

# SkyMiles Regional Upgrade-One-Way

Customer Information			
Customer Name:		Customer ID:	
Certificate Details			
Reference Code: PU591	Certificate Number: 006xxxxxxxxxxx	Redemption Code:	Must Travel By : See specific eCredit/voucher
Booking Class: DL - RP,OP Delta Agent DL - R,O Travel Agent	Cabin Of Service: First/Business/Delta One™	Valid On: DL Designated Flights Operated by DL,CP,EV,OO,9E,S5,G7	

This certificate entitles you to a complimentary one-way Delta One™/Business/First Class upgrade with the purchase of a published applicable Main Cabin fare for travel in markets where Medallion Complimentary Upgrade are available.

## VOID IF SOLD, BARTERED OR EXCHANGED FOR COMPENSATION

#### Redemption Instructions

- 1. To redeem this upgrade, you will need the reference code, certificate number and redemption code specified above.
- 2. Please refer to the terms and conditions for further details.

## Terms & Conditions

- 1. Upgrade Offer: This certificate is valid for upgraded one-way travel on Delta Air Lines and certain Delta Connection operated flights in markets where Medallion Complimentary Upgrades are available; and effective for flights departing on or after July 21, 2015, non-stop flights between JFK-LAX and JFK-SFO. Offer includes eligible Delta or Delta Connection flights between the origin and destination of a ticketed fare for the named SkyMiles member or a travel companion pursuant to the terms and conditions of this offer. Only one companion per SkyMiles member may be upgraded on each flight segment. Any stopovers are governed by the fare rules, and an additional certificate will be required for broken fares. All rules of the fare purchased will apply except as changed by this offer. SkyMiles mileage credit based upon purchased fare class. Space is limited and subject to availability. Seats may not be available on all flights or in all markets. Markets eligible for Medallion Complimentary Upgrades are subject to change without notice. See <a href="www.delta.com/medallionterms">www.delta.com/medallionterms</a> for the most up-to-date list of markets where Medallion Complimentary Upgrades are available.
- Expiration Date: Certificate expires twelve months from date of issue all travel must be complete prior to certificate expiration date. Certificate may not be extended, reissued or returned for credit under any circumstances.
- 3. Refunds & Cash Value: This certificate is nonrefundable and has no cash value. Certificate will be deemed fully used upon surrender and will not be honored retroactively or in connection with the exchange of any wholly or partially unused ticket. Ticket refunds are permitted only pursuant to the rules of the fare purchased. Any full or partial refund of the underlying Main Cabin-fare ticket after upgrade will render this certificate void.
- 4. **Not Combinable:** This certificate may not be combined with any other promotional or discount offers or SkyMiles program awards. Valid only with a published qualifying fare.
- 5. Valid Carrier: Valid only on Delta Air Lines and certain Delta Connection carrier operated flights. If a non-permitted carrier accepts this certificate, such carrier agrees to pay Delta, within 45 days of certificate acceptance, the sum of \$1000USD per certificate accepted, and Delta shall not be liable to such carrier for any reason whatsoever.
- 6. Applicable Routes: Valid for use on one-way travel on published fares and routings where Medallion Complimentary Upgrades are available and effective July 21, 2015 in non-stop flights between JFK-LAX and JFK-SFO. Flights must be operated by Delta Air Lines or Delta Connection carriers. Valid only for travel on routings with a published upgradeable Main Cabin Class fare.
- 7. **Applicable Fare Classes:** Certificate may be used to upgrade on Delta Air Lines or Delta Connection operated flights on published Main Cabin fares booked in Y, B, M, S, H, Q, K, L, U, T, X or V class. Certificate may not be used to upgrade other published fares booked in E class, Award Tickets or Pay with Miles Tickets.
- 8. Upgrade Reservations and Ticketing: Upgradeable Main Cabin Class ticket must be purchased according to the applicable fare rules. After booking Main Cabin Class tickets eligible for upgrade, the SkyMiles member whose name appears on the certificate must contact Delta to book the upgrade reservation for the member and, if applicable, his or her travel companion. Delta representatives must book in "RP/OP" class and; travel agencies must book in "RP/O" class. Seats are subject to limited availability and may not be available on all flights or in all markets. Once confirmed, boarding pass can only be issued by the operating carrier on day of departure. Tickets must be validated for travel on Delta. Travel on carriers other than Delta, when permitted, must be ticketed separately.
- 9. Reservation Waitlist: If the upgrade is not available at the time of request, a SkyMiles member and travel companion holding confirmed Main Cabin Class reservations on a flight may request to be placed on the upgrade waitlist. Passengers on waitlist will be accommodated according to Delta's priority rules, which Delta reserves the right to change at any time.
- 10. Airport Standby: If an upgrade for the SkyMiles member and companion (if applicable) is not confirmed from the reservation waitlist at least three hours prior to departure, then the SkyMiles member and companion may request to be placed on the Airport Standby List, provided that request is made no less than 60 minutes prior to flight departure. Passengers on the Airport Standby List will be accommodated according to Delta's priority rules, which Delta reserves the right to change at any time.
- 11. Flight Irregularities: In the event of flight cancellation or itinerary change, previously confirmed upgrades are subject to cancellation.
- 12. **SkyMiles:** Mileage accrued based on fare purchased.

1 of 2 11/10/2015 8:59 AM

- 13. Transferability: Certificate may be used only to upgrade tickets for travel by the SkyMiles member or one companion in the same reservation and confirmed in the same cabin as that member. Each person in the reservation requires a certificate for a one-way upgrade. Certificate may not be transferred for cash or any other consideration.
- 14. **Changes:** Voluntary changes in reservations on ticketed itineraries are permitted only pursuant to the rules of the fare purchased, but upgrade is not guaranteed and will depend on availability and these terms and conditions. Where permitted, changes may require payment of a change fee and/or any difference in the applicable fare. Any refund or cancellation will result in the loss of the upgrade certificate. All reissues must be completed by Delta reservations. If you are re-accommodated on another carrier you will be seated in Main Cabin Class.
- 15. **Travel Companion Changes:** Companions no longer traveling with the SkyMiles member after changing their itinerary are no longer eligible for upgrade pursuant to this certificate. The travel companion's reservation will be changed to reflect original Main Cabin Class of service for the new itinerary.
- 16. Sale/Barter Prohibited: This certificate may not be sold or bartered. Delta reserves the right to terminate the SkyMiles account and/or deduct mileage from the account of any SkyMiles member who sells or barters this certificate, or who sells or barters mileage credit, vouchers, Award certificates or Award Tickets. Improperly obtained certificates/tickets are void and will be confiscated. Persons trying to use such tickets must pay the applicable fare to Delta to travel. Purchased or auctioned certificates are subject to confiscation and travel will not be permitted.
- 17. Other Terms & Conditions Apply: This certificate and transportation pursuant to it are subject to all terms and conditions of Delta's contract of carriage, fare rules, rules and regulations and the SkyMiles Membership Guide and Program Rules. Any tax liability or government-imposed fees are the responsibility of the user. For certain destinations, additional taxes may apply for travel in Business Class. Copies of Delta's current contract of carriage and the SkyMiles Membership Guide and Program Rules are available at delta.com.
- 18. **Rule Changes:** Delta reserves the right to change its contract of carriage, fare rules, rules and regulations and the SkyMiles Membership Guide and Program Rules at any time and without notice. Without limitation, Delta reserves the right to modify or eliminate the Regional Upgrade Certificate program or change the rules for certificate usage. This certificate is the property of Delta Air Lines and must be surrendered or returned upon request.
- 19. No Replacement: Lost, stolen or otherwise destroyed certificates are void and will not be replaced.
- 20. Ticket Designator: PU591
- 21. Delta Agent Instructions: Refer to SkyMiles Regional Upgrade.
- 22. Travel Agent Instructions: Confirm a qualifying Main Cabin Class fare and issue the Main Cabin e-ticket. End and retrieve the PNR and rebook in the applicable upgrade class. Tickets must be validated on Delta/006 ticket stock and the PNR must contain a Delta operated or marketed flight. If changing a previously upgraded flight call Delta Reservations to reissue. The upgrade is applicable for the SkyMiles member and one companion traveling in the same PNR. Delta requires a minimum of two OSIs in the PNR. The first OSI advises what type of upgrade will be used and the second OSI provides the certificate information. If a customer is using more than one upgrade certificate, you must add an OSI remark for each one-way upgrade for each passenger in the PNR. Each OSI must be entered using the EXACT verbiage listed below otherwise Delta will not receive the request. Only Delta can reissue an upgraded itinerary.

### OSI DL REGIONAL UPGRADE

If flight is DL designated and you are using Amadeus: OS DL UPGD. 006065xxxxxxx 99999999X PU591 ORGDST If flight is DL designated and you are using another GDS: OSI DL UPGD. 006065xxxxxxx 99999999X PU591 ORGDST

Note: 006065xxxxxxx is the Certificate Number, 99999999X is the Redemption Code, PU591 is the Reference Code, ORG is the origin of the first segment that is being upgraded, DST is the destination of the last segment that is being upgraded.

Once you send this request, you will receive an SSR OTHS from Delta within 2 business days with either the new ticket number or a reason the request was denied. If the request is denied, Delta will rebook the passenger into Main Cabin Class. The standard agency commission will be based on actual fare collected.

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2 of 2 11/10/2015 8:59 AM