







OCTOBER 14, 2016

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CORPORATE



PRIORITY STANDBY BENEFIT FOR CORPORATE TRAVELERS NOW AVAILABLE

Further enhancing the Delta EdgeTM suite of benefits, Delta now offers a new Corporate Priority benefit for our Corporate Travelers. If Corporate Travelers find themselves on the Airport Standby List, Priority Standby gives them the tie-breaker prioritization over similarly-situated customers on the standby list that are not traveling on business. More

DELTA POSTS THIRD QUARTER 2016 PROFIT

Delta reported GAAP and adjusted pre-tax income of \$1.9 billion and produced a 19 percent GAAP and adjusted operating margin for the September quarter of 2016. The airline was able to generate \$1.9 billion of operating cash flow, and \$1.1 billion of free cash flow in the third quarter after

investing \$680 million in aircraft purchases and improvements, facilities upgrades and maintenance part-out initiatives. It also returned \$650 million to shareholders and added \$325 million to next year's employee profit sharing payout. More

DELTA WORKING WITH RED CROSS TO HELP AREAS HIT BY MATTHEW

As Hurricane Matthew barreled north and the American Red Cross responded, <u>Delta pitched in</u> to help its partner and the local communities the airline serves. On Thursday, Oct. 6, Delta began collecting money for the Red Cross. Customer donations made through a special Delta page on the <u>Red Cross website</u> go to providing immediate relief, including food, water, shelter, clean up, and physical and mental health needs of those affected.

NETWORK



DELTA ADDS SERVICE BETWEEN LOS ANGELES AND WASHINGTON-REAGAN

Delta will begin daily nonstop service from Los Angeles International Airport (LAX) to Ronald Reagan Washington National Airport (DCA) on April 24, 2017. Flights will be operated using a Boeing 757-200 aircraft, making Delta the only airline to offer full flat-bed seats in First Class on this route frequented by customers in government, defense, entertainment and consulting services. More

PRO TIP: A NEW WAY TO SEARCH FOR TOKYO FLIGHTS

With Delta's new flights between Minneapolis-St.Paul (MSP) and Tokyo-Haneda (HND) and Los Angeles (LAX) and HND available for sale, a more comprehensive way to find ALL flights in and out of Japan's capital is to search the city code TYO instead of using individual airport codes. More.

UPDATED FAQs FOR DELTA SCHEDULED SERVICE TO CUBA AVAILABLE

Delta Air Lines will begin serving Havana, Cuba this winter from New York-JFK, Atlanta and Miami, resuming operations of daily, nonstop scheduled service to the Caribbean island for the first time in almost 55 years. An extensive update to the FAQs regarding Delta's scheduled service to Cuba is now available. New information is available about Cuba-specific health insurance, travel agency bookings, Cuban-born/Cuban National travel requirements and other topics. More

FACILITIES



LOUNGE ACCESS AT HEATHROW TERMINAL 3

Delta's UK flights moved to <u>Heathrow's Terminal 3</u> to join Virgin Atlantic on September 14, 2016, giving Delta One™ customers access to the Virgin Atlantic Upper Class Wing, Virgin Atlantic Clubhouse and Virgin Atlantic Revivals Lounge.

From now until March 2017, Delta One passengers are invited to use the Clubhouse, while Delta Diamond or Platinum Medallion® members are invited to use Heathrow's the No.1 Lounge at Terminal 3. Delta One, Diamond and Platinum Medallion members flying into London can also enjoy the Virgin Atlantic Revivals lounge for a post-flight freshen up before starting their day. The Delta Arrivals Lounge officially closed last month.

CUSTOMER EXPERIENCE



NEVER MISS A MILE! SKYTEAM LAUNCHES FREQUENT FLYER RETRO-CREDITING

SkyTeam, the global airline alliance, has introduced an online, retroactive credit tool to make it easier for frequent flyers to keep their account balances up-to-date. Already available across most of SkyTeam's 20 members, the tool works in real-time to validate retroactive requests for eligible flights in a matter of clicks. More

PARTNER NEWS



DELTA PARTNER GOL TAKES WI-FI TO SOUTH AMERICAN SKY

Delta congratulates its Brazilian partner GOL on being the first South American airline to launch an onboard Wi-Fi service, allowing Delta customers who connect on GOL seamless access to Wi-Fi on their journey. GOL's first connected flight took off from Sao Paulo and flew to Brazil's capital, Brasilia, on Tuesday. More

KLM LAUNCHING MINNEALPOLIS-ST. PAUL SERVICE

KLM adds a 10th U.S. gateway with new seasonal service between Amsterdam and Minneapolis-St. Paul beginning March 27, 2017. KLM will operate the route three times weekly on Mondays, Wednesdays and Saturdays supplementing the three daily flights between Amsterdam and Minneapolis-St. Paul operated by Delta. More

KLM ANNOUNCES NEW SERVICE TO NAMIBIA

KLM expands in Africa with new service to Windhoek, Namibia, effective October 30, 2016. The flight schedule for the three existing flights between Amsterdam and Luanda, Angola will be adapted slightly to make it possible to fly on to Windhoek and back after a short stopover. More

VIRGIN ATLANTIC'S PREMIUM ECONOMY WINS BIG AT THE BUSINESS TRAVELLER AWARDS

Voted for by Business Traveller readers, we're very pleased to announce that Virgin Atlantic was recently awarded 'Best Premium Economy Class' at the prestigious Business Traveller Awards. As pioneers of the Premium Economy cabin, the introduction of the Premium Economy Super Seat saw a step change in the product we were able to offer our customers, with improvements to the overall design making it more comfortable and ergonomic.

VIRGIN ATLANTIC HEATHROW CLUBHOUSE IS HAVING A FACELIFT

It's been ten years since the <u>Virgin Atlantic Clubhouse at Heathrow</u> first opened. So to keep it looking its best and make it an even more special place to be, it's having a bit of work done. Updates to the Clubhouse include:

- Bigger Brasserie
- New secluded cinema area
- Better choice of places to relax or work

The renovation is expected to take place from mid-November 2016 until March 2017, and some areas of the Clubhouse will be closed during this time. The Clubhouse is open to Gold Cardholders, Upper Class and Delta One™ passengers. Delta Diamond or Platinum Medallion® members are invited to use Heathrow's No.1 Traveller Lounge.

ALITALIA UPGRADES RESERVATION SYSTEM TO SABRE

Alitalia is implementing an <u>upgrade to its airline reservation systems</u> this weekend, from **2:00 pm EST on October 14**, **2016 through October 15**, **2016**. During this period, **flights will operate as normal**, and Alitalia customer itineraries **will not be affected**. However, certain GDS functionality will not be available. <u>More</u>

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