

## Treasa Carroll

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**From:** Delta Air Lines <deltasales@walshegroup.com>  
**Sent:** Wednesday, 8 April 2020 9:00 AM  
**To:** Airfares  
**Subject:** Delta extends ability to rebook COVID-19-impacted travel for up to two years  
**Categories:** Yellow Category



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Dear Valued Travel Partner,

Taking care of customers is at the center of everything we do. In these times of rapid change, we know our customers want the value of their tickets to be secure and redeemable for a longer period. Tickets normally expire one year after purchase, but Delta Air Lines is providing waivers extended for two years which provides greater flexibility to travel through May 31, 2022. Please find attached the updated DL Travel Exception Policies on our streamlined document.

- **Waivers Extended for Two Years:** On Friday, April 3, Delta announced the ability to plan, re-book and travel for up to two years for tickets issued on or before **03<sup>rd</sup> April 2020** .
- **Date of Impacted Travel:** February 25 – May 31, 2020
- **New tickets** purchased between March 1 and May 31, 2020, can be changed without a change fee for up to a year from the date of purchase.

Please know that Delta is working on the technical side behind the ticket extension process for an agency issued ticket. As soon as the process is confirmed, we will be sending more specific details.

Stay Safe!

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**COVID-19**  
**TRAVEL EXCEPTION POLICY ADVISORY “SPECIAL BULLETIN” v3**  
**STREAMLINED FOR INTERNATIONAL & DOMESTIC TRAVEL**

Delta announced changes to the Coronavirus Travel Exception Policies effective 03rd April  
**For tickets issued on or before 03 April 20, waivers are now extended for 2 years.**

**The three primary Travel Exception Policies are:**

· **Coronavirus Situation – [All U.S. Domestic Travel – Bulletin 3](#) All US Domestic travel – solely within the 50 US State**

- **Impacted Travel Dates: March 1 – May 31, 2020**
- **Cabin to Cabin waiver code [Q4Y3F](#) through May 31, 2020**
- **Class to Class waiver code [X2R5W](#) through May 31, 2022**
- **Change Fee waiver code [Z5H8K](#) through May 31, 2022**

· **Coronavirus Situation – [All International Travel – Bulletin 2](#)**

**All other destinations, not including travel solely within the 50 US States**

- **Impacted Travel Dates: March 1 – May 31, 2020**
- **Cabin to Cabin waiver code [N9R8H](#) through May 31, 2020**
- **Class to Class waiver code [B3Z8F](#) through May 31, 2022**
- **Change Fee waiver code [K7M6L](#) through May 31, 2022**

· **Coronavirus Situation – [Change Fee – Bulletin 4](#)**

**For future travel, applies to tickets issued March 1 – May 31, 2020**

- **For tickets issued March 1 – May 31, 2020**
- Adjustments to travel can be made without a change fee for up to a year from the date of purchase.

**Change Fee waiver code [D9V2P](#) through April 27, 2021**

All previous bulletins and the systemwide bulletin will be moved to the past date tab on the Exception Policies tab on Delta Professional

<https://pro.delta.com/content/agency/au/en/home.html>

These policies/waivers are still in effect if the customer meets all the criteria in that bulletin and does not qualify for the current three bulletins

**All US Domestic only and All International Travel policies have three waiver codes  
See page 1 for applicable waiver codes:**

**Cabin to Cabin = same O&D**

**Domestic through May 31, 2020; International through May 31, 2020)**

Cabin to cabin: book in same class if available. If same class is not available, ok to rebook in the next class available up to and including Y class for main cabin fares, or the highest available class for premium fares/cabins, P class for Premium Economy fares, F class for First Class fares and J class for Delta One fares (cabin to cabin), if necessary

- If the same class of service is available
  - Honor the fare on the original ticket; change fee is waived – even exchange
- If the same class of service is not available, okay to book in a higher class of service in the same cabin
  - Honor the fare on the original ticket; change fee is waived – even exchange

**Class to Class = same O&D**

**Domestic and International through May 31, 2022**

Class to class: rebook permitted in same class of service as originally ticketed (class to class, Q to Q, T to T, etc.)

- If the same class of service is available
  - Honor the fare on the original ticket; change fee is waived – even exchange
- If the same class is not available and space can only be rebooked in a higher (or lower) class of service
  - Reprice at current fare for that class of service
    - If new fare is higher, advise travel agent to add-collect fare difference; change fee is waived
    - If new fare is lower, advise travel agent to issue MCO for residual value; change fee is waived

Note: For BSP agencies, GSS will need to assist by issuing the residual value EMD (contact GSTA for assistance if needed)

**Change Fee = different O&D**

**Domestic and International through May 31, 2022**

- Book new O&D and travel dates and requalify for current fare
  - o If new fare is higher; travel agent to add-collect fare difference; change fee is waived
  - o If new fare is lower; travel agent to issue MCO for residual value; change fee is waived
- \* Note: For BSP agencies, GSS will need to assist by issuing the residual value EMD (contact GSTA for assistance if needed)

### **Additional Information**

Delta encourages all customers to download the Fly Delta App for up to date flight and gate status Delta Air Lines' Exception Policy may change at any time without advance notice

### **Where do I go for more information?**

For the most up-to-date information on COVID19, schedules, changes/cancellation policies please see <https://pro.delta.com/content/agency/au/en/home.html>.

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