

SkyMiles® Membership Guide

Welcome	3
Ways to Earn Miles	4
Earning Miles with Delta	4
Earning Miles with Airline Partners	4
Earning Miles with Non-Airline Partners	4
Buy Miles	4
Promotional Partners	5
The SkyMiles Medallion Program	6
Overview	6
Mileage Redemption Opportunities	7
SkyMiles Award Redemption Structure	7
Award Travel	7
Coming in 2015 – New Redemption Options	7
Pay with Miles	8
Delta Upgrades	8
Delta Sky Club Awards	8
Redeeming Your Award	8
Fees	10
Other Redemptions	10
SkyWish	10
Miles for Products and Experiences	10
Transfer Your Miles to Friends and Family	11
Mileage Credit Rules and Conditions	12
General Rules for Mileage Credit	12
Calculation of Mileage Credit for Air Travel	12
Calculation of Mileage Credit for Hotel Reservations	13
Calculation of Mileage Credit for Car Rentals	13
Mileage Credit Restrictions	13
Mileage Credit - 2015 SkyMiles Program	14
Account Discrepancies	16

For Miscellaneous Partner Activity	17
--	----

Award Travel and Pay with Miles Rules and Conditions 18

Standby	18
Award Transfer	18
Pay with Miles Base Fare Restrictions	18
Blackout Dates	18
Capacity Controls	19
Changes to Award Travel	19
Children	19
Name Changes.....	19
Open Jaw	19
Stopovers	20
Routing	20
Round-the-World Awards	20
Ticket Validity	20
Unused Award Tickets.....	21
Upgrades.....	21
Waitlisting	21
Ticketing	21
Duplicate or Conflicting Reservations.....	22
Prohibited Destinations.....	22
Lost/Stolen Award Tickets	22
Responsibility for Taxes, Fees and Other Charges	22
Pay with Miles Ticket Rules and Conditions	22
Membership Rules and Conditions.....	24
Void Where Prohibited by Law	24
Conditions of Enrollment	24
Name and Address Changes.....	25
Delta Personal Identification Number (PIN) or Password	26
SkyMiles Statements and Program Updates	27
Audit	27
Account Deletion and Mileage Expiration	28
Termination and/or Mileage Deduction for Violations	28
Program Changes and Termination.....	29
Sale or Barter Prohibited	29
Restrictions on Transfer	29
Governing Law	30
Privacy Statement	30
Telephone Numbers for Reservations and Information	30

Welcome

With many ways to earn miles, the SkyMiles program is the shortest distance between you and Award Travel. Whether you're traveling on company time or your own, you can earn miles every time you fly that will count toward Award Travel to the destination of your choice.

The SkyMiles program offers an array of opportunities to earn miles. From flying Delta or SkyTeam® alliance partners to using the Delta SkyMiles Credit Card from American Express, there are all kinds of ways to get closer to Award Travel.

Remember, to earn miles, you must provide your SkyMiles number every time you fly or take advantage of the many partner offers. Simply log in online or give your number at the time of reservation or purchase in order for mileage to be credited to your account.

And you'll find lots of ways to earn benefits that make a big difference in the way you travel.

From upgrades to Medallion status, the SkyMiles program offers privileges designed to make your travels easier and more comfortable. Please note that all program terms and conditions, including mileage credit amounts, Award levels and partner offers, are subject to change at any time without notice, and that all partner offers are subject to the terms and conditions of each particular offer.

To learn about important updates coming to the SkyMiles program on January 1, 2015, visit delta.com/skymiles2015.

As always, you can view the latest program information online at delta.com/skymiles.

Ways to Earn Miles

Earning Miles with Delta

As a SkyMiles member, you can always earn miles when you choose to fly with Delta. The amount of mileage earned is subject to change. For current information on the amount of mileage you can earn on Delta flights, please visit delta.com/earnmiles.

For more information on how you will earn miles with Delta effective January 1, 2015, please visit delta.com/skymiles2015.

Earning Miles with Airline Partners

The SkyMiles program also offers you the opportunity to earn miles by flying on more than 20 SkyMiles partner airlines around the world. The amount of mileage you can earn varies from partner to partner and is subject to change. Alliance partner airline benefits are subject to change and subject to the terms and conditions of each alliance partner. For the current list of our partner airlines and the SkyTeam Global Alliance airlines, and up-to-date information on the amount of mileage you can earn when flying on our partner airlines, please visit delta.com/partnerairlines.

For more information on how you will earn miles with Delta's airline partners effective January 1, 2015, please visit delta.com/skymiles2015.

Earning Miles with Non-Airline Partners

You can earn miles even faster by choosing the goods or services of any of our non-airline SkyMiles partners — including credit/debit card services, hotels, rental cars, financial services and others. Most miles earned through partner offers are bonus miles, and bonus miles do not count towards Medallion status or Million Miler™ status. For up-to-date information on the many ways you can earn miles through our partner programs, please visit delta.com/earnmiles.

Delta is not responsible for goods or services offered by any companies participating in miles promotions. Partner offers subject to the terms and conditions of each individual offer. See individual offers for details. SkyMiles partners, offers, and benefits subject to change.

Buy Miles

You can also buy miles, whether for yourself, as a gift or as an incentive for your customers or employees. Give the gift of travel to loved ones, clients or co-workers.

To buy miles for:	Visit:	Features:
An individual SkyMiles account, whether for you or as a gift	delta.com/buygftxfer	<ul style="list-style-type: none"> • Purchase in 2,000-mile increments • May be used toward Award Travel, upgrades and more • Give gifts with a personalized email, ecard or printable certificate

See complete terms and conditions at delta.com/skymiles.

Promotional Partners

Periodically, different companies and organizations offer promotional mileage-earning opportunities for SkyMiles members. To learn about current opportunities with promotional partners, please check delta.com/skymiles.

The SkyMiles Medallion Program

Overview

The SkyMiles Medallion program is designed to deliver special benefits to Delta's most valuable customers. From the time you make your travel plans to the moment you land, Medallion status can improve your travel experience every step of the way. From upgrades to early boarding opportunities to mileage bonuses, Medallion status has been designed to enhance your travel experience.

And when you achieve Medallion status, you are entitled to travel as an elite-level member on all SkyTeam airline partners: Delta, Aeroflot, Aerolineas Argentinas, AeroMexico, Air Europa, Air France, Alitalia, China Airlines, China Eastern, China Southern, Czech Airlines, Kenya Airways, KLM Royal Dutch Airlines, Korean Air, Middle East Airlines, Saudia Airlines, Tarom, Vietnam Airlines and Xiamen Airlines; and Delta codeshare partners: Alaska Airlines, GOL, Virgin Atlantic and Virgin Australia. That means benefits like Priority Check-In and Priority Boarding follow you around the globe when you travel with SkyTeam and other airline partners.

For complete details on how you can qualify for Medallion status, the many benefits of this status, and additional terms and conditions that apply to the Medallion program, please visit delta.com/medallionprogram.

Mileage Redemption Opportunities

SkyMiles Award Redemption Structure

When you are ready to redeem your miles for Award Travel, Delta provides you with choices as to how to use your miles. The choice that's right for you depends on your travel needs.

The SkyMiles Award redemption structure provides you with more flexibility and options with three tiers starting at 25,000, 40,000, and 60,000 miles plus taxes, and in some cases surcharges, for round-trip travel within and between the 48 states, Alaska, and Canada and to destinations worldwide. Miles shown at delta.com are each-way based on a round-trip Award Ticket purchase. You will have access to last-seat Award availability and will be able to combine BusinessElite[®], First and Economy Class cabins and dates at various mileage levels. To learn more about using your miles for travel, please visit delta.com/awardtravel.

Award Travel

Looking to learn how many miles you need for that special getaway? When you are ready, you can redeem your miles for Award Travel on Delta or any of our partner airlines. In fact, you have the convenience of using just one Award Ticket for travel to worldwide destinations on any combination of our SkyTeam partners. To learn how many miles you need, visit delta.com/charts.

You may redeem miles for multi-airline Award Travel on Delta, the Delta Connection[®] carriers, Delta Shuttle[®], or any of the other multi-airline Award partners: Aeroflot, Aerolineas Argentinas, AeroMexico, Air Europa, Air France, Alitalia, China Airlines, China Eastern, China Southern, Czech Airlines, Kenya Airways, KLM Royal Dutch Airlines, Korean Air, Middle East Airlines, Saudia Airlines, Taron, Vietnam Airlines and Xiamen Airlines; and Delta codeshare partners: Alaska Airlines, GOL, Virgin Atlantic or Virgin Australia. The number of miles you will need depends upon your itinerary. The mileage levels and benefits for each Award and each partner airline are subject to change at any time and are subject to the terms and conditions of each partner airline.

For partner travel conditions, blackout dates, fees and other Award restrictions, contact Delta.

Coming in 2015 – New Redemption Options

For flights booked on or after January 1, 2015, Delta is making Award Travel more flexible and giving you more options than ever. You will be able to take advantage of more Award Seats at the lowest price levels, new One-Way Awards at half the price of round-trip tickets, new Miles + Cash Award options and all-new Award Ticket search and shopping at delta.com.

To learn more about the redemption options available in 2015, please visit delta.com/skymiles2015.

Pay with Miles

Pay with Miles is a mileage redemption option that allows you to pay for eligible tickets with miles, money or a combination of both. This option is an exclusive benefit for SkyMiles members with a Gold, Platinum or Reserve Delta SkyMiles Credit Card from American Express. Pay with Miles redemptions can only be made when booking a trip on delta.com. Pay with Miles redemption levels and thresholds are subject to change without notice. Visit delta.com/paywithmiles for current Pay with Miles redemption options.

Delta Upgrades

You can also redeem your miles to upgrade certain Economy Class tickets for travel in First or Business Class cabins. Miles can be redeemed for upgrades on Delta-operated flights, KLM-operated flights and Air France-operated flights between U.S. and Paris (miles can be used to upgrade from Economy Class to Premium Voyageur Class, Premium Voyageur to Business Class). The mileage requirements for upgrades are subject to change at any time. Upgrades are subject to limited availability and may not be available on all flights. Please visit delta.com to check the current mileage requirements for upgrade Awards.

Delta Sky Club Awards

For a more comfortable and productive travel experience, Delta Sky Club membership provides a place to work or relax before your flight. Membership may be purchased using cash, check, credit card or by redeeming miles. For current pricing and mileage requirements, including special pricing for Medallion members, please visit delta.com/skyclub.

Delta Sky Club use and memberships are subject to all Delta Sky Club membership terms, conditions and house rules, which may be viewed at delta.com/skyclub.

Redeeming Your Award

Delta offers simple and convenient methods for redeeming miles for travel. Mileage will automatically be deducted from your account when completing your mileage redemption transactions.

If you are redeeming at delta.com or over the phone, you will need your 10-digit SkyMiles number and Delta Personal Identification Number (PIN) or password. Certain redemption options are subject to applicable fees.

When applicable, all transportation taxes or fees and any fees charged by Delta for your transaction will be collected. Some airline partners impose a surcharge on Award Travel redemptions for travel on their airline. These charges, when applicable, are the responsibility of the passenger and will be collected at the time of booking.

Redemption Options	General Information
<p>delta.com</p>	<p>Award Ticket—Search for Award Seat availability, book Award Travel reservations and redeem your miles for tickets to any Delta destination worldwide at delta.com/awardticket.</p> <p>Award Travel Tips—See which cities offer the best and most current Economy Class Award Travel opportunities at delta.com/awardtravel.</p> <p>Pay with Miles -</p> <ol style="list-style-type: none"> 1. Log in at delta.com with your SkyMiles number and PIN or password. 2. Search for flight options. 3. Select flights marked as eligible for Pay with Miles. 4. When checking out, choose from a list of options to pay with miles, money or a combination of both.
<p>Over the phone with Delta Reservations</p>	<p>Award Ticket—Book a ticket for worldwide Award Travel at Delta, SkyTeam partners and other airline program partners.</p> <p>Call the number on the back of your SkyMiles membership card or 1-800-323-2323.</p> <p>Pay with Miles redemptions cannot be made over the phone.</p>
<p>Delta’s City Ticket Offices</p>	<p>Redeem your miles at Delta City Ticket Offices and most airport counters worldwide for Award Travel on Delta/Delta Connection, SkyTeam and airline partners. (Not available at airport gate locations in some international cities where Delta services are provided by another airline.) Check with your local Delta office for Award ticketing procedures outside the U.S./Canada.</p>

	Valid government-issued identification is required. Pay with Miles redemptions cannot be made at City Ticket Offices or airport ticket counters.
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Fees

Please note that fees apply for some mileage transactions, for example:

- Award redemption at an airport ticket location or Delta city ticket office
- Any changes to your Award Ticket after it is issued
- Cancellation of your Award Ticket and redeposit of miles into your account
- Replacement of lost or stolen tickets
- Tickets issued by Delta Reservation Sales
- Award redemption with some airline partners

This is not a complete list, and Delta reserves the right to change fees or add additional fees at any time without advance notice. Please visit delta.com/fees for our current fee schedule.

Other Redemptions

SkyWish

Through Delta's SkyWish program, you can donate miles to featured charities that have been selected to participate in this special program. Members may donate any amount, subject to a 1,000-mile minimum. For a current list of featured charities and instructions on how to participate, please visit delta.com/skywish.

Miles for Products and Experiences

If you are a Diamond, Platinum or Gold Medallion member, or if you have a U.S.-based Delta SkyMiles Credit Card from American Express, you can also use miles—or a combination of miles and money—for a variety of redemption options at the [SkyMiles Marketplace](#), including hotel stays, car rentals, luggage and travel accessories. In addition to the SkyMiles Marketplace, U.S.-based SkyMiles members can redeem miles for once-in-a-lifetime experiences with [SkyMiles Online Auction](#), [magazines](#), [newspapers](#), and more. Some restrictions apply. For additional information on these special partner offers, please visit delta.com/usemiles.

Transfer Your Miles to Friends and Family

Bring your friends and family closer to their next Award Ticket by sharing your miles. You can take miles directly from your SkyMiles account and transfer them online into the account of another SkyMiles member. Transaction fees and restrictions apply. Visit delta.com/transfERMILES to learn how you can transfer your miles to friends and family.

Mileage Credit Rules and Conditions

You'll earn miles differently beginning January 1, 2015. See [2015 SkyMiles Program](#) to learn more.

General Rules for Mileage Credit

Mileage earned under the SkyMiles program will be credited to your account within eight weeks after qualifying activity occurs, unless otherwise provided in the individual partner's terms and conditions. Partner offers are subject to the terms and conditions of each individual offer. To ensure credit:

- For Air Travel: Provide your SkyMiles number at time of booking or check-in for each flight. The name on the reservation must match the name on the SkyMiles account for mileage to be credited
- Hotel and Car Rental Partners: Provide your SkyMiles account number and name as shown on your SkyMiles membership card at time of hotel check-in or car rental pickup. Mileage is credited only to the member whose name appears on the bill for the hotel stay or car rental
- All Other Partners: Provide your SkyMiles number and name as shown in your SkyMiles account at the time of transaction

Delta is the final authority on qualification for mileage credit and reserves the right to deduct mileage from a member's account at any time if mileage was credited in error.

Calculation of Mileage Credit for Air Travel

Mileage earned for air travel flown while you are a SkyMiles member will be calculated as follows:

- On nonstop and direct or connecting flights with no change in flight number (whether or not the itinerary requires a change in aircraft), mileage credited will be calculated based upon the distance from origin to final destination, regardless of the number of stops
- On connecting flights that require both a change of plane and flight number, mileage credited will be calculated based upon the distance from origin to destination for each segment of the trip. However, use of connecting itineraries in lieu of nonstop and/or direct flights for the accumulation of additional mileage is not permitted. Delta reserves the right to limit mileage credit for an itinerary to the number of connecting flights actually traveled or the maximum number of segments shown in Delta's published schedule for a connection between any two cities, whichever is less

Upon request at the time of enrollment, mileage credit will also be awarded for travel flown up to 30 days prior to enrollment.

Calculation of Mileage Credit for Hotel Reservations

Miles earned for hotel reservations booked at delta.com will be calculated as follows:

- One mile per every \$2 spent at delta.com for a completed hotel stay.
- Taxes and fees, gratuities, room service and other incidental charges are excluded from mileage credit.

If mileage credit has not been recorded on your SkyMiles statement within 90 days after qualifying activity occurs, contact the hotel directly. Hotel is responsible for fulfillment of all miles.

Calculation of Mileage Credit for Car Rentals

Mileage earned for car rentals booked at delta.com will be calculated as follows:

- 1,250 miles per rental for Diamond and Platinum Medallion members.
- 1,000 miles per rental for Gold and Silver Medallion members.
- 500 miles per rental for general members.

If mileage credit has not been recorded on your SkyMiles statement within 90 days after qualifying activity occurs, contact the car rental partner directly. Car rental partner is responsible for fulfillment of all miles.

Mileage Credit Restrictions

Mileage will be credited only for travel flown by the SkyMiles member on scheduled service flights. Mileage is credited to the SkyMiles account of the traveler, regardless of who pays for the ticket. Mileage from one account cannot be pooled or combined with the mileage of another individual's account. Each member must earn his/her own mileage credit.

Delta flights, airline partner flights, hotel stays and car rentals are eligible for credit in only one mileage program per itinerary and cannot be transferred once recorded. Attempts to obtain mileage credit in the SkyMiles program as a result of travel or other qualifying activity for which the member has already received credit in any other mileage or loyalty program is prohibited.

Mileage credit will not be given for the following:

- Refunded, void or unused tickets, including unused nonrefundable tickets

- Airline employees, travel agents, tour conductors and/or other persons traveling on a nonrevenue basis or travel industry/cargo customer discount fares
- Infants (under age two) traveling without paying an applicable fare. Mileage will be credited to the accounts of infants traveling on a ticket purchased at the applicable fare
- Free tickets of any kind, including without limitation SkyMiles Award Tickets
- Delta charter flights
- Tickets issued at fares subject to rules that exclude the earning of mileage credit for the fare. Fares excluded from earning mileage credit frequently change, particularly on partner airlines. You should always check with Delta, the issuing carrier or your travel agent at the time of booking to ensure that the fare you are purchasing qualifies for mileage credit
- Bookings made through some Internet sites as described at those sites, including without limitation tickets purchased through priceline.com and Hotwire.com
- Tickets purchased to carry excess baggage, such as musical instruments and pets or to provide extra space for the primary passenger
- Travel which U.S. carriers are prohibited from providing or facilitating under U.S. sanctions regulations or other applicable law
- Full and Partial Pay with Miles tickets booked in Economy Class

Additional mileage credit restrictions may apply to travel on our partner airlines. For current information on these restrictions, please visit delta.com/partnerairlines.

Bonus miles do not count towards Medallion status or Million Miler status.

Exception fares sometimes referred to as “specialty” or “unpublished” fares including, but not limited to bulk, consolidator, vacation or tour package fare products earn miles based on a percentage of distance flown as determined by the fare class paid as published at delta.com/exceptionfares at the time of travel. Please check with your travel agent or delta.com/exceptionfares for details.

Mileage Credit - 2015 SkyMiles Program

The following changes will go into effect for travel on or after January 1, 2015 (regardless of ticket purchase date):

- For Delta-marketed (flight numbers that include the “DL” airline code) or Delta-ticketed (featuring a ticket number beginning with “006”) flights, SkyMiles members will earn miles based on ticket price, at the rate of 5 miles per U.S. Dollar (USD) spent, including

base fare and carrier-imposed surcharges, but excluding government-imposed taxes and fees

- Members with earned Medallion status will earn Medallion mileage bonuses based on their status at the time of travel as published at delta.com/medallion. Members who receive complimentary Medallion status are not eligible to receive the Medallion mileage bonus for the complimentary Medallion year (excludes members who receive complimentary annual Medallion status through the Million Miler program or Choice Benefits gifted Medallion status) unless the member earns Medallion status through the required Medallion Qualification Miles (MQMs) or Medallion Qualification Segments (MQSs) and Medallion Qualification Dollars (MQDs), in which case the mileage bonus for the earned tier is applied. For example, if a member is awarded complimentary Gold Medallion status, then earns Silver Medallion status by earning the required MQMs or MQSs and MQDs, the Silver Medallion mileage bonus will be applied
- For flights marketed or ticketed by Delta and purchased in a currency other than USD, the base fare and carrier-imposed surcharges will be converted to USD based on the IATA 5-day currency exchange rate at the time of ticketing. Miles will be credited to your account once travel is complete
- Miles earned per segment will be calculated based on a pro-rated amount of the total ticket price eligible for mileage accrual and will not be subject to minimum mileage accrual
- Members will earn a maximum of 75,000 miles per person per reservation, including any Medallion mileage bonuses or class-of-service bonuses. Promotional mileage bonuses will not count toward the 75,000 maximum mileage accrual per reservation unless otherwise stated in the promotion's terms and conditions
- Flights marketed and ticketed by Delta's partner airlines will earn miles based on distance flown and fare class paid as published at delta.com/partnerairlines at the time of travel
- For itineraries ticketed by Delta's partner airlines that contain both partner-marketed segments and Delta-marketed segments, the partner-marketed segments will earn miles based on the distance flown and fare class paid as published at delta.com/partnerairlines at the time of travel, and the Delta-marketed segments will earn miles based on the total base fare and carrier-imposed surcharges prorated as a percentage of total distance flown
- Certain specialty tickets, including but not limited to bulk, consolidator, cruise, vacation packages (including Delta Vacations® packages), inclusive tour and other opaque fare products will earn miles based on a percentage of distance flown determined by fare class paid as published at delta.com/exceptionfares at the time of travel
- Award, Miles + Cash, Pay with Miles Economy Class, free, barter, pass travel and certain other tickets are not eligible for mileage accrual

- BusinessElite, First or Business Class tickets purchased through Pay with Miles will earn miles for the portion of the base fare and carrier-imposed surcharges remaining and paid in currency after miles are applied to the ticket total
- All other ancillary purchases or fees do not count toward earning miles, including but not limited to:
 - Checked baggage fees
 - Economy Comfort™ and Preferred Seats purchases
 - Priority Boarding
 - Delta Sky Club memberships
 - In-flight Wi-Fi passes
 - In-flight food and beverage purchases
 - In-flight entertainment
 - Unaccompanied minor fees
 - Pet travel fees
 - Mileage Booster™ or mileage purchases
 - Ticket change fees
 - Direct Ticketing Charges (DTC)
 - Same-day confirmed or standby fees
 - Administrative Service Charges (ASC)
 - External Reissue Charges (ERC)
 - Standby Upgrades

Account Discrepancies

You are responsible for verifying that mileage for qualifying activity is credited to your account. All account discrepancies must be reported in writing within nine months of date of activity.

Delta is not responsible for the delivery of incoming correspondence. Verbal notification is not accepted. You should maintain copies of tickets/ticket receipts and boarding pass(es) for your records until proper credit appears in your SkyMiles statement.

If mileage credit for qualifying airline travel activity is not recorded within 30 days, please follow these procedures:

For Delta and Delta Connection, you can request mileage credit online at delta.com/skymiles.

For Airline Partner Activity:

Send a copy of your airline ticket/ticket receipt and boarding pass(es) to:

Delta Air Lines, Inc.,
SkyMiles Service Center

Dept. 654
P.O. Box 20532
Atlanta, GA 30320-2532

or FAX: 404-773-1945

Altered or illegible documents will not be accepted. Alteration of documents or other attempts to obtain mileage credit to which the member is not entitled are prohibited.

For Miscellaneous Partner Activity

If mileage credit has not been recorded on your SkyMiles statement within 60 days after qualifying activity occurs, contact the partner directly.

Award Travel and Pay with Miles Rules and Conditions

New Award Travel options are coming on January 1, 2015, including new Miles + Cash Award options and One-Way Awards. Please visit delta.com/skymiles2015 to learn more.

All SkyMiles Award Travel is subject to the terms and conditions of the contract of carriage of the transporting carrier. You may review Delta's contract of carriage online at delta.com. For tickets purchased with the Pay with Miles benefit, except for mileage accrual, upgrades and form of refund for refundable fares, all other fare rules for the ticket purchased apply. In addition, the following terms and conditions apply to all Delta and multi-airline partner Award Travel. Rules for Award Travel on other partner airlines may vary. SkyMiles members can redeem miles for Award Travel. Award Travel is limited to two connections per origin and destination for domestic travel and three connections for international travel. Taxes and fees for Award Travel are the responsibility of the passenger and must be paid at the time the ticket is booked. Taxes and fees payable with Pay with Miles include only U.S. excise and departure/arrival taxes, airport charges, segment fees, the September 11th Security Fee and international taxes and fees normally included in the fare. Change fees and other fees are not eligible to be paid with the Pay with Miles benefit.

Standby

Standby is permitted only if allowed by the carrier on which travel will occur.

Award Transfer

Miles may be redeemed for Award Tickets in the name of passengers other than the SkyMiles member, but Award Tickets are nontransferable once issued. Members are prohibited from selling or bartering Award Tickets and tickets purchased with the Pay with Miles benefit.

Pay with Miles Base Fare Restrictions

Pay with Miles redemptions are eligible on base fares greater than \$100 on Delta and Delta Connection carrier flights booked under the DL code only. Not available on other codeshare flights. Pay with Miles redemption levels and thresholds subject to change without notice. Visit delta.com/paywithmiles for current Pay with Miles redemption options.

Blackout Dates

There are no blackout dates on Delta-operated flights. Blackout dates may apply on partner airline-operated flights and are defined by individual carriers.

Capacity Controls

For travel prior to January 1, 2015, seats available for Award Travel are limited and may not be available on all flights or in all markets. Pay with Miles redemptions are not capacity controlled.

Changes to Award Travel

Changes to origin, destination, routing, date and time are permitted provided there are no changes to the mileage required for the new itinerary. For paper tickets, once travel has commenced, only date and time changes are permitted unless changes are processed at a Delta ticketing office. Changes to outbound Award Travel must be made 72 hours prior to the departure time of the currently-ticketed outbound flight. Changes to return Award Travel must be made at least 72 hours prior to the departure time of the currently-ticketed return flight. Award Tickets booked within 72 hours of departure are nonrefundable and cannot be redeposited or changed. Taxes and fees apply for any changes. Please visit delta.com/fees for our current fee schedule. Changes to Pay with Miles tickets are determined by the fare rules of the ticket purchased.

Mileage Upgrade Awards must be surrendered or cancelled at least 72 hours prior to the scheduled flight departure time for miles to be redeposited into member's account. Upon reissue, if the Mileage Upgrade Award is not available on the desired alternative flight, the miles will be redeposited into member's account. Redeposit fees apply. Mileage Upgrade Awards booked within 72 hours of departure are nonrefundable and cannot be redeposited or changed. Members may reissue or change a Mileage Upgrade Award prior to departure time. Tax, fees and any additional collection is based on the rules of the purchased fare.

Children

Award levels and Pay with Miles terms and conditions for children and infants are the same as for adults.

Name Changes

Name changes are not permitted once an Award Ticket or a Pay with Miles ticket has been issued.

Open Jaw

Open jaw travel is permitted for Award Travel. To be eligible, the mileage between the open jaw points must be less than or equal to the total mileage flown between any other trip in the itinerary (origin to destination). A double open jaw is not permitted. Open jaw rules for Pay with Miles tickets are determined by the fare rules of the ticket purchased.

Stopovers

One stopover is allowed per roundtrip Award Ticket under certain circumstances. A stopover is defined as a stay of more than 4 hours between domestic flights and more than 24 hours between domestic and international or all international flights. The destination city is not considered a stopover. A stopover is allowed, provided there are no more than two connections between the origin and destination including any connections that are made while traveling to/from the stopover point. The stopover city must be located on a valid routing. Stopover rules for Pay with Miles tickets are determined by the fare rules of the ticket purchased.

Routing

Routing restrictions apply for Award Travel. Valid routings vary based on the operating carriers of the Award Ticket. Any exceptions or variations to these routings may require additional mileage for the Award. Routing rules for Pay with Miles tickets are determined by the fare rules of the ticket purchased.

Round-the-World Awards

Round-the-World routing must be in a continuous eastbound or westbound direction (i.e., backtracking is not permitted). Travel must terminate in the country of origin without extending beyond the point of origin. Flights operated by codeshare partners must permit local traffic between the stopover point and the destination; the most direct routing applies. Does not apply to Pay with Miles redemptions.

Ticket Validity

An Award Ticket to domestic destinations, governed by domestic tariffs, requires all travel be completed within one year from the date of the original ticket issue, unless specified otherwise for a promotional Award Ticket.

For destinations governed by international tariffs, unless specified otherwise for a promotional Award Ticket, a ticket for international transportation is valid one year from date of issue of the original ticket. An unused ticket must be reissued and travel must commence within one year from date of issue of the original ticket. Once travel commences, all travel must be completed within one year from the date travel commenced.

Reissue does not extend ticket validity. Ticket validity of Pay with Miles tickets is determined by the fare rules of the ticket purchased and the Pay with Miles terms and conditions outlined below.

Unused Award Tickets

Unused Award Tickets may be surrendered to Delta at least 72 hours prior to the original flight departure time for cancellation of the ticket and redeposit of miles into the member's account. Fees apply. Please visit delta.com/fees for our current fee schedule. Miles redeemed for Award Tickets not cancelled at least 72 hours prior to original flight departure time are nonrefundable. Taxes and fees for unused Award Tickets are refundable upon request. Award Tickets booked within 72 hours of departure are nonrefundable and cannot be redeposited or changed. Once travel has commenced on an Award Ticket, the Award is considered used. Mileage will not be credited back to the account for the unused portion of the ticket. For information, please visit delta.com or contact Delta directly by calling the number on the back of your SkyMiles membership card or 1-800-323-2323. Unused Pay with Miles tickets are subject to the Pay with Miles terms and conditions outlined below.

Upgrades

Award Tickets and Pay with Miles tickets are not eligible for Mileage Upgrades, Systemwide Upgrades, Global Upgrades or Regional Upgrades. Medallion Complimentary Upgrades are limited to Diamond, Platinum and Gold Medallion members booked on an Award Ticket or a Pay with Miles ticket. Please visit delta.com/medallion for more information.

Waitlisting

Waitlisting is subject to the guidelines specified by the carrier on which travel will occur.

Ticketing

Award Tickets may be issued only by Delta/Delta Connection carriers and only on Delta ticket stock. American Eagle cannot issue Award Tickets for Delta travel.

All other air travel must be ticketed separately from Award Travel. For international Award Travel, if a published routing does not exist between two cities or service is not offered via a published routing, travel must be within the maximum permitted mileage. Completely open tickets will not be issued.

Mileage Upgrade Awards must have an Economy Class ticket issued prior to confirming an upgrade Award Seat. Upgraded tickets using a Mileage Upgrade Award must be issued by Delta.

Pay with Miles tickets may only be issued at delta.com.

Duplicate or Conflicting Reservations

The booking of duplicate or conflicting reservations for Award Travel is prohibited. Delta reserves the right to cancel any duplicate or conflicting reservation without notice.

Prohibited Destinations

Award Tickets and Pay with Miles tickets will not be issued for travel that U.S. carriers are prohibited from providing or facilitating under U.S. sanctions regulations or other applicable law.

Lost/Stolen Award Tickets

If a SkyMiles Award Ticket is lost or stolen, notify Delta immediately. A fee will apply for replacement of lost or stolen tickets.

Responsibility for Taxes, Fees and Other Charges

Taxes and fees for Award Travel are the responsibility of the passenger and must be paid at the time the ticket is issued. The payment of any taxes, fees, and other government-, airport- or carrier-imposed charges is the responsibility of the passenger. Award redemption requires payment of at least \$11.20 in U.S. government taxes and fees for domestic itineraries and may include up to \$600 for foreign government taxes and fees and/or carrier-imposed fees for international itineraries.

Pay with Miles Ticket Rules and Conditions

Eligibility: Eligible on base fares equal to or greater than \$100 or worth at least 10,000 miles on Delta and Delta Connection carrier flights booked under the DL code only. Redemption levels and thresholds are subject to change without notice. Visit delta.com/paywithmiles for current Pay with Miles redemption options. The base fare used to determine Pay with Miles eligibility does not include applicable taxes and fees. Total fare includes base fare and taxes and fees. Not available on other codeshare flights. Only customers recognized as having an active Delta Reserve, Gold or Platinum Delta SkyMiles Credit Card from American Express with a U.S. point of sale address in their SkyMiles account are eligible. All SkyMiles mileage may be used, not just miles earned with the Delta SkyMiles Credit Card from American Express. New Card Members are eligible to use Pay with Miles after receipt of their new Card. Customer must use their Delta Reserve, Gold or Platinum SkyMiles Credit Card from American Express to pay for the portion of the ticket not covered by Pay with Miles.

Restrictions: Available only on original tickets booked at delta.com. All flights in the itinerary must be eligible in order to use the Pay with Miles option. The amount of miles that can be used on a Pay with Miles redemption are based on the SkyMiles Member's account balance. When redeeming miles to pay for the total fare, the number of miles required will be rounded up to the

nearest 5,000- or 10,000-mile increment, as applicable, and no cash will be paid to or credited to the Member and no miles will be credited back to the Member's SkyMiles Account due to minimum mile redemption requirements and minimum mile redemption increments. Not combinable with other discounts or any other forms of mileage redemption. Tickets purchased with full or partial Pay with Miles redemptions are not eligible for mileage upgrades, Systemwide Upgrades, Global Upgrades or Regional Upgrades. Pay with Miles tickets booked in Economy Class are not eligible for mileage accrual and will not earn Medallion Qualification Miles (MQMs), Medallion Qualification Segments (MQSs) or Medallion Qualification Dollars (MQDs). BusinessElite, First or Business Class tickets purchased through Pay with Miles are eligible for mileage accrual, MQMs and MQSs and will earn MQDs for the portion of the base fare and carrier-imposed surcharges remaining and paid in currency after miles are applied to the ticket total.

Blackout Dates: No blackouts means that Pay with Miles can be used for any eligible flight available at delta.com on any day of the year. No inventory restriction means that Pay with Miles can be used for any open seat on any eligible domestic or international flight available at delta.com.

Taxes/Fees: Taxes and fees payable with Pay with Miles include only U.S. excise and departure/arrival taxes, airport charges, segment fees, the September 11th Security Fee and international taxes and fees normally included in the fare. Change fees and other fees are not eligible to be paid with the Pay with Miles benefit.

Refunds/Reissues: Except for tickets refunded under Delta's Risk Free Cancellation policy, miles redeemed with Pay with Miles cannot be re-deposited in the Member's SkyMiles Account – even for fully refundable fares. In the event of a ticket being reissued, any residual dollar value between the original price of the ticket purchased using full or partial Pay with Miles and the reissued ticket price, can only be returned as a non refundable e-Credit valid for future transportation. E-Credit will be valid for one year from original Pay with Miles ticket issue date. Residual e-Credit value will follow current Delta e-Credit rules and will not be applicable on non-transportation fees. Pay with Miles unused tickets can be used as an e-Credit when it is a primary exchange document. All Pay with Miles terms and conditions will apply to any ticket purchased using an unused Pay with Miles ticket.

In the event of a refund (including fully refundable fares), only the paid portion of a refundable fare will be credited back to the credit card, the Pay with Miles portion of the fare will be returned as nonrefundable credit equivalent to the dollar value of the portion of the ticket redeemed with Pay with Miles. Credit may be used to purchase future travel.

In the event of a valid ticket cancellation under Delta's Risk Free Cancellation policy, Pay with Miles portion of the fare will be redeposited into the member's SkyMiles account and the paid portion of the fare will be credited back to the credit card.

Miscellaneous: In some instances, Award Tickets may require fewer miles. Any miles you use will be automatically and permanently deducted from your SkyMiles account at the time of the redemption. Except for mileage accrual, upgrades and form of refund for refundable fares, all other fare rules for the ticket purchased apply. All other SkyMiles Membership Rules and Conditions apply.

Membership Rules and Conditions

All benefits that Delta offers in the SkyMiles program are conditioned upon your compliance with these Membership Rules and Conditions, the terms and conditions described elsewhere in this Guide, all terms and conditions of Delta's contract of carriage, Delta's fare rules and all other applicable Delta rules and regulations. These rules are subject to change at any time.

Unless otherwise stated, the current rules in effect at the time of your travel or request for a benefit will govern that transaction. Current versions of this SkyMiles Membership Guide and Program Rules, Delta's contract of carriage and other applicable rules that may apply to your travel are available at delta.com or from a Delta representative. Please check back frequently for program updates or rule changes.

Void Where Prohibited by Law

Some or all parts of the SkyMiles program may not be legal in certain countries. Consequently, the SkyMiles program is void where prohibited by law.

Conditions of Enrollment

Delta's SkyMiles program is open to any person in any country that has not prohibited participation in frequent flyer programs.

Corporations and/or entities cannot be enrolled as members.

Members must provide their full name to participate in the SkyMiles program. Full name means the given name, middle initial or middle name, if any, and family or surname. The full name must be the same as the name on the member's passport or other valid travel document (i.e., Visa, Resident Alien Card, etc.). Members will be assigned an individual membership number upon enrollment.

Membership numbers are nontransferable. Only one person may be enrolled per SkyMiles account.

Members may not maintain more than one SkyMiles account.

In the event that more than one account number is assigned to the same individual, the duplicate account will be cancelled, and only the applicable mileage credit, excluding any bonuses, can be transferred to the remaining account.

To enroll a child in SkyMiles who is under 13 years of age, please visit delta.com/enroll to download the enrollment and parental/legal guardian consent forms and follow the provided instructions for submission.

Name and Address Changes

Each member will be responsible for letting Delta know of any name, email or address change on their account.

Address Change

Using their Delta password, members may update their account address information by visiting My Profile at delta.com. Members can also update their account address by submitting the information via fax, mail, or by phone using your password. Members should include their SkyMiles number and signature on all requests and documentation.

Certain address changes, including those moving from a primary addresses within the 50 United States and the District of Columbia to one outside of the United States, require the submission of additional documentation to complete and cannot be completed over the phone or online. Members will need to submit one of the following documents via mail or fax to complete the address change request, and the document must reflect a residential address and may not be the address of a corporation or business:

- Government issued ID with new address (Drivers License, learner's permit, Country/State-issued photo ID card)
- Utility bill in customer's name showing new address, dated within the past 60 days
- Deed, mortgage, monthly mortgage statement or residential rental/lease agreement showing proof of ownership at new address, with customer's name and signature. Lease must be dated within the past year
- Bank statement with customer's name and address, dated within the past 60 days (may block out sensitive information)
- Payroll statement with customer's name and address, dated within the past 60 days (may block out sensitive information)

- Postal Service change of address confirmation form
- Current automobile or life insurance bill, or homeowners or renter insurance bill (cards or policies are not accepted)
- Copy of school records/transcript from a school in which the applicant is currently enrolled, issued by an accredited school
- Postmarked mail with forwarding address label (must display the customer's full name)
- Receipt for personal property taxes or real estate taxes paid within the last year
- Letter from member's employer on official company letterhead, detailing member's current address. Letter must be signed by employee's supervisor with supervisor's full contact information

Delta reserves the right to periodically audit any SkyMiles member's account for address accuracy, request further supporting documentation and update the account address using the National Change of Address (NCOA) data filed by relocating postal customers, but shall have no obligation to do so.

Name Change

Name change requests cannot be processed over the phone. A copy of supporting legal documentation (e.g. court order, marriage certificate, divorce certificate) must be submitted by fax/mail and will be required for any name change requests. The member's signature and SkyMiles membership number must be included in all written correspondence.

Delta Personal Identification Number (PIN) or Password

With your SkyMiles number and password or PIN you have access to your SkyMiles information 24 hours a day, 7 days a week. Without a password or PIN, certain transactions may only be done via mail or in person with your SkyMiles card and positive government-issued identification. Establishment of a password and/or PIN indicates your acceptance of the terms and conditions set forth in this Membership Guide governing your password and/or PIN. A password or PIN allows you access to a variety of self-service tools and SkyMiles account information on delta.com and via SkyMiles OneSource (1-800-323-2323), as well as the ability to complete transactions over the phone that could previously be handled only in writing.

Your password and/or PIN cannot be viewed or changed by a Delta representative. If you would like to change or cannot remember your password, [click here](#) or call 1-800-325-3999 inside the U.S., Canada and the U.S. Virgin Islands. Outside of these areas, call 404-714-2300. Please

note that your PIN number can no longer be changed. If you have forgotten your PIN, you will need to login with your password or establish a password using [Login Help](#).

If you have already signed up to receive email program updates at delta.com/emailprograms, your password reset will be sent to you via email. Otherwise, your password will be sent via U.S. mail within approximately five business days of receipt of your request.

You are responsible for the selection and use of your password or PIN and for maintaining the confidentiality of your password or PIN. You may not divulge your password and/or PIN to anyone. If you do, you are solely responsible for any actions that person takes with your password and/or PIN, including, without limitation any transactions in your account, any violations of the SkyMiles program rules, and any further disclosure of your password and/or PIN. Delta shall have no liability for losses resulting from unauthorized access to, or use of, your password and/or PIN.

SkyMiles Statements and Program Updates

SkyMiles online statements are sent periodically (monthly, quarterly or based on recent activity) to SkyMiles members who enroll to receive this information via email. Members can enroll to receive their SkyMiles statement (also known as The INSIDER) by going to delta.com/profile, entering their SkyMiles number and password or PIN and updating their “Notification” preferences. Online statements indicate the amount of mileage credit earned with Delta, its airline, hotel and car rental partners, and all other partners and SkyMiles programs, as well as mileage redemption activity. Ticket receipts and boarding passes should be retained until mileage credit appears on your SkyMiles statement.

Current balance, account activity, redemption and program information may be obtained via delta.com/skymiles or via Delta’s automated telephone number, SkyMiles OneSource (1-800-323-2323), 24 hours a day, 7 days a week, by calling 1-800-325-3999 or 404-714-2300 from any touch-tone telephone.

Note: A password or PIN (Delta Personal Identification Number) is required for account information via delta.com, Delta’s automated telephone number, and for redemption and address change transactions with a Delta Reservations representative.

Audit

Delta reserves the right to audit members’ accounts at any time and without notice to ensure compliance with the SkyMiles program rules, Delta’s contract of carriage, Delta’s fare rules and all other applicable Delta rules and regulations.

In the event the audit reveals discrepancies or violations, Delta may delay the processing of Tickets or redemptions, cancel any outstanding Award Tickets, and withhold statements until the discrepancies or violations are resolved.

During an investigation, Delta may inhibit the SkyMiles account of a member without notice. While the account is inhibited, the member may continue to accrue miles in the account, but no mileage redemptions or other transactions will be permitted and any outstanding Award Travel may be cancelled. Cancelled Award Tickets must be surrendered to Delta upon Delta's request.

Account Deletion and Mileage Expiration

Under the SkyMiles Mileage Expiration policy, miles do not expire.

Delta reserves the right to de-activate or close an account under the following circumstances:

- Fraudulent activity occurs
- A member requests an account closure
- A member is deceased
- A member does not respond to repeated communication attempts regarding the status of his/her account

Termination and/or Mileage Deduction for Violations

Delta reserves the right to terminate your membership in the SkyMiles program at any time if you violate the SkyMiles program rules, any term or condition of Delta's contract of carriage, Delta's fare rules, or any other Delta rules and regulations that apply to your travel. Termination of your membership will result in a loss of all accumulated mileage credit in your account, the cancellation of any unused Awards and the loss of all other SkyMiles benefits. Terminated members are not eligible to participate in any aspect of the SkyMiles program, including without limitation any special promotions or SkyMiles partner offers. In lieu of termination, Delta may, at its sole discretion, deduct mileage from your account but permit you to continue participating in the SkyMiles program. Members whose accounts have been terminated for any reason may not reopen new accounts. It is your responsibility to familiarize yourself with the SkyMiles program rules and with the other terms and conditions that apply to your travel on Delta. If you have any questions about the rules that are applicable to your situation, please check delta.com or contact a Delta representative for guidance.

Program Changes and Termination

Delta and its program partners reserve the right to change program rules, benefits, regulations, Travel Awards, fees, mileage Award levels, Pay with Miles terms and conditions and special offers at any time without notice. This means that Delta may initiate changes, for instance, impacting partner affiliations, rules for earning mileage credit, continued availability of Awards or blackout dates. Delta may also limit the seats available for Award Travel or Pay with Miles redemptions to any or all destinations (including, but not limited to, allocating no Award Seats on certain flights). Such changes to Delta's frequent flyer program may include modifications that (i) govern mileage credits or other benefits earned on or after the date of change, (ii) change the value of already accumulated mileage credits or other benefits or (iii) govern mileage credits or other benefits earned on or after the date of change and change the value of already accumulated mileage credits. Delta reserves the right to terminate the Delta frequent flyer program with six months' notice. Unless otherwise stated, the terms and conditions of the SkyMiles Membership Guide and Program Rules in effect at the time of your travel or request for a benefit will govern that transaction.

Sale or Barter Prohibited

Except as set forth below, the sale or barter of mileage credit, vouchers, Award Tickets, Medallion status, Pay with Miles tickets or any other benefit provided pursuant to the SkyMiles program by SkyMiles members is prohibited. Delta will terminate or deduct mileage from the account of any member who violates this rule. Award Tickets and Pay with Miles tickets obtained through prohibited sale or barter transactions are VOID, invalid for travel, and will be confiscated. Persons trying to use such tickets will not be permitted to travel unless they purchase a ticket from Delta at the applicable fare.

SkyMiles members may participate in mileage exchange transactions through the Global Points Exchange (GPX) program at www.points.com/tradeongpx. All GPX transactions are subject to the terms and conditions of the SkyMiles Transfer Miles Program. Mileage transfer fees apply. Please visit delta.com/transfERMILES to review these rules.

Restrictions on Transfer

Miles are not the property of any member. Except as specifically authorized in the Membership Guide and Program Rules or otherwise in writing by an officer of Delta, miles may not be sold, attached, seized, levied upon, pledged, or transferred under any circumstances, including, without limitation, by operation of law, upon death, or in connection with any domestic relations dispute and/or legal proceeding.

Governing Law

The rights and obligations created by the SkyMiles program will be governed by the laws of the State of Georgia.

Privacy Statement

We are always conscious and respectful of your personal privacy. Visit delta.com/privacy for our full privacy policy.

Telephone Numbers for Reservations and Information

For worldwide reservations and information inside the U.S., the U.S. Virgin Islands, Puerto Rico, the Caribbean and Canada, contact delta.com or reservations. For all other countries, contact your local ticket office or view our list of worldwide reservations numbers by country at delta.com/help.

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