in requirements still apply; and use of VIP Select services does not alter any of the foregoing. Customer/agency agrees to provide service details necessary for Delta to coordinate and deliver VIP Select service.

Changes: Changes to VIP Select service reservations are permitted at no charge pending service availability and provided that the number in the party remains the same up until 6 hours before the scheduled service. Once within the 6-hour window from the requested service, the initial service is billable. Customer will be charged applicable additional service fees if additional customers are added to VIP Select party. Additional customers are subject to service availability.

Notifications: Customer/agency will be notified with name and contact details of airport agent who will assist on day of departure within 72 hours of departure when VIP Select service has been confirmed more than 72 hours in advance. Telephone numbers of Delta agents assigned to a VIP Select Customer on the day of departure are for use only when Customer is enroute to or at the airport; reservation agents are available 24/7 via email at VIPSELECT@DELTA.COM or phone at 1.855.235.9847. All Customers must present a valid government-issued ID.

Connections: Customers connecting through ATL, DTW, JFK, LAX, LGA, MSP, SFO, SEA or SLC from another airline to a Delta or Delta Connection®-operated flight will be met by a Delta representative in the Delta terminal. Connection assistance may also be provided, in Delta's sole discretion, to customers connecting from a Delta or Delta Connection®-operated flight to a flight operated by another carrier, but only to the extent that service can be provided within a Delta terminal and both carriers are ticketed together on one ticket. All connection flights must depart within 4 hours or less from the arriving flight time. Additional service fees will apply for all connection flights that do not meet the before said policy.

Age: Customer must be at least 18 years of age or accompanied by an adult. Children under 2 years of age will not be charged for VIP Select service; however, for space reasons and for safety regulations advisement of travel with an infant, where the infant ticket is complete, is required at time of booking.

Delta Sky Club: Delta Sky Club access is included with the purchase of VIP Select service. One visit per VIP Select Customer is included per meet. VIP Select Customer may access the Delta Sky Club starting when the airport meets, subject to Delta Sky Club rules. Customer must be at least 21 years of age to enter Clubs with a self-service bar, unless accompanied by a parent or legal guardian who has a valid Delta Sky Club One-Day Pass or membership. All Delta Sky Club rules apply to Delta Sky Club membership and use. To review the rules, please visit delta.com/skyclub.

U.S. Customs and Border Protection (CBP): Due to CBP regulations, not all of our airport greeters are permitted access to the secured area of Customs. The International inbound connection meet will begin at the exit of Customs. For those airports that do have access, while the greeter is able to escort the customer through the customs process, the greeter is not permitted to approach the CBP officer and are unable to touch/carry any customer baggage but can provide limited assistance where applicable. The greeter may only provide a fast-track opportunity for customers with Global Entry or access through another similar program.

Other: VIP Select service is not designed, intended or authorized for use in emergency, mission critical or life-threatening circumstances or where failure could lead to death, personal injury or damage to property; and Customer shall not use VIP Select under such circumstances or for such uses. Delta reserves the right to refuse or discontinue any VIP Select service it feels is unsafe or unsuitable for its employees, including illegal or unethical activities. Delta and Delta's employees shall have no responsibility for any damages suffered as a result of using VIP Select services. In no event will Delta or any Delta employee be liable for any lost revenue, profit or data, or for direct, indirect, special, consequential, incidental, or punitive damages, however caused and regardless of the theory of liability arising out of the use of or inability to use VIP Select services. Delta's Privacy Policy applies to VIP Select services and customer information. To review Delta's Privacy Policy, please visit www.delta.com/privacy. This Agreement shall be governed by the laws of the State of Georgia, without giving effect to any conflict-of-laws principles that may provide the application of the law of another jurisdiction. The parties (including Delta) agree that any claim or dispute one party has against the other party arising under or relating to this Agreement (including claims in contract, tort, strict liability, statutory liability, or other claims) must be resolved exclusively by a court of competent jurisdiction, federal or state, located in Atlanta, Georgia, and no other court. Each party agrees to submit to the personal jurisdiction of such courts and to accept service of process from them. If Customer does not agree to these Terms and Conditions, Customer may not reserve or use VIP Select services. Prices, terms and conditions are subject to change without notice. Please contact Delta at VIPSELECT@DELTA.COM for current VIP Select Terms and Conditions. Regardless of participation in VIP Select, Customer ticket purchases are governed by Delta's Contract of Carriage, delta.com/legal/contract_of_carriage/index.jsp