

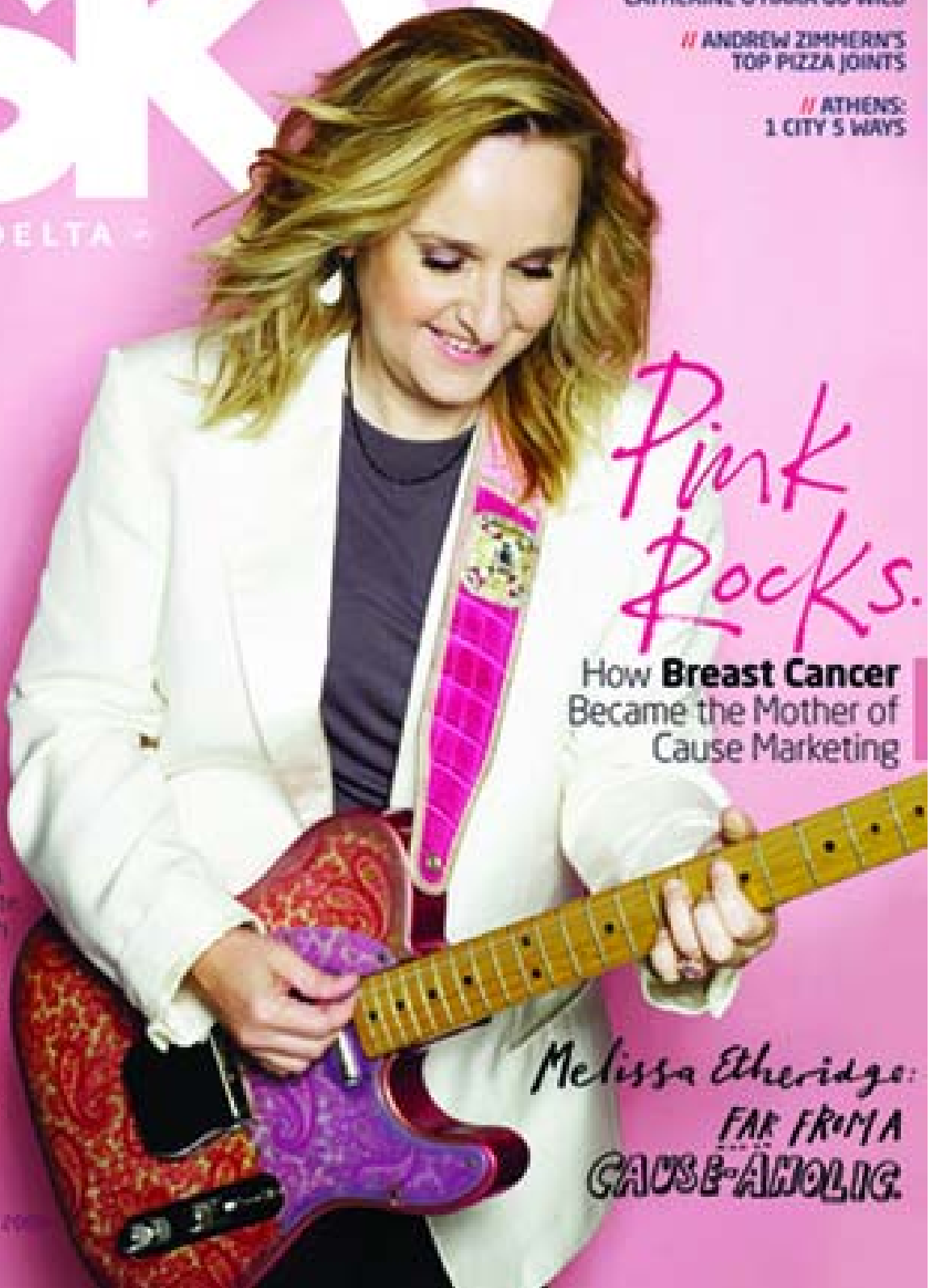
SKY

△ DELTA ▽

// FOREST WHITAKER & CATHERINE O'HARA GO WILD

// ANDREW ZIMMERN'S TOP PIZZA JOINTS

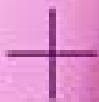
// ATHENS: 1 CITY 5 WAYS



Pink Rocks.

How **Breast Cancer** Became the Mother of Cause Marketing

*Melissa Etheridge:
FAR FROM A
CAUSE-ANALOG.*



Celebs Get On Board!

Christina Applegate, Elizabeth Hurley, Brett & Deanna Favre step forward for the effort.

OCTOBER 2005

At Your Service

// YOU ASKED; WE ANSWERED

What happens if I miss my flight or my flight is canceled?



Here are a few things to know while you're in the airport, especially if you've missed your flight or it's been canceled:

- // We are automatically rebooking you on the next available flight.
- // Scan your boarding pass at any available Delta scanner to receive your rebooked itinerary and amenities (when applicable) or visit any Northwest rebook cart.
- // Delta scanners can be located at our service recovery centers,* gates (when not in use) and our kiosk machines. Northwest scanners are located at rebook carts only.
- // We'll make every effort to reroute your checked baggage on the same flight as you.
- // Upon deplaning in our hub cities, please review the gate information screen for up-to-the-minute flight information
- // If your flight is delayed and you are on board a Wi-Fi enabled aircraft, you can access delta.com free of charge to check arrival and departure gates as well as rebooking options prior to landing.

* Service recovery centers are available in Atlanta, Boston, Cincinnati, Detroit, Los Angeles, Memphis, Minneapolis-St. Paul, New York, Orlando and Salt Lake City.

If my luggage gets lost, what are the recovery steps?

We strive to have baggage returned to you within 24 hours. Scanning technology is used to quickly identify the rightful owner. Delta and Northwest also support the per-passenger baggage-liability claim of \$3,300 for domestic travel.

We intend to ensure that your air travel experience will encompass the best customer service possible. We have outlined our responsibilities and how we will fulfill them in 12 key points known as our Customer Commitment, which can be found at delta.com/commitment and nwa.com/commitment.

Is paperless check-in available in all airports?

We are working with the Transportation Security Administration (TSA) to make your Web-enabled mobile device a paperless boarding pass, giving you one more reason to never leave home without your BlackBerry, PDA or cell phone.

Help us test out the new process!

Here's how it works:

- // Check-in for nonstop domestic travel departing from Atlanta, Las Vegas, LaGuardia, Indianapolis, Memphis, Minneapolis-St. Paul, Salt Lake City, Cincinnati, Detroit, Orlando and Chicago (Midway) at mobile.delta.com or mobile.nwa.com. This option will soon be available at JFK and LAX.
- // Checking bags? Just go directly to any Delta or Northwest baggage drop and drop your bags with an agent.
- // Head to security, where TSA will check your ID and assist you in scanning your electronic pass—you'll still need to follow the airport security guidelines.
- // Zip to the gate and present your electronic pass to the gate agent at the time of boarding.+



Try it out on your next flight departing from one of the airports listed above.

+ For Breezeaway/Elite Member boarding, gate agents will verify your Breezeaway/Elite status via your Web-enabled mobile device.

// ALL ACCESS PASS: DELTA SKY CLUB™

Seize the day at a Delta Sky Club with a special offer for our One-Day pass. Buy four One-Day passes to the Delta Sky Club and your fifth pass is free, now through October 31, 2009. That's a \$50 savings! One-Day passes are good for unlimited access to any Delta Sky Club within one day.

Now is your chance for you and four friends to travel in style. Or, keep all five passes for yourself and escape to the Delta Sky Club. Premium perks at more than 50 worldwide locations include:

- // Complimentary Wi-Fi service for all members and guests at all domestic Delta Sky Club locations
- // Personalized flight assistance
- // Complimentary cocktails, snacks and other amenities



- // Satellite TV
- // Convenient and private restrooms

Once you experience the Delta Sky Club and want to purchase a membership, you can apply \$50 to the cost of a one- or three-year membership within 60 days.

Don't miss this limited-time offer. One-Day passes make great gifts. Purchase four passes for friends, colleagues or family today and enjoy one free. For details, please see a Delta Sky Club agent*.

To purchase a membership, visit any Delta Sky Club or online at delta.com/skyclub or nwa.com/skyclub.

Terms and Conditions

Delta Sky Club memberships are nontransferable and nonrefundable. Individuals must be at least 18 years of age for Club membership. Members must be 21 years of age to access Clubs with a self-service bar unless accompanied by a parent or legal guardian who is a Club member. Local age restrictions apply. Delta reserves the right to revise its Club Terms and Conditions without notice. Delta Sky Club members will not be compensated for changes in locations, rates or policies. Delta Sky Club facilities may be used only in conjunction with same-day ticketed air travel on any airline. Delta Sky Club house rules must be observed or Club privileges may be terminated without compensation. Note that amenities may vary among Delta Sky Club locations. Access to partner lounges subject to partner rules, terms and conditions. Offers and rules subject to change. All Delta Sky Club membership terms, conditions and house rules apply to Delta Sky Club use. One-Day passes and membership. For the complete Delta Sky Club terms, conditions, and house rules, please visit delta.com/skyclub or nwa.com/skyclub. Additional restrictions may apply. *Purchase of four One-Day passes must occur during a single purchase transaction. Promotional offer is valid now through October 31, 2009. The \$50 cost of a single One-Day Pass may be credited within 60 days of the purchase date toward the cost of a one- or three-year membership. To take advantage of this offer, the one- or three-year membership must be purchased in person at any Delta Sky Club location. This offer is not available for purchase online. This offer is not retroactive and cannot be combined with any other offer, promotion, discount or frequent flyer program award. Please refer Delta customer service representative to 970231.



2008



2008



2009

BEST AIRPORT LOUNGE WINNERS