

Delta Air Lines Coronavirus Travel Exception Policies

Updated September 3, 2020

	<u>Coronavirus Situation – Change Fee– Bulletin 9</u>	<u>Coronavirus Situation – All U.S. Domestic Travel – Bulletin 6</u>	<u>Coronavirus Situation – All International Travel – Bulletin 5</u>
Affected Areas	All markets	All U.S. Domestic travel (travel solely within the U.S. 50)	All International travel (not including travel solely within the U.S. 50)
Ticket Issuance Date	3/1/2020 – 12/31/2020	On or before 4/17/2020	On or before 4/17/2020
Impacted Travel Dates	Any future travel	3/1/2020 – 3/31/2021	2/25/2020 – 3/31/2021
New Travel Dates	3/1/2020 – 11/27/2021	<u>Cabin to cabin:</u> 3/1/2020 – 9/30/2020 <u>Class to class:</u> 10/1/2020 – 12/31/2022 <u>Change fee:</u> 3/1/2020 – 12/31/2022	<u>Cabin to cabin:</u> 3/1/2020 – 9/30/2020 <u>Class to class:</u> 10/1/2020 – 12/31/2022 <u>Change fee:</u> 3/1/2020 – 12/31/2022
Waived Change Fees	Yes – multiple	Yes – multiple	Yes – multiple
Changes to Origin and Destination	Permitted	Permitted: waive change fee only	Permitted: waive change fee only
Additional Fare Collection	Per fare rules	<u>Cabin to cabin:</u> Same O&D, same cabin – fare difference and change fee waived <u>Class to class:</u> Same O&D, same class – fare difference and change fee waived <u>Change fee:</u> Per fare rules, change fee waived	<u>Cabin to cabin:</u> Same O&D, same cabin – fare difference and change fee waived <u>Class to class:</u> Same O&D, same class – fare difference and change fee waived <u>Change fee:</u> Per fare rules, change fee waived
Ticket Validity	Extended through 11/27/2021	Extended through 12/31/2022	Extended through 12/31/2022
Waiver Code(s)	D9V2P	<u>Cabin to cabin:</u> Q4Y3F <u>Class to class:</u> X2R5W <u>Change fee:</u> Z5H8K	<u>Cabin to cabin:</u> N9R8H <u>Class to class:</u> B3Z8F <u>Change fee:</u> K7M6L

All policies summarized within this document apply to tickets issued on DL 006 Ticket Stock only; for additional information regarding tickets issued on JV Partner Ticket Stock, please visit Delta Professional

Delta Air Lines Name Change Exception Policies

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	Corporate Name Change Exception	SkyBonus Name Change Exception
Qualifying Issuance Dates	Wholly unused tickets issued on or before 4/17/2020	
Impacted Travel Dates	U.S. 50 Domestic: March 1, 2020 – March 31, 2021 International: February 25, 2020 – March 31, 2021	
New Travel Dates	All travel must be completed by December 31, 2022	
Waived Change Fees	Yes – multiple changes may be made under this policy without a change fee	
Waived Name Change Fees	Yes – multiple changes may be made under this policy without a name change fee	
Required Documentation	<ul style="list-style-type: none"> ▪ The new ticket must be issued with a valid corporate ticket designator. ▪ The designator must begin with an “X” or a “C” and must be entered in the ticket designator field on the ticket to avoid a debit memo. ▪ The new itinerary will need to be priced at current fares and any difference in fare will need to be collected; if the new fare is lower, no residual value. ▪ No waiver code is required if all above conditions are met 	<ul style="list-style-type: none"> ▪ The new ticket must be issued with a valid SkyBonus ID in the tour code box ▪ The new itinerary will need to be priced at current fares and any difference in fare will need to be collected; if the new fare is lower, no residual value. ▪ Travel agents must contact Global Sales Support for assistance with a waiver code

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