



Working on behalf of your business around the recent travel directive

Following the Presidential announcement Wednesday night, Delta teams have been working to ensure passengers have options to adjust their travel. The safety and health of our customers and employees is always our highest priority, and we want you to know that we have your backs now more than ever. We will continue to adjust service, as needed, in response to government travel directives and promise to keep you informed along the way.

Understanding the travel directive

Under the new directive, foreign nationals with 14-day prior travel within any of the 26 Schengen-area countries will not be eligible to enter the United States. U.S. citizens and Legal Permanent Residents and certain of their family members (and other limited exceptions) will be allowed to enter the U.S. through one of 11 CDC-approved airports:*

Atlanta (ATL)

Dallas-Fort Worth (DFW)

Detroit (DTW)

Newark (EWR)

Honolulu (HNL)

New York-JFK (JFK)

Los Angeles (LAX)

Chicago-O'Hare (ORD)

Seattle (SEA)

San Francisco (SFO)

Washington-Dulles (IAD)

As a result, the following flights will operate today, Thursday, will return Friday, and then will be temporarily suspended.

Cincinnati-Paris

Indianapolis-Paris

Orlando-Amsterdam

Portland-Amsterdam

Raleigh/Durham-Paris

Salt Lake City-Amsterdam

Salt Lake City-Paris

Salt Lake City-London Heathrow

We are continuing to evaluate opportunities to operate other flights from Europe to CDC-approved entry points in the United States. Additional schedule details will be shared as soon as possible.

The U.S. State Department also issued [updated guidance](#) Wednesday recommending that Americans "Reconsider Travel Abroad" due to COVID-19.

As a reminder, we have waived change fees for customers traveling to, from or through Europe and the U.K. through May 31. Details are available on delta.com.

We will continue to take care of customers who may be affected by these travel restrictions, but please continue reaching out to your Sales Account Executive or Global Sales Support if you have questions or concerns.

Delta is also capping fares for travel to Europe.

[Important FAQs for you and your travelers](#)

When do the travel directive orders go into effect?

These orders apply to all flights departing for the United States after 11:59 p.m. ET on March 13, 2020. It does not apply to flights that depart prior to 11:59 p.m. ET on March 13.

Which countries are part of the Schengen Area?

Twenty-six countries are part of the Schengen Area: Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden and Switzerland.

The United Kingdom and Ireland are not part of the Schengen Area.

What can your travelers expect when flying Delta?

Delta has taken proactive and voluntary steps to help customers have a healthy flying experience. This includes a high-grade, EPA registered disinfectant used on all flights, a new [fogging process](#) often used by the food industry, state-of-the-art air circulation systems, more hand sanitizer, more gloves for our flight attendants, and additional sanitation procedures for inbound catering equipment at international gateways.

Delta has and will continue to quickly make [adjustments to service](#), if needed, in response to government travel directives and where our customers tell us they want to fly.

We have waived many change fees and are working with customers to adjust travel plans, using relationships with other airlines when needed.

What self-service options are available for you and your TMC during this time?

On days with peak call volume, please remember that Delta offers additional self-service waivers available on Delta Professional for qualifying Travel Agencies with a log-in. For Travel Agencies that do not have a log-in, Delta offers self-service waivers such as Cancel Fare and Fare Increase, Main Cabin Fares to Premium Fare Ticket Exchanges, Minor Name Corrections and Duplicate Tickets on the Policy Library tab. In addition, complete information about our published Travel Exception Policies related to Coronavirus (COVID-19) is available by selecting the “View All” link in the “Exception Policies” image on the Homepage, or by selecting the “News” tab to find the applicable “Travel Exception Policy” link in the “Exception Policies” section.

What should you know if your travelers are flying with a Delta partner airline?

Our 10 global partners are working diligently with their respective government agencies, health officials and aviation authorities to offer regular updates as this situation evolves.

Here are three things to know if your travelers are flying with one of our partner airlines.

Flexibility — To provide greater flexibility, all airline partners are offering their customers travel waivers with no change fees. Each airline has detailed information about this on their website (links below), as well as any flight schedule changes or route suspensions.

Cleaning — All the airlines have existing high standards of maintenance and cleaning procedures but are introducing additional measures to ensure hygienic conditions on board. Here are some of the things the airlines are doing to ensure that the risk of contamination on board an aircraft is minimal.

Information — Each partner airline is regularly updating their website with the latest information:

[Aeromexico](#)

[Air France](#)

[Alitalia](#)

[China Eastern](#)

[KLM](#)

[Korean Air](#)

[LATAM](#)

[WestJet](#)

[Virgin Atlantic](#)

[Virgin Australia](#)

* Delta is awaiting word on whether the list of CDC-approved airports will expand to include Minneapolis and Boston.