

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.

The screenshot shows the Delta website's 'CHECK IN' page. At the top, there's a navigation bar with 'DELTA' logo, 'SHOP', 'TRAVELING WITH US', 'GET TO KNOW SKYMILES', and a search bar. Below that, there are links for 'MY TRIPS', 'BOOK A TRIP', 'FLIGHT STATUS', and 'CHECK IN'. The main content area is titled 'CHECK IN' and 'THE STANDARD FOR SAFER TRAVEL'. It features a red 'ACKNOWLEDGE' button. Below this, there's a section titled 'DELTA'S COMMITMENT TO YOU' with a face mask icon and text explaining the standard of care. Another section, 'YOUR COMMITMENT TO SAFETY (REQUIRED)', contains three checkboxes with corresponding text and links to the full policy. A final note at the bottom asks users to read the travel policy if they cannot accept the commitments.

The screenshot shows the Delta mobile app's 'Standards for Safer Travel' assessment. It features a red 'ACKNOWLEDGE' button at the top. Below this, there's a section titled 'DELTA'S COMMITMENT TO YOU' with text explaining the standard of care. Another section, 'YOUR COMMITMENT TO SAFETY', contains three checkboxes with corresponding text and links to the full policy. A final note at the bottom asks users to read the travel policy if they cannot accept the commitments.

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](#)