

Coronavirus Situation- Corporate Exception

Confidential – For internal TMC use only. This exception is applicable to contracted corporate and MSA accounts. Qualifying tickets need to be issued with a valid corporate ticket designator beginning with an “X” or “C”.

Effective Date: April 7, 2020

To provide our corporate partners with greater flexibility for tickets affected by the COVID-19 outbreak, Delta and Virgin Atlantic* are waiving the change fee and the name change fee for qualifying tickets.

Applies for tickets issued on or before April 3, 2020:

Issued on: DL 006 Ticket Stock or VS* 932 Ticket Stock

Dates of Impacted Travel: U.S. 50 Domestic: March 1, 2020 – May 31, 2020

International: February 25, 2020 – May 31, 2020

Affected Areas: Delta Systemwide (includes all domestic and international destinations)

Waiver Code: **No waiver code is required provided both conditions below are met:**

- Original ticket was booked for travel between February 25, 2020 and May 31, 2020 for international travel, or ticket was booked for travel between March 1, 2020 and May 31, 2020 for U.S. 50 domestic travel.
- New ticket is issued with a corporate ticket designator (beginning with an “X” or a “C”) placed in the ticket designator box

New travel must be completed by: May 31, 2022

New travel must be rebooked no later than: May 31, 2022

Ticket must be reissued on or before: May 31, 2022

Required Documentation: New ticket must be issued with a valid corporate ticket designator. The designator must begin with an “X” or a “C” and must be entered in the ticket designator field on the ticket to avoid a debit memo.

Additional Notes:

- Travel must be completed by May 31, 2022
- Tickets must be rebooked/reissued by May 31, 2022
- New itinerary will need to be priced at current fares and any difference in fare will need to be collected
- When the above criteria are followed, Delta will waive both the change fee and the name change fee
- Only one change is permitted under this policy without a change fee (Administrative Service Charge) and without collecting the name change fee.

***The exception for Virgin Atlantic is valid for U.S. point of sale only.**