

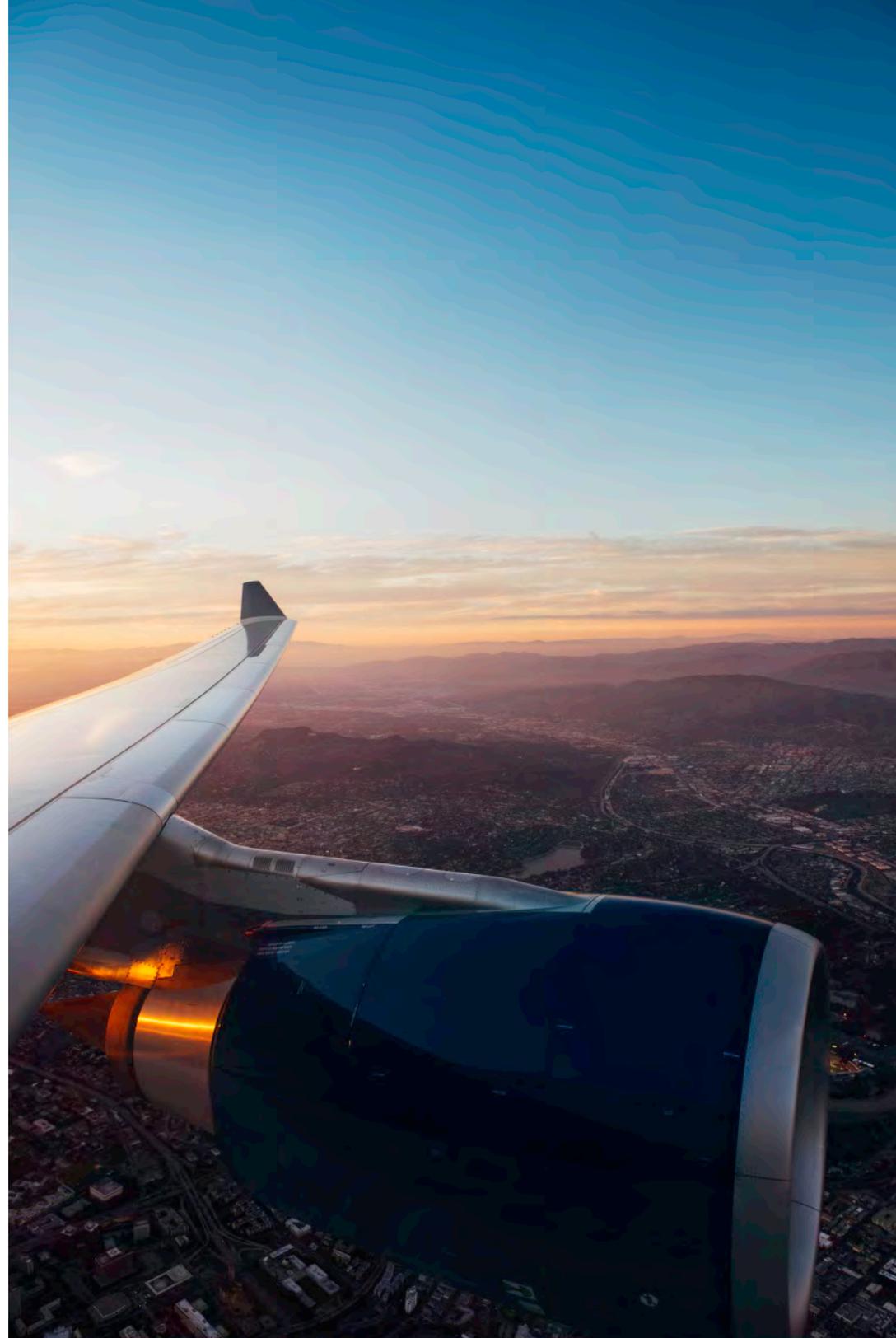


DELTA AIR LINES

Safer Travel Is Here

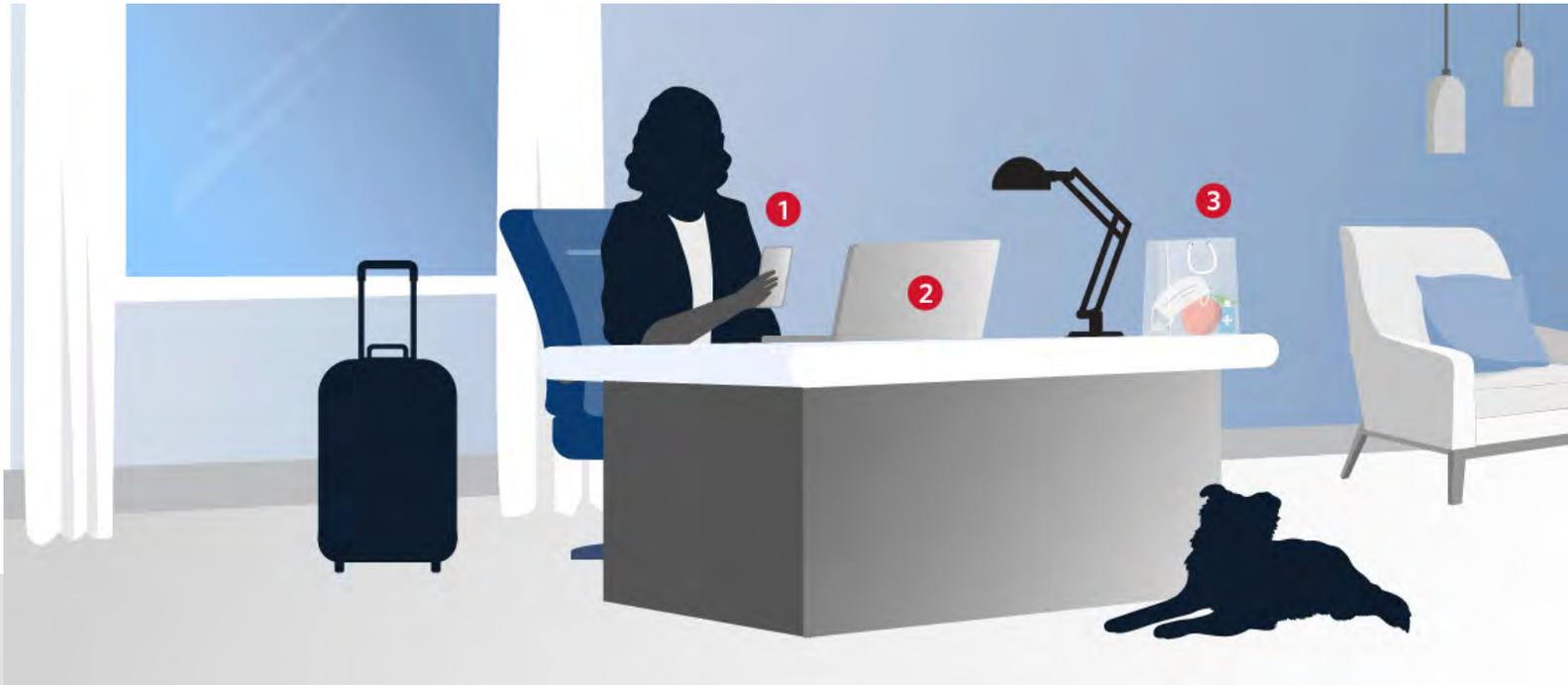
Setting the Standard for Safer Travel

At every step of your travel journey, you can be sure that we've raised the standard by putting measures in place that are in accordance with the CDC and WHO to help keep you safe and give you more peace of mind. So when you're ready to fly, know that we're ready to take care of you.



Pre-Arrival

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** **"Know Before You Go" and travel restriction reminders** are included in the notifications section of the Fly Delta app for all customers with upcoming travel.
- 2** **Pre-flight emails** with trip details, updates to our customer experience and tips for healthy travel are sent to all customers prior to departure.
- 3** We ask that you **please bring a mask or face covering and pack your own food** items, especially on longer flights, since many airport offerings are limited during this time.

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 wellness 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 Hand sanitizer dispensers** have been added near high-traffic and high-touch locations throughout the airport.
- 4 Employees will be on hand** to help guide you through new safety procedures and answer any questions you have.
- 5 All of our employees wear masks** or face coverings.
- 6 Check-in counters are being wiped down** and sanitized frequently throughout the day.
- 7 Plexiglass shields** are being added at all Delta counters that are staffed with an agent throughout the airport and will be in place systemwide by the end of May.
- 8 Baggage stations**, where checked bags are located before they are loaded on the aircraft, **are being wiped down and sanitized** throughout the day.
- 9 Floor decals are being added** to provide guidance for maintaining a safe distance while in line.

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 frequently throughout the day.
- 2** Customers and **TSA employees are required to wear masks** or face coverings at TSA checkpoints.
- 3** To promote a safe distance, **alternating lanes are being used** when available.
- 4** **Hand sanitizer stations** have been placed near exits.

At the Gate & Boarding

Clean surfaces and safe distancing are our key priorities at the gate and during boarding. To give you more 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 All customers must wear a mask** or face covering, and extra masks and **wellness kits will be available** at the gate if you need one.
- 3** Cleaning supplies have been added at the counter for **agents to spot clean** as they see fit.
- 4 Plexiglass shields** are being added at all Delta counters throughout the airport and will be in place systemwide by the end of May.
- 5 Gate counters are being wiped down** frequently throughout the day.
- 6 All of our employees wear masks** or face coverings.
- 7 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.
- 8** 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**.
- 9 Jet bridges are being wiped down** and sanitized frequently throughout the day.
- 10 Decals are being added** in jet bridges at all Delta-owned gates by June to promote safe distancing.
- 11 Hand sanitizer dispensers** have been added near high-traffic and high-touch locations.

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** during flight and extensively cleaned and sanitized after every flight.
- 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, **select seats have been temporarily blocked across all cabins on all aircraft**, 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**, flight attendants will cue you when to exit.

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 **wellness 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.

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** **Baggage Claim area** and counters at Baggage Services Offices are wiped down and sanitized throughout the day.
- 2** **Plexiglass shields** will be added to Baggage Service Offices systemwide by the end of May.
- 3** **Hand sanitizer stations** have been placed near baggage claim carousels.
- 4** **Floor decals to promote safer distancing** will be added to **baggage claim carousels** system wide by the end of June.