STANDARDS FOR SAFER TRAVEL

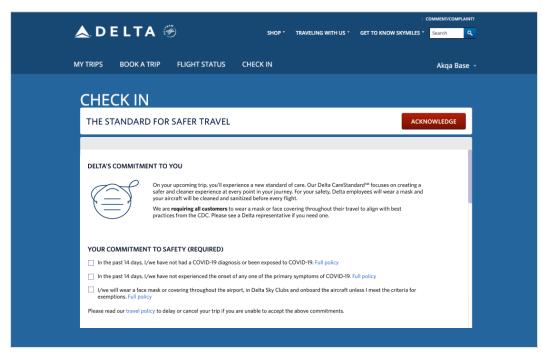
Delta's Customer Self-Health Assessment provides another layer of protection and more peace of mind

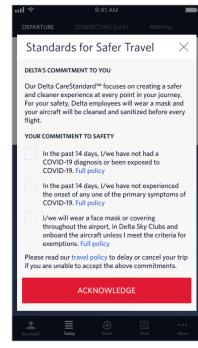
A **Customer Self-Health Assessment** will be completed by all travelers starting in July to confirm that they do not have symptoms or exposure to COVID-19 and will wear a face mask throughout travel, as part of our commitment to customers' safety.

Face coverings are required across all Delta touchpoints:

- Lobby Check-in
- Delta Sky Clubs
- Boarding Gate Areas
- Jet Bridges
- On board the aircraft for the duration of the flight, except during meal service

Travelers with health conditions or disabilities that explicitly prevent the wearing of a face covering or mask should be prepared to complete a "Clearance-to-Fly" process prior to departure at the airport.





If your travelers require an exemption from wearing a face covering or mask:



Arrive Early

Arrive early to complete the process during check-in and avoid missing your flight. This process can take over one hour.



Clearance-to-Fly Consultation

Complete a private phone call facilitated by a Delta agent, which must happen at the airport with our third-party medical professionals (STAT-MD).



Potential Denied Boarding

Travelers who are not cleared for exemption by STAT-MD will be denied boarding if they continue to refuse to wear a mask/face covering.



Potential Travel Suspension

False claims of a disability or health condition may result in the suspension of travel privileges on any Delta flight for the duration of the mask/face covering requirement.

To learn about Delta Partner carrier face mask policies, click here

