



Jetiquette

Pass Travel Etiquette for Delta Professionals

Good travel etiquette is expected of all pass riders. This fact sheet lays out Delta's expectations for appearance and conduct while using your pass travel privileges. As the employee, retiree or survivor, you are responsible for the actions of all of your pass riders, including your Buddies, so make sure you share this information with them.

APPEARANCE

Delta's relaxed pass travel dress code gives you and your pass riders the flexibility to decide what to wear on your nonrev flights. The standard, which applies to all classes of service, is based on respect – for our customers and for you. Delta trusts your good judgment and expects you will always be good and gracious hosts to our customers, whether on the job or flying for pleasure. Just remember, Delta has a relaxed dress code, but that doesn't mean a sloppy appearance is acceptable. You should never wear unclean, revealing or lewd garments, swimwear, or sleepwear on a flight. Delta's relaxed dress code does not apply to you if you are listed for a jump seat – you must either wear your work uniform or business casual attire. If you travel in your work uniform, you may not order or drink alcoholic beverages on board.

The relaxed dress code also applies for pass travel on Delta Connection carriers. However, if you travel using a pass or reduced-rate ticket on another airline, check directly with that airline for any dress code requirements.

CONDUCT

You and your pass riders, including your Buddies, must conduct yourselves in accordance with acceptable standards of business etiquette. Here are a few things we expect from all Delta professionals and their pass riders:

Seating. When you travel standby, you often won't know your seat assignment until shortly before departure. Delta gate agents will do their utmost to provide you with the best remaining seat when you are cleared from the standby list. It's not possible for everyone to get a window or aisle seat, so remember, once you receive your seat assignment, don't question or dispute it. Once on board if a flight attendant asks you to change seats, do so graciously and without comment. Gate agents will also try to seat families together but on a full flight that's not always possible. Set your children's expectations appropriately ahead of time so they won't interfere with the comfort of other passengers or the in-flight service. And remember, it is never acceptable to ask another passenger to change seats. If your entire party cannot all be accommodated in the same cabin, decide before boarding who will sit where and keep those seats throughout the flight. It is not acceptable for you or your pass riders to move or switch seats after departure or to send complimentary first class or business class amenities (alcoholic beverages, headsets, meals, etc.) back to passengers in the coach class cabin. You should also refrain from asking to use dedicated crew rest seats or bunks.

Meal Service. As a pass rider, you should list for flights at least one day in advance whenever possible. This allows Delta's Load Planning department to order sufficient catering for a flight as well as to make initial weight and balance determinations. Even when you do list in advance, there may be occasions in which there is not enough catering for all passengers on board. On many flights with meal service, Delta offers a choice of entrees. As a pass rider, you should not question or argue if your preferred selection is not available. Delta uses historical meal preference info to try to accommodate everyone's first choice, but if all the confirmed passengers on your flight opt for steak, you should accept an alternative without question. And as a pass rider, you should not ask for a special meal.

Agent Assistance. If you need to speak with Delta Reservations, keep your call short and remain courteous at all times. Remember, our Reservation agents' primary responsibility is to sell Delta to our revenue passengers. They can't do this if they are checking availability on a dozen different flights for you. It's much more efficient for you to use Delta's self-service tools (TravelNet and TravelLine) to get this information yourself. Likewise at the airport, Delta's ticket and gate agents and Sky Club representatives must stay focused on our confirmed passengers' needs. Keep your interactions brief and to the point.

Have you ever arrived at your destination to find out your bags weren't boarded with you? It's certainly not a good feeling and definitely not something the Baggage Service agent had any control over. As a pass rider, you have to accept that many factors could have caused the mishandling of your baggage. It could be due to a last-minute weight and balance problem or a change in your routing due to flight bookings, or any number of other reasons. Delta's Baggage Service agents will do their best to locate your baggage. In return you should always treat them, and any other Delta employee, with the utmost respect. Make sure all your pass riders, including your Buddies, understand that Delta does not provide complimentary delivery of mishandled baggage for pass riders. Once located, we can either hold your baggage for airport pick up or forward it to you at your expense.

Behavior. Make sure your actions never draw attention to yourself or offend another passenger or crew member. Remove your ID badge before boarding. Don't exceed the carry-on limitation of one bag and one personal item. You should avoid boastful or boisterous behavior and always follow crew member instructions. When traveling with young children, it is your responsibility to keep them seated and under control. Never overindulge in alcoholic beverages. And finally, your standby pass travel privileges may never be used on a flight for which you hold, or have ever held, a confirmed reservation.

While we hope it never happens, gate agents are authorized to deny boarding to pass riders whose behavior is inappropriate, and flight crew members will refer for follow-up any pass rider who behaves inappropriately in flight. It's important for you to understand that if you or any pass rider disregards any policy, rule or procedure, you may be subject to disciplinary action, up to and including termination of your employment, or suspension or termination of pass travel privileges.

Our on-duty employees do a great job of handling pass riders while keeping their primary focus on Delta's revenue passengers. Occasionally, you or one of your pass riders may feel as though a particular agent or flight attendant hasn't followed the appropriate policy in dealing with you on your travels. Keep in mind that there is a time and place for resolution, and an argument at the airport, over the phone or on board a Delta aircraft is never appropriate. Your supervisor will help you escalate any concern you may have when you return to work.

ENJOY YOUR FLIGHT

After reading this fact sheet, you might think you and your pass riders will never remember it all. But our policy is actually very simple - have a well-groomed appearance, accept the seat and meal given to you and refrain from monopolizing on-duty employees' attention. Many of us came to work at Delta because of the great pass travel privileges unequaled in the industry. Now sit back and relax - you've been cleared for take-off!

This is an overview of nonrevenue travel etiquette. For more details, check out the [Pass Travel site](#) on Employee Connection. If you have a question concerning nonrevenue travel etiquette, contact one of Delta's Pass Travel experts by e-mail at passtravel@delta.com.