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## 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. You can view the latest program information online at [delta.com/skymiles](https://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/getmoremiles](https://delta.com/getmoremiles).

### 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 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](https://delta.com/partnerairlines).

### 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/getmoremiles](https://delta.com/getmoremiles).

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	<a href="https://delta.com/buygftxfer/">delta.com/buygftxfer/</a>	<ul style="list-style-type: none"><li>• Purchase in 2,000-mile increments</li><li>• May be used toward Award Travel, upgrades and more</li><li>• Give gifts with a personalized email, ecard or printable certificate</li></ul>

See complete terms and conditions at [delta.com/skymiles](https://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](https://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 Airlines, and Virgin Australia International. That means benefits like priority check-in and priority boarding follow you around the globe when you travel with SkyTeam and SkyMiles partners, Alaska Airlines, GOL Airlines and Virgin Australia.

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/medallion](http://delta.com/medallion) to view the Medallion Benefits Guide.

For information on changes to qualifying for Medallion status beginning January 1, 2014, please visit [delta.com/mqds](http://delta.com/mqds).

## 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 for round-trip travel within and between the 48 states, Alaska, and Canada and to destinations worldwide. Miles shown at [delta.com](http://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<sup>®</sup>, 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](http://delta.com/awardtravel).

### 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](http://delta.com). Pay with Miles redemption levels and thresholds subject to change without notice. Visit [delta.com/paywithmiles](http://delta.com/paywithmiles) for current Pay with Miles redemption options.

### 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 within the United States or around the world 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](http://delta.com).

You may redeem miles for Multi-Airline Award Travel on Delta, the Delta Connection<sup>®</sup> carriers, Delta Shuttle<sup>®</sup>, 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, Tarom, Vietnam Airlines, and Xiamen Airlines and Delta codeshare partners, Alaska Airlines or Virgin Australia International (VA-coded only). 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.

## 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 US 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](https://delta.com) to check the current mileage requirements for upgrade Awards.

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 is not available on the desired alternative flight, the miles will be redeposited into member's account. Redeposit fees apply. Upgrade awards booked within 72 hours of departure are nonrefundable and cannot be redeposited or changed. Please visit [delta.com/fees](https://delta.com/fees) for our current fee schedule.

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.

Upgrade rules for KLM and Air France flights can be found at [delta.com](https://delta.com).

## 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](https://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](https://delta.com/skyclub).

## Other Airline Partner Awards

You can also redeem SkyMiles Awards to travel on many other airlines worldwide. The mileage levels for each Award are subject to change at any time. Please visit [delta.com](https://delta.com) to check the current mileage requirements for mileage redemption options on these other airline partners. Partner airline benefits subject to change and subject to the terms and conditions of each partner. For partner travel conditions, blackout dates, fees and other Award restrictions, contact Delta.



## 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](http://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
<a href="http://delta.com">delta.com</a>	<p>Award Ticket—Search for Award Seat availability, book Award Travel reservations and redeem your miles for tickets to any Delta destination worldwide at <a href="http://delta.com/awardsite">delta.com/awardsite</a>.</p> <p>Award Travel Tips—See which cities offer the best and most current Economy class Award Travel opportunities at <a href="http://delta.com/awardtravel">delta.com/awardtravel</a>.</p> <p>Pay with Miles -</p> <ol style="list-style-type: none"> <li>1. Log in at <a href="http://delta.com">delta.com</a> with your SkyMiles number and PIN or password.</li> <li>2. Search for flight options.</li> <li>3. Select flights marked as eligible for Pay with Miles.</li> <li>4. When checking out, choose from a list of options to pay with miles, money, or a combination of both.</li> </ol>
Over the phone with Delta Reservations	<p>Award Ticket—Book and 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.</p> <p>Pay with Miles redemptions cannot be</p>

	made over the phone.
Delta's City Ticket Offices	<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> <p>Valid government-issued identification and your SkyMiles membership card is required.</p> <p>Pay with Miles redemptions cannot be made at City Ticket Offices or airport ticket counters.</p>

## Fees

- Please note that fees apply for some SkyMiles mileage transactions. Transactions for which we charge a fee include, 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](https://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](https://delta.com/skywish).

### Miles for Products

You can also use miles—or a combination of miles and money—for a variety of items at the [SkyMiles Marketplace](#). In addition to the SkyMiles Marketplace, you 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](https://delta.com).

### 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. Visit [delta.com/transfERMILES](https://delta.com/transfERMILES) to learn how you can transfer your miles to friends and family.

## Mileage Credit Rules and Conditions

### 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. 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 on your SkyMiles membership card at the time of transaction
- Partner offers are subject to the terms and conditions of each individual offer

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

The amount of 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.

## 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.
- Additional mileage credit restrictions apply to travel on many of our partner airlines. For current information on these restrictions, please visit [delta.com/skymiles](http://delta.com/skymiles)

- Tickets purchased to carry excess baggage, such as musical instruments and pets or to provide extra space for the primary passenger
- Bonus miles do not count towards Medallion status or Million Miler status
- Travel which U.S. carriers are prohibited from providing or facilitating under U.S. sanctions regulations or other applicable law
- Tickets purchased using the Pay with Miles benefit

Mileage restrictions apply for the following:

- Special fares often referred to as unpublished fares including, but not limited to, consolidator fares, groups, merchant marine, tour and cruise packages (except for those purchased through Delta Vacations®) are not eligible to earn full mileage credit. Mileage earn is based on booking class, fare type and point of sale. Please check with your travel agent or **learn more** for details.

## 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](https://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 Car/Hotel/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

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](https://www.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 one-way and round-trip 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.

### Capacity Controls

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.

### 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](https://www.delta.com/paywithmiles) for current Pay with Miles redemption options.

### Blackout Dates

Blackout dates may apply and are defined by individual carriers. Pay with Miles redemptions are not subject to blackout dates.



## 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 Award Ticket Travel must be made at least 72 hours prior to the scheduled flight departure time. This applies to both the outbound and return flight. Award Tickets booked within 72 hours of departure are nonrefundable and cannot be redeposited or changed. Fees apply for any changes. Please visit [delta.com/fees](https://www.delta.com/fees) for our current fee schedule. Taxes and fees will apply. Changes to Pay with Miles tickets are determined by the fare rules of the ticket purchased.

## 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. Restrictions apply. For details, please contact a Delta representative. Open jaw rules for Pay with Miles tickets are determined by the fare rules of the ticket purchased.

## Stopovers

Stopovers are allowed for Award Travel under certain circumstances. Restrictions apply. For details, please contact a Delta representative. 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

Awards are valid for one year from date of issue. For destinations governed by international tariffs, ticket remains valid for one year from the date travel commences at point of origin on the original ticket. 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](https://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 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](https://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 or Systemwide 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](https://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.

Upgrades, where allowed, may be requested by travel agencies, provided an Economy class ticket is issued and the applicable fare is used. Some restrictions apply. Please refer your travel agent to [delta.com/travel-agency](https://delta.com/travel-agency).

Pay with Miles tickets may only be issued at [delta.com](https://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**

The payment of any taxes, fees, and other government or airport-imposed charges is the responsibility of the passenger. Applicable taxes/fees/charges may include a \$3.80 Federal Excise Tax, Passenger Facility Charge(s) of up to \$4.50, or the September 11th Security Fee of up to \$2.50 for each flight segment. A flight segment is defined as a takeoff and a landing. Award Travel tickets to/from Hawaii/Alaska do not include U.S. International Air Transportation Tax of up to \$16.80 round-trip. Award Travel tickets for international travel, including for travel to/from PR/U.S. Virgin Islands, do not include U.S. International Air Transportation Tax of up to \$33.40 round-trip and U.S. and foreign user, inspection, security or other similarly based charges, fees or taxes of up to \$349, depending on itinerary. Taxes and fees for Award Travel must be paid at the time the ticket is booked. Taxes and fees for Award Travel are non-refundable for Award Tickets canceled after the original flight departure time. In some instances, the government may elect to collect the fees directly from the passenger. Some airline partners charge a fee for Award Travel redemptions for travel on their airlines. These fees, when applicable, are the responsibility of the passenger and will be collected at the time of booking.

## Pay with Miles Ticket Rules and Conditions

**Eligibility:** Eligible on base fares equal to or greater than \$100 on Delta and Delta Connection carrier flights booked under the DL code only. Redemption levels and thresholds subject to change without notice. Visit [delta.com/paywithmiles](https://delta.com/paywithmiles) for current Pay with Miles redemption options. Base fare excludes taxes and fees included in total fare. Total fare includes 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 can expect a delay of up to 48 hours after acceptance of your application before eligible to use Pay with Miles. 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](https://delta.com). All flights in the itinerary must be eligible in order to use 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. Tickets purchased with full or partial Pay with Miles redemptions are not eligible for mileage accrual, mileage upgrades or Systemwide Upgrades.

**Blackout Dates:** No blackouts means that Pay with Miles can be used for any eligible flight available at [delta.com](https://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](https://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 1 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 non-refundable 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](http://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 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 and will receive a membership packet six to eight weeks after first activity.

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 enrollment bonus, can be transferred to the remaining account.

## **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. You can also update your 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)**

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](http://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 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 e-mail program updates at [delta.com/emailprograms](http://delta.com/emailprograms), your password reset will be sent to you via e-mail. 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 monthly to SkyMiles members who enroll for this service through an e-mail reminder, regardless of activity. Members can enroll to receive this monthly e-mail reminder by going to [delta.com/profile](http://delta.com/profile), entering their SkyMiles number and password or PIN and updating their "Contact Me" preferences. Members who elect to receive online statements should keep their SkyMiles statements as detailed references of their account because statements covering previous time periods cannot be retrieved. 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](http://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](https://www.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](https://www.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](http://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](http://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](http://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](http://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](http://delta.com/help).

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