

INSIDE DELTA

NEWS FOR TRAVEL PROFESSIONALS.

KEEP CLIMBING



JULY 2017

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

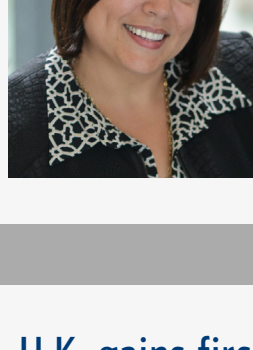
At Delta we are making a multi-billion-dollar investment in the service we provide to deliver an innovative customer experience. This includes modernized cabins, in-seat entertainment and access to Wi-Fi on all international flights, as well as using new technology to offer a more streamlined journey every step of the way.

From rolling out RFID tracking so customers can keep tabs on their bags, to trialling biometric technology - including facial recognition and using fingerprints as ID - we're leading the industry on a number of groundbreaking initiatives to help customers manage their flights. Plus, we're evaluating new processes and technologies in Atlanta to make the boarding experience better for everyone.

Our U.K. network has grown this summer in conjunction with our partner Virgin Atlantic. In May, we launched the first-ever nonstop flight between London Heathrow and Portland, Oregon. We also added a second service from Scotland, with daily nonstop flights now available throughout the summer between Glasgow and New York-JFK. And once they arrive in the Big Apple, Delta's tie up with BLADE means high-fliers can book themselves a transfer downtown by helicopter. It's another example of how Delta is doing things differently.

Thank you for your support of Delta. For the latest news, updates and information about our airline, don't forget to check out the U.K. Delta Professional Travel Agency website.

We look forward to welcoming you on board.



Nadia Clinton

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

NETWORK

Delta takes off from Glasgow to New York



Delta has launched a new nonstop service from Glasgow to New York-JFK, giving Scottish customers a choice of two daily flights to the United States. Over the summer months, Delta will operate flights from both Glasgow and Edinburgh, providing convenient connections to more than 60 destinations throughout the U.S. and beyond via Delta's New York hub.

Flights from Scotland offer in-seat entertainment for every passenger, as well as fully flat-bed seats in the Delta One cabin. Customers can also fly flat-bed all the way to the West Coast, with Delta One available on connections at JFK to San Francisco and Los Angeles. [Read More.](#)

U.K. gains first direct service to Portland



There's a new city on the West Coast to discover: Portland. Located in the beautiful state of Oregon in the Pacific Northwest, Delta's latest non-stop route from London Heathrow operates four-times weekly during the summer months.

Portland combines the great outdoors with urban living, the world's largest number of microbreweries and a buzzing street food scene - appealing to adventurers and city slickers alike. Out of town, there's a wide range of recreational activities on offer at Mount Hood, while surfing, seaside towns and whale watching can be found along the Pacific coastline. [Read more.](#)

OPERATIONAL PERFORMANCE

Delta completes epic terminal swap at LAX

In just three nights of intense work, Delta successfully completed the most challenging terminal move in commercial aviation history - shifting its hub operations from Los Angeles International Airport's Terminals 5 and 6 to Terminals 2 and 3.

The move brings Delta operations at LAX alongside its partner airlines, including Virgin Atlantic, and is part of Delta's \$1.9 billion plan to modernize and connect Terminals 2, 3 and the Tom Bradley International Terminal at LAX over the next seven years. Watch the video [here.](#)

Biometric bag drop comes to Minneapolis

In a first for U.S. carriers, Delta is introducing self-service bag drop machines at Minneapolis-St. Paul International Airport this summer, a \$600,000 investment that allows customers to quickly, securely and easily check their own bags. One machine will be equipped to test facial-recognition technology to match customers with their passport photos through identification verification. Delta operates daily service between London Heathrow and Minneapolis.

The introduction of self-service bag drops and facial-recognition technology is the next step in streamlining airport processes and is complemented by Delta's industry-leading radio frequency identification technology. RFID enables customers to know where their bags are at every step of the journey through push notifications to the Fly Delta App and will be rolled out to the U.K. in the coming months. [Read more.](#)



CORPORATE

Delta helps British Red Cross offer 24-hour emergency assistance

Delta Air Lines has partnered with the British Red Cross to fund the charity's first out-of-hours emergency call centre. The charity already operates daytime emergency response operations in different regions but has been unable to offer a national call centre around-the-clock. The new facility could help more than 3,000 people each year.

The British Red Cross helps vulnerable people in the U.K. prepare for, withstand and recover from emergencies in their own communities including adverse weather, natural disasters and individual crises. [Read more.](#)

Delta takes Pride in London

On July 8, Delta will mark its presence for the first time as the Official Airline of Pride in London. Delta is celebrating the local LGBTQ community alongside Virgin Atlantic in London as well as at parades and festivities in Atlanta, Boston, New York and Seattle.

In June and July this year, Delta is the official airline sponsor of 16 Pride initiatives across the U.S., Canada, and the U.K., celebrating diversity, acceptance and inclusion. Delta and Virgin Atlantic employees will be taking part in the London parade in July. [Read more.](#)



PRODUCT & SERVICE

Summer menus sizzle in Delta One

Delta is dishing out summer-inspired offerings on board, using fresh, local and seasonal ingredients. Delta One customers from Atlanta to Heathrow will enjoy Chef Linton Hopkins' Deep South-influenced menu including Peppercorn Bistrot Steak, Roasted Chicken Breast, Chesapeake Bay Crab Cakes and Storico Fresco Spring Smoked Eggplant Ravioli.



Customers flying to Heathrow from New York-JFK will enjoy the "Best of Union Square Hospitality Group" menu that sees the return of customers' favourite dishes created by various USHG outlets over the past 18 months, including rustic Italian entrées from Maialino and Marta, and American classics from Union Square Cafe and Union Square Events. [Read more.](#)

From autumn, Delta One customers on flights from Los Angeles to New York-JFK and Washington DC will enjoy culinary creations inspired by L.A.-based chefs, Jon Shook and Vinny Dotolo. The new menus will feature local, fresh and seasonal ingredients, and will be reflective of the fare served at several of Shook and Dotolo's most popular establishments including Animal, Son of a Gun and Jon & Vinny's. [Read more.](#)

Meanwhile, Delta is the only airline offering complimentary meals in all cabins on select domestic U.S. coast-to-coast routes. A variety of meal options are available in the Main Cabin on flights between New York-JFK and San Francisco and Los Angeles, plus 10 other major domestic markets from Seattle, New York, Boston and Washington D.C. [Read more.](#)

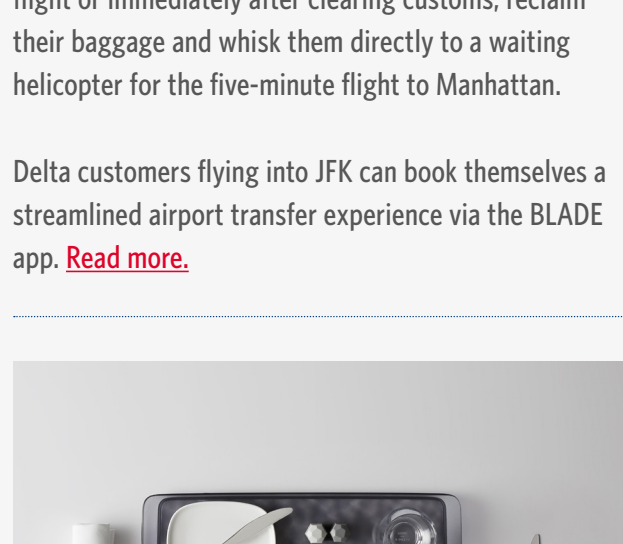
Seamless Helicopter Transfers at New York-JFK with BLADE

Delta customers flying to New York-JFK can fly downtown faster than ever thanks to the airline's exclusive partnership with BLADE, a digitally-powered aviation company that arranges on-demand helicopter service between its Manhattan heliport lounges and JFK.



On arrival into JFK, Delta's Elite Services will meet customers on the jet bridge as they disembark a Delta flight or immediately after clearing customs, reclaim their baggage and whisk them directly to a waiting helicopter for the five-minute flight to Manhattan.

Delta customers flying into JFK can book themselves a streamlined airport transfer experience via the BLADE app. [Read more.](#)



New Alessi designs take flight

Delta has brought one-of-a-kind service designed by Alessi to its premium cabins, Delta One and First Class, as part of the airline's continued investment in the customer experience.

The modern, stylish and functional collection marks the first time the design company, known for its innovative and unique designs, has appeared in flight with a major airline with such a comprehensive programme. [Read more.](#)

LSTN headphones enhance Delta Studio experience

Delta One customers will soon enjoy a pair of noise-cancelling headphones from Los Angeles-based sound and philanthropic company, LSTN Sound Co.



Developed specifically for in-flight use, the headphones will enable customers to better experience Delta Studio, the airline's industry-leading in-flight entertainment system at 30,000 feet.

Meanwhile, Delta's partnership with LSTN will help support Starkey Hearing Foundation, LSTN's philanthropic partner, to provide ear care and hearing aids to those in need worldwide. [Read more.](#)

About Inside Delta.

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

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