



Hello Manoj,

As your customers prepare to start travelling again, Delta is committed to offering a safer, more flexible experience.

That's why we've committed to keeping middle seats blocked until at least 6 January 2021 and we are reducing overall customer numbers on flights until the end of October.

Additionally, we are extending our waiver on change fees for newly purchased flights, including international flights and Basic Economy fares, through the end of the year.

We look forward to welcoming you and your customers back on board.

Stay safe.

FEATURED STORIES:

- [Delta brings back more trans-Atlantic routes](#)
- [Check-in screening and mask acknowledgement](#)
- [Video: How Delta's providing cleaner surfaces for safer travel](#)
- [Middle seats blocked until January 2021](#)

- [Hand sanitizer stations now boarding](#)
- [Delta eliminates change fees](#)

Delta brings back more trans-Atlantic routes

As Delta works to restart service in line with the lifting of travel restrictions and the gradual return of demand, customers will see more trans-Atlantic flights to top business and leisure destinations for the winter 2020-2021 and summer 2021 seasons.

Delta's partners Air France and KLM are also bringing back a number of routes. These include Delta coded services from Dubai to both Paris CDG and Amsterdam, and service from Muscat and Kuwait City to Amsterdam, with connections to the United States.

See your GDS for the latest schedules.

Find out where Delta is flying [here](#).

Check-in screening and mask acknowledgement

As part of a change to the check-in process - at the airport, on the Fly Delta app or online - Delta customers must complete a health-screening to confirm they have not had a COVID-19 diagnosis, experienced any primary COVID-19 symptoms, or to their knowledge been exposed to COVID-19 over the past 14 days.

Customers must also acknowledge the requirement to wear a face covering across all Delta touchpoints, unless they meet exemption criteria. Anyone who believes they have an underlying condition that prevents them from wearing a mask have to complete a "Clearance-To-Fly" process before travel. This is facilitated by a Delta agent and a third-party medical professional and must be completed before every trip.

Learn more [here](#).

Video: How Delta's providing cleaner surfaces for safer travel

Delta is ensuring clean surfaces across the customer journey and offering a close look at the processes and products that provide an industry-leading approach to cleanliness in a new video.

Customers can travel with confidence as Delta continues to put in place new layers of protection, from the expansion of electrostatic spraying to new tidying kits. The airline is also increasing its focus on lavatory cleanliness.

Watch the video [here](#).

Middle seats blocked until January 2021

Extra space is important to Delta customers. That's why Delta has committed to keeping middle seats blocked on every flight until at least 6 January 2021.

The selection of middle seats is blocked in Delta Premium Select, Delta Comfort+ and Main Cabin in GDSs, via the Fly Delta app and online. For customers travelling in parties of three or more, Middle seats will appear as available for booking, to allow families and travel companions to select seats together.

Learn [more](#).

Hand sanitizer stations now boarding

Delta will become the first U.S. airline* where customers can find hand sanitizer stations near the boarding door and bathrooms on every Delta aircraft.

Delta will become the first U.S. airline* where customers can find hand sanitizer stations near the

boarding door and bathrooms on every Delta aircraft. The move ensures customers will never be more than a few feet away from hand sanitizer, with stations available from check-in to baggage claim.

As well as the new sanitizer stations, wipes are handed out by flight attendants upon boarding, included in Delta's complimentary care kits and within pre-packaged snack bags. Learn more [here](#).

**Based on a review of U.S. carriers' websites and press rooms as of August 24, 2020.*

Delta eliminates change fees

Change fees have been eliminated for tickets purchased for travel within the domestic U.S., Puerto Rico and U.S. Virgin Islands in Delta's First Class, Delta Premium Select, Delta Comfort+ and Main Cabin. The exception does not include Basic Economy tickets.

Additionally, Delta is extending its waiver on change fees for newly purchased flights, including international flights and Basic Economy fares, through the end of the year. The airline is also extending the expiration on travel credits through December 2022 for tickets booked before April 17, 2020.

To make it easier to help your customers, see Delta's online [Exception Policy Finder](#).



About Inside Delta.

Inside Delta is a newsletter produced exclusively for travel professionals by Delta Air Lines, Inc.

©2020 Delta Air Lines, Inc.
All information correct at time of production.

