

INSIDE DELTA

NEWS FOR TRAVEL PROFESSIONALS.



MARCH 2017

Welcome to the March edition of Inside Delta, a newsletter designed to keep you updated on the latest news from the Delta Air Lines network.

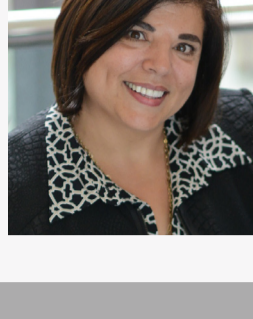
We've had a good start to the year, winning Business Airline of the Year at the 2017 Business Travel Awards. It's an achievement we're really proud of and you can be sure we'll be living up to the title, with a lot planned for the U.K. over the coming months.

In May, we will launch the first and only nonstop service from London Heathrow to Portland - an ideal destination for customers wishing to enjoy a vibrant city break or explore the great outdoors. Meanwhile, our new flight between Glasgow and New York-JFK will complement our summer service from Edinburgh, offering more choice to the Big Apple as well as convenient connections to destinations throughout the United States such as Orlando, Miami and Los Angeles. All U.K. routes are operated in conjunction with our partner, Virgin Atlantic.

Our commitment to supporting the arts has been strengthened by a new partnership with the iconic National Theatre and we've more community projects planned in 2017 through new affiliations with Pride in London, which takes place in July, and Great Ormond Street Hospital Children's Charity.

Meanwhile, we'll continue to find more innovative ways to ensure we're offering your customers the very best in terms of service and reliability. With so much going on at Delta, don't forget to check out the Delta Professional Travel Agency website, pro.delta.co.uk, which has the latest news, travel advisories and information from our airline.

Thank you for your support of Delta. We look forward to welcoming you on board soon.



Nadia Clinton
Nadia Clinton
Delta Air Lines
Country Manager,
U.K. and Ireland

NETWORK

Portland's taking off this summer



On 26 May 2017, Delta will be launching nonstop flights from London Heathrow to Portland in the beautiful state of Oregon. Here are 5 things to do in this exciting new destination:

- **Indulge your inner foodie:** Portland's street-food scene is one of the largest and liveliest in North America with over 600 food carts available at any given time.
- **Stop for a brew:** With more independent micro-breweries than any other city in the world, there's plenty to sample. Or take a wine tour through the rolling hills of the nearby Willamette Valley.
- **Explore the great outdoors:** Forest Park - the largest wilderness park in the U.S. - is within city limits, while Mount Hood is a mere 90 minutes away and offers a wide range of recreational activities.
- **Shop 'til you drop:** Head to Washington Square where Portland's varied retail outlets are even more enjoyable (and affordable) thanks to Oregon's tax-free shopping.
- **Head to the coast:** There's plenty to discover along Oregon's Pacific coastline from picturesque seaside towns to a surfer's paradise. Why not visit Astoria or Depoe Bay?

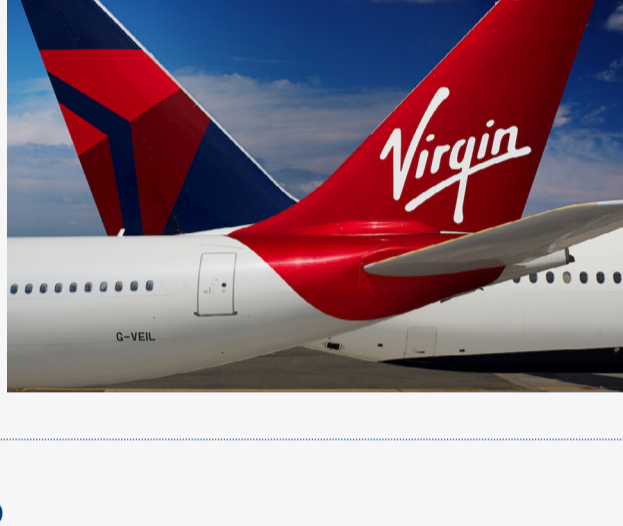
FLIGHT	DEPARTS	ARRIVES
DL37	London-Heathrow at 12:30 p.m.	Portland at 3:15 p.m.
DL36	Portland at 5 p.m.	London-Heathrow at 10:50 a.m. (+1 day)

OPERATIONAL PERFORMANCE

Delta leads on-time performance from Heathrow to North America

Delta topped on-time rankings in the monthly tracking of operational performance between London Heathrow and North America in 2016.

Over the year, Delta logged an average of 89.12 percent on-time performance rate - based on Heathrow's statistics, which tracks DIS, or scheduled departure time plus 15 minutes. Meanwhile, the Delta and Virgin Atlantic joint venture was the No.1 on-time partnership at Heathrow last year.



No cancellations for two-thirds of 2016

Delta didn't cancel a mainline flight anywhere in the world for 241 days in 2016, beating an industry record it set the previous year by 80 days. Including Delta Connection, in 2016 the airline also had 81 "Brand Days" in which no flights were cancelled on either the mainline or regional side of the operation, beating the 2015 total of 11.

[Read more.](#)

Updated Fly Delta app helps customers find their way

The latest version of the Fly Delta app offers access to the industry's most innovative Wayfinding maps at 20 major global airports - including London Heathrow - and helps customers know exactly where to go when they arrive at any Delta U.S. hub.

From saving valuable time when it comes to catching a connection, to finding the nearest café or Sky Club, information is available simply by tapping the airport code on their mobile boarding pass.

Customers can also keep up with boarding pass and flight details, even when a reliable Wi-Fi or mobile connection isn't available. [Read more.](#)



CORPORATE

Delta posts 2016 profit, invests in upgrades



Delta reported adjusted pre-tax income of \$6.1 billion for 2016, a 4 percent increase year over year. Meanwhile, adjusted pre-tax income for the December 2016 quarter was \$923 million, a \$524 million decrease from the December 2015 quarter. The airline invested \$600 million of free cash flow from the December quarter back into the business for aircraft modifications, facilities upgrades and technology improvements. [Read more.](#)

Delta named Business Airline of the Year

Delta won Business Airline of the Year at the 2017 Business Travel Awards. The award is a first-ever for Delta at the annual event, and the first time in over a decade that a U.S. airline has scooped the title.

The awards were judged by a panel of corporate travel managers and industry specialists, who credited Delta for its commitment to corporate travellers through competitively priced fares, an extensive network and quality service, as well as the airline's comprehensive CSR programme. [Read more.](#)

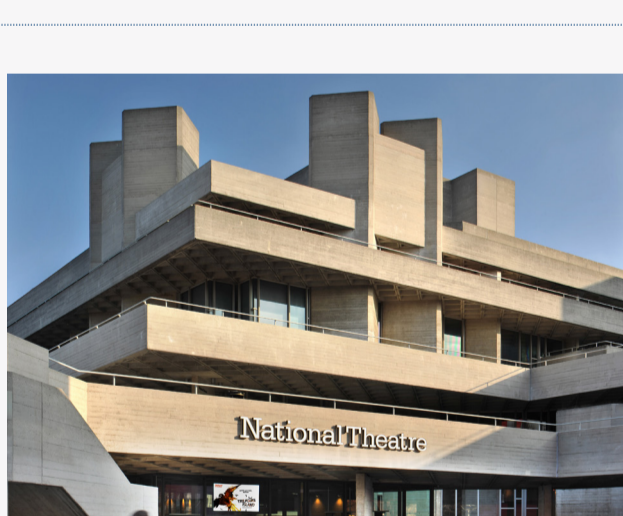


Delta raises curtain at The National Theatre

Delta has become the Official Airline Partner of The National Theatre, bringing customers closer to the theatre as well as providing affordable tickets and hands-on experience to young people.

As part of the three-year deal, a Delta-funded Entry Pass scheme will offer 16-25-year-olds tickets to all National Theatre shows and backstage tours at heavily discounted rates, as well as offering them exclusive access to workshops and events plus discounts at the theatre's retail outlets.

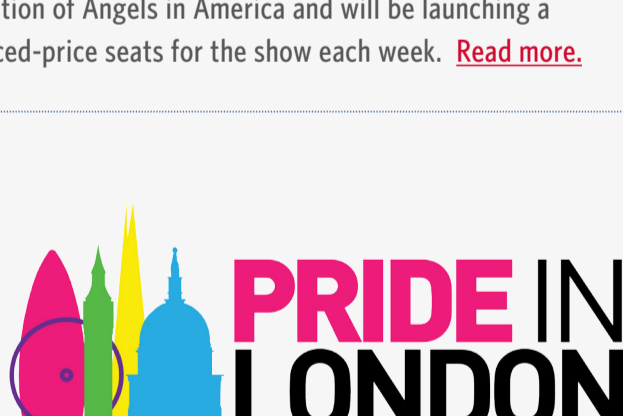
Meanwhile, from April Delta is also sponsoring the production of Angels in America and will be launching a dedicated ticket lottery scheme to offer hundreds of reduced-price seats for the show each week. [Read more.](#)



Delta increases community commitment

As part of Delta's 2016 pledge to donate 1% of its annual profits to good causes - the airline has announced two new community projects for the U.K.

Delta will be the Official Airline of Pride in London 2017, helping celebrate and support the LGBT+ community. Delta already supports Pride parades in cities around the world with the partnership highlighting the airline's strong support for diversity and inclusion and its commitment to the values at the heart of Pride. A number of Delta employees will march in the parade on July 8. [Read more.](#)



Meanwhile, Delta is partnering with Great Ormond Street Hospital Children's Charity to help fund pioneering research at the world-famous children's hospital. Money raised by Delta through the partnership, which includes a corporate donation and fundraising events, will contribute towards GOSH's research programme to develop more effective and kinder treatments for children who are cared for at the hospital. [Read more.](#)



PRODUCT & SERVICE

Artful cuisine and premium wines take to the skies

Delta is taking the art of cooking to the skies with its newest Delta One spring menu. Customers flying from New York-JFK to London Heathrow can now enjoy meals created by Executive Chef Dan Jackson of Terrace 5 and Café 2 at New York's Museum of Modern Art. The Delta One menu reflects Chef Jackson's seasonal, modern American cuisine that blends flavours from Italy, India, and even his home state of North Carolina. [Read more.](#)



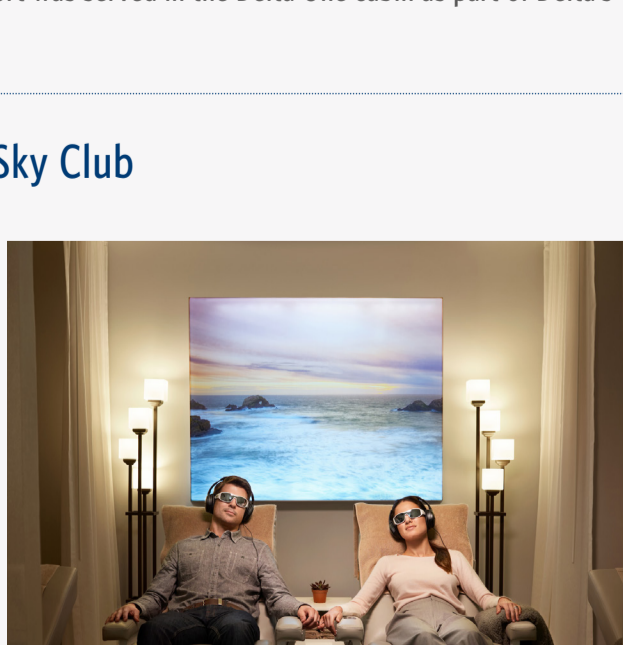
To pair perfectly with the new spring menus, Delta's 2017 Premium Wine selection, handpicked by Master Sommelier Andrea Robinson, has also been launched. Served exclusively to Delta One customers on the airline's eight U.S. routes served from Heathrow, the vintages rotate on a seasonal basis, with two different reds and whites available every three months. This summer one white will be substituted for a refreshing French rosé.

Last month, Delta scooped Silver in the Fortified / Sweet Wines category at the prestigious U.K. Cellars in the Sky 2016 awards. The winning Calem 10 Year Old Tawny Port was served in the Delta One cabin as part of Delta's winter Premium Wine program. [Read more.](#)

Asanda Spa brings R&R to Delta's JFK Sky Club

Delta is inviting customers to 'depart from stress and arrive at calm' in the new Asanda Spa now available in its Sky Club at New York-JFK's Terminal 4. Open daily from 9 a.m. to 10 p.m., the spa offers a wide range of treatments, including massages, facials and Deepak Chopra Dream Weaver experiences, all of which are available to pre-book online.

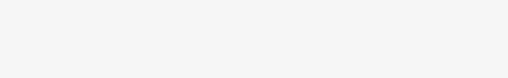
The Asanda Spa at JFK is the second in Delta's Sky Club network, with a third scheduled to open this spring at Atlanta's Concourse E. Delta became the first U.S. airline to offer spa facilities when it opened the new Seattle-Tacoma Sky Club, featuring an Asanda Spa, last year. [Read more.](#)



About Inside Delta.

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

Delta Professional U.K. - pro.delta.co.uk



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