



# SAFER TRAVEL IS HERE

# SETTING THE STANDARD FOR SAFER TRAVEL



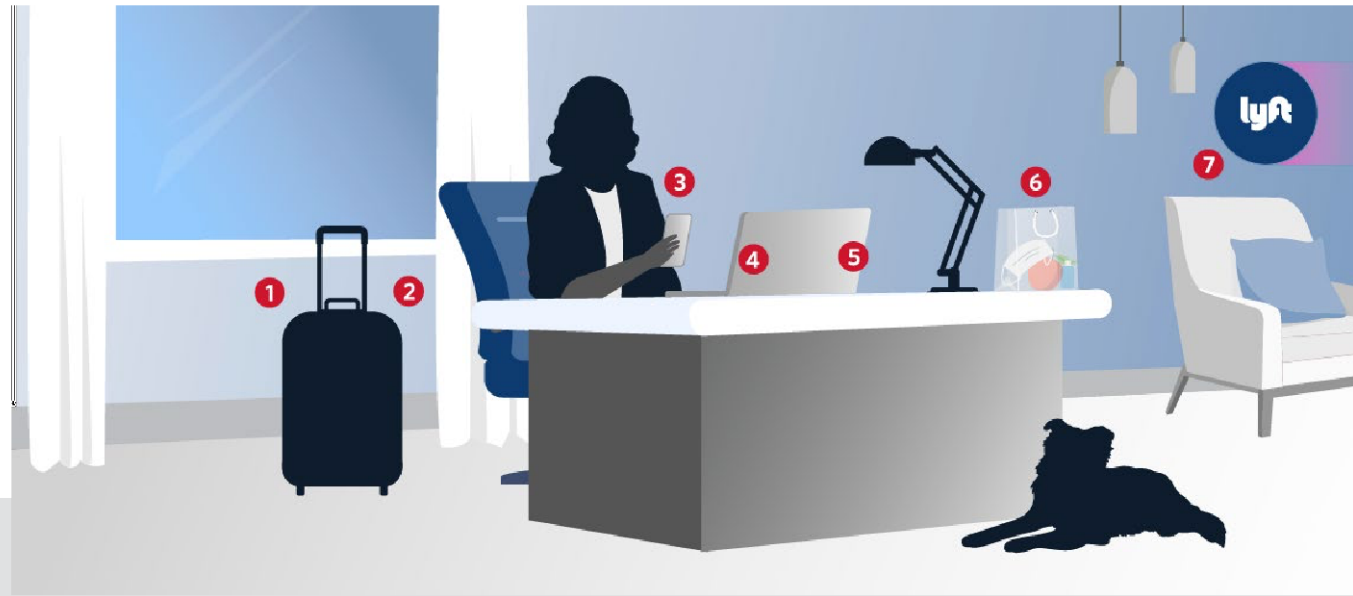
## DELTA CARESTANDARD<sup>SM</sup>

From the moment you check in to when you reach the baggage claim, you will experience a new standard of care. The Delta CareStandard focuses on keeping surfaces clean, giving you more space and offering safer service and personal care at every point in your journey. So when you're ready to fly, know that a safer, cleaner and more flexible experience is waiting. If you're traveling with one of our trusted partners, learn more about the measures each one is taking to keep you safe.



# Before You Go

To ensure you have the latest updates on the actions we've implemented to keep you safe and the ways you can stay healthy while flying, we'll send you pre-trip notifications, so you can arrive at the airport prepared.

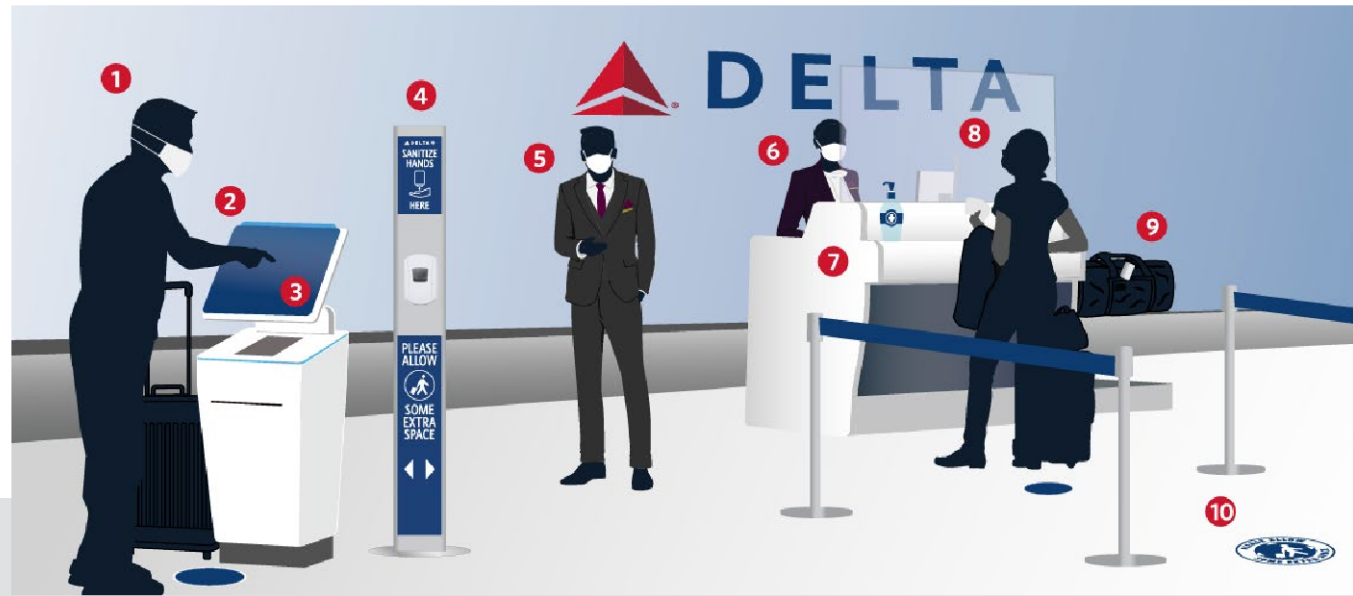


- 1 Review the [TSA Travel Checklist](#) before packing to see what you can bring. Note that every passenger is allowed one [12oz bottle of liquid hand sanitizer](#) through U.S. checkpoints. International security allowances may vary.
- 2 Pack light if bringing a [carry-on bag](#). To reduce touchpoints on board, our crew members are unable to assist customers placing bags in overhead bins.
- 3 Download the [Fly Delta app](#) for a touchless travel experience. Access your boarding pass, flight status and gate information from your own device.
- 4 Review your pre-flight email from us for information on how you can prepare for your upcoming trip.
- 5 Check your destination's entry requirements before arriving at the airport, as several states and countries have issued [travel mandates](#) that may affect your trip.
- 6 Bring a [mask or face covering](#) and [pack your own food items](#). This is especially important for long flights, since many airport food offerings are limited during this time.
- 7 Need a ride to the airport? Schedule a ride to the airport and [earn 2 miles per \\$1\\* with Lyft](#), which has implemented safety measures to protect both drivers and riders. \**Tips, gratuities, tolls, taxes and other incidental fees are excluded from mileage credit. Terms: [Delta.com/Lyft](#).*

August 13, 2020

# Check-in & Bag Drop

Providing a safer experience starts when you step in the airport. Explore the ways we're providing a safer flight experience starting at check-in.



- 1 All customers must wear a mask or face covering, and extra masks and Care Kits will be available at check-in if you need one.
- 2 Kiosks are being wiped down and sanitized frequently throughout the day. For a touchless check-in experience, [download the Fly Delta app](#).
- 3 Travelers must confirm at check-in that they and their travel companions will wear a mask and have not experienced symptoms of, been exposed to or been diagnosed with COVID-19 in the past 14 days.
- 4 Hand sanitizer dispensers have been added near high-traffic and high-touch locations throughout the airport.
- 5 For everyone's safety, all of our customer-facing employees will have their temperature checked before reporting to work. They will also be on hand to help guide you through new safety procedures and answer any questions you have.
- 6 All of our employees wear masks or face coverings.
- 7 Check-in counters are being wiped down and sanitized frequently throughout the day.
- 8 Plexiglass shields have been added to all Delta counters that are staffed with an agent throughout the airport and will be in place systemwide.
- 9 Baggage stations, where checked bags are located before they are loaded on the aircraft, are being wiped down and sanitized throughout the day.
- 10 Floor decals are being added to provide guidance for maintaining a safe distance while in line.

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# Security Checkpoint

To continue to provide a safe experience through security, multiple efforts have been implemented at TSA checkpoints.



- 1 Bins are being wiped down and sanitized throughout the day.
- 2 Customers and TSA employees are required to wear masks or face coverings and gloves at TSA checkpoints.
- 3 To promote a safe distance, alternating lanes are being used when available and floor decals serve as visual reminders of appropriate spacing.
- 4 Hand sanitizer stations have been placed near exits.

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# Delta Sky Club®

We are temporarily consolidating Club operations, discontinuing shower service and scaling back our food and beverage offerings to reduce physical touchpoints. Many of our partner and third-party lounges are experiencing these operational changes as well. Review all the ways we're working to ensure safety and safe distancing at our Clubs in operation.



- 1 Electrostatic spray** sanitization takes place every single night.
- 2 Face masks and gloves are required** to be worn by all Delta Sky Club Ambassadors.
- 3 Plexiglass has been added** where face-to-face service is necessary.
- 4** For a **touchless check-in experience**, we recommend American Express® Card Members use **My Wallet in the Fly Delta app**.
- 5 Hand sanitizer dispensers** have been added near high-traffic and high-touch locations.
- 6** To reduce physical touchpoints, menu options have been modified with **"grab & go"** selections.
- 7** Traveling together? Designated seating areas have been **reserved for families** traveling together.
- 8 All guests must wear masks** or face coverings when visiting the Club, except while eating or drinking.
- 9 Food & bar areas are wiped down** and sanitized multiple times a day.
- 10 All beverages** will continue to be served in glassware **and are always sanitized** with high-temperature industrial dishwashers.
- 11 Floor decals have been added** to promote safe distancing.
- 12** We are **limiting Club capacity and blocking select seats** to promote safe distancing.
- 13 All Club restrooms are cleaned** more frequently throughout the day.

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# At the Gate & Boarding

Clean surfaces and safe distancing are our key priorities at the gate and during boarding. To give you more space, clean surfaces and reduce contact with other customers, we've updated our procedures to deliver on that commitment.



- 1 Electrostatic spraying** with high-grade disinfectant is **used to sanitize our gate areas and jet bridges** overnight; the sprayers disperse the disinfectant in a fine mist which clings to surfaces throughout the entire area.
- 2 Decals are being added** on every other seatback in Delta gate areas to promote safe distancing.
- 3 All customers must wear a mask** or face covering, and extra masks and **Care Kits will be available** at the gate if you need one.
- Cleaning supplies have been added at the counter for **agents to spot clean** as they see fit.
- Plexiglass shields** have been added at all Delta counters throughout airports systemwide.
- Gate counters are being wiped down** frequently throughout the day.
- 7 All of our employees wear masks** or face coverings.
- 8 The Fly Delta app** can be used to scan your boarding pass for touchless boarding. App users will also be sent a notification that their aircraft has been sanitized and inspected before boarding.
- To **minimize your contact with other customers, boarding will occur from back to front**, with those customers seated at the back of the aircraft boarding first, and **boarding has been limited to 10 customers at a time**.
- 10 Jet bridges are being wiped down** and sanitized frequently throughout the day.
- 11 Decals are being added** at the gate and in the jet bridges to promote safe distancing.
- 12 Hand sanitizer dispensers** have been added near high-traffic and high-touch locations.

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# On the Plane

For your protection, we've raised the standard for cleanliness, created more space for you on board, and modified our service to reduce physical touchpoints.



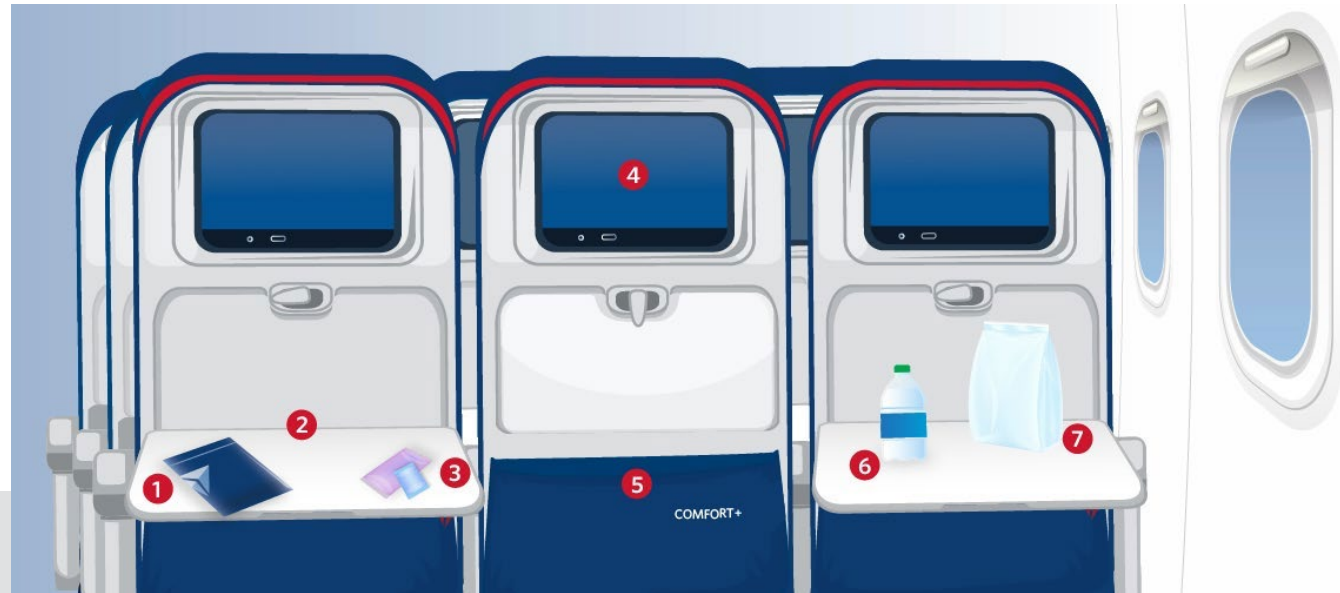
- 1 An extensive checklist is followed to ensure everything meets our elevated standards. If an aircraft doesn't pass our spot check before you board, our teams can hold the flight and call back the cleaning crew.
- 2 Electrostatic spraying with high-grade disinfectant is used to sanitize all of our aircraft before every flight; the sprayers disperse the disinfectant in a fine mist throughout the entire cabin.
- 3 Lavatories are cleaned before and during the flight with additional wipe down procedures. Flight Attendants will announce a social distancing reminder for the lavatory line.
- 4 All overhead bin handles are sanitized before every flight.
- 5 All of our aircraft are ventilated with fresh, outside air, or air that is recirculated through high-grade HEPA filters, which extract more than 99.99% of particles, including viruses.
- 6 To give you more space, middle seats have been blocked, and the total number of customers per flight has been reduced.
- 7 All blankets and bedding are laundered after every flight and all Main Cabin pillows are disposed of after every use.
- 8 Customers must wear masks or face coverings throughout the entire duration of the flight, except during meal service.
- 9 All armrests are thoroughly wiped down and sanitized before every flight.
- 10 All of our employees wear masks or face coverings.
- 11 To allow for greater space when deplaning, our flight attendants will cue customers to exit the aircraft and a reminder will be sent to you through the [Fly Delta app](#).

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# Details in Your Space

Your seat and space are most important, so we've implemented policies to keep it clean and safe, so you can fly with peace of mind knowing we've got you covered.



- 1** Complimentary **Care Kits** with a face mask and sanitizing wipe will be available upon request. Amenity kits will also be available on all long-haul international flights.
- 2** All **tray tables are thoroughly wiped down and sanitized** before every flight.
- 3** **Sanitizing wipes and gel packs are available** on board for your use, and our crews are supplied with wipes to keep galleys, equipment, lavatories, and the flight deck clean.
- 4** **Seatback screens** and all surrounding surfaces are **thoroughly wiped down and sanitized** before every flight.
- 5** **All non-essential items**, such as Sky magazine and glassware, have been removed.
- 6** To **reduce service touchpoints**, food and beverage offerings have been pared down, but you are still welcome to bring TSA-compliant food on board.
- 7** **Snack bags**, including a beverage, snack and sanitizing wipe or gel, are being handed out on select flights at boarding to reduce onboard service touchpoints.

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# Baggage Claim

Our cleanliness measures don't stop when you exit the aircraft. We're focused on keeping surfaces clean and allowing for safer distancing at baggage claim, so you are protected all the way through your journey.



- 1 Electrostatic spraying with high-grade disinfectant is used to sanitize our baggage claim areas at all domestic locations.
- 2 Floor decals to promote safer distancing have been added to baggage claim carousels at all domestic locations.
- 3 Hand sanitizer stations have been placed near baggage claim carousels at all domestic locations.
- 4 Counters at Baggage Service Offices are wiped down and sanitized throughout the day.
- 5 Plexiglass shields have been added to Baggage Service Offices systemwide.
- 6 Need a ride from the airport? Schedule a ride from the airport and [earn 2 miles per \\$1\\*](#) with Lyft, which has implemented safety measures to protect both drivers and riders. *\*Tips, gratuities, tolls, taxes and other incidental fees are excluded from mileage credit. Terms: [Delt a.com/ Lyft](#).*

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