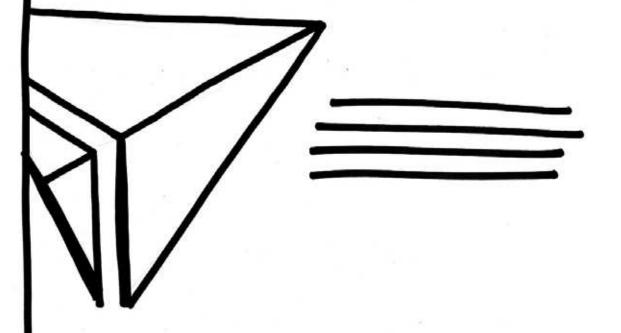


## PISA TO NY NON-STOP EUROPE NOT INCLUDED



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### A NEW DAY BRINGS NEW OPPORTUNITIES

Having added new routes throughout Europe and beyond, Delta Air Lines now serves more worldwide destinations than any other airline. As the leading US carrier across the Atlantic, we are entering the next chapter in our exciting history and a new era in travel

Delta will soon\* operate routes from London Heathrow to both New York and Atlanta. In addition we're flying from Edinburgh to New York and, seasonally, to Atlanta. We've developed technology to help with ticketing and check-in, getting you to the gate faster. We are providing passengers with great entertainment and the best environment on the ground and in the air. We are recognising and rewarding travellers for their loyalty. And we are committed to exceeding customers' expectations, rather than just meeting their travel needs.

\*Refer to insert at the back of the brochure.

## THE BEST

Welcome to Delta BusinessElite<sup>®</sup>, our award-winning intercontinental business class, which we are making even better.

Among the first things that passengers will notice is the personalised five-course dining menu including creations from celebrity chef Michelle Bernstein. One of America's most exciting new chefs, she has designed a number of main courses especially for Delta.

To complement these mouth-watering meals, passengers can choose from the fine wines handpicked by our award-winning sommelier. Or, they can try one of the signature cocktails from Rande Gerber, owner of America's chicest bars.

We are also making the cabins more comfortable. We already offer extra space thanks to our 'no-middle-seat policy', but we are upgrading our popular sleeper seat. More comfortable leg rests complement the seat's 92.5cm legroom and full 160° recline.

## JUST GOT BETTER

We are adding extra cushioning with memory foam for additional support, stylish leather coverings, better headrests and tray tables. What's more in 2009 we are introducing a flatbed on our B767 service.

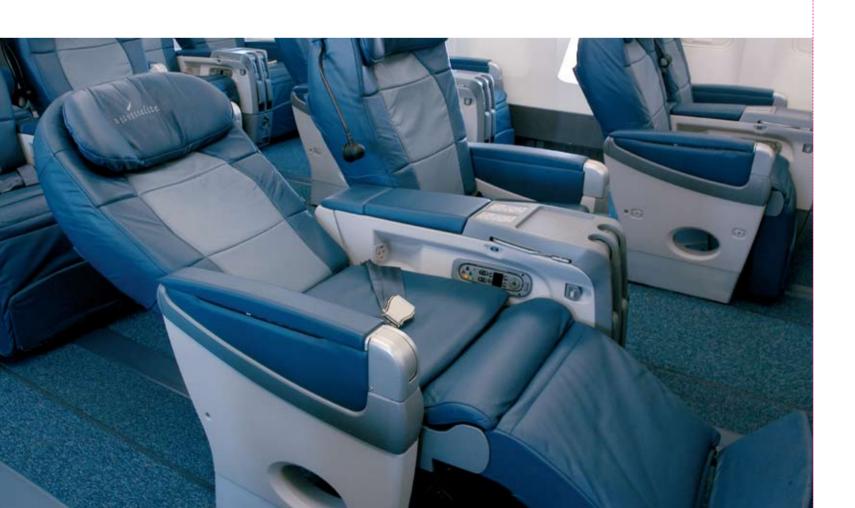


BusinessElite passengers also benefit from nature-inspired personal amenity kits, courtesy of Lather — a personal care company that specialises in all-natural body, skin care and aromatherapy products. Lemongrass Wasabi Hand Wash and Cucumber & Ginseng Facial Mist are just some of the products that will help keep passengers ready and refreshed for what lies ahead.

For people who need to work inflight, all our seats have individual reading lights, increased console space and in-seat laptop power outlets requiring a US adaptor. When it comes to relaxing there's more than enough entertainment to choose from. New movie releases, movie classics, sitcoms, news and sport channels, as well as a choice of classic games.

Of course, it goes without saying that BusinessElite passengers benefit from priority check-in and baggage claim, as well as access to our exclusive lounges.

We can't bring the US any closer, but it will certainly feel like it.





# MORE PLACES AROUND THE WORLD, IN MORE STYLE

We are refurbishing our aircraft interiors by adding comfortable all-leather seats, brighter lighting and updated lavatories so passengers in all classes will feel more comfortable.

We are also upgrading our entertainment system to offer award-winning, on-demand entertainment at every seat, no matter what part of the plane they fly in.

To add a certain unique style, we have asked night life entrepreneur Rande Gerber to create signature Delta cocktails. We will introduce new, delicious cocktails every few months to enjoy on-board (a complimentary cocktail will be available with main courses on international flights in economy class) and on the ground in our Crown Room Clubs® and BusinessElite lounges.

In addition, to help ensure that economy passengers arrive refreshed, we have added a complimentary amenity kit with eye shades and ear plugs.

# BRINGING THE OFFICE TO THE AIRPORT

Our Crown Room Clubs are synonymous with convenience, comfort and personal service.

Business travellers passing through Frankfurt, Munich, London, New York, Cincinnati, Atlanta and over thirty other destinations across the US and beyond will find a club that is far more than just an escape from the hustle and bustle of a modern airport.

Crown Room Clubs offer access to frequent traveller security lines, complimentary snacks, fully stocked bars, phone, fax and T-Mobile® high-speed wireless service. And did we mention peace and quiet?

With personalised flight assistance provided by our dedicated staff, members feel at home in any of our lounges. Plus, they receive complimentary access to other select partner lounges — whether flying Delta or another airline.

Crown Room Clubs bring the office to the airport. Members can host a meeting in one of our in-house conference rooms complete with audiovisual equipment and catered meals.

They will never want to meet anywhere else! But we make it easy when they do by providing unlimited access to The Regus Group's 750 business lounges in prestigious office buildings around the world.

Named the best airport lounges by Executive Travel magazine readers, Crown Room Clubs are accessible by purchasing an annual membership or a one-visit pass.





# THE SKY'S THE LIMIT WITH OUR AWARD-WINNING SKYMILES PROGRAMME

Here are the key benefits of the loyalty programme that showers members with exclusive privileges. Members earn miles by flying Delta and our airline partners and doing business with our more than 100 worldwide SkyMiles partners. Then, the fun really begins, as they redeem miles for Award Travel to more than 450 worldwide destinations on more than 14,000 Delta and partner flights.

Frequent flyers can earn Elite status—Silver, Gold and Platinum Medallion—and enjoy a variety of benefits, including unlimited complimentary upgrades, mileage bonuses, boarding and seating privileges, preferred security line access and discounted Crown Room Club membership.

We are also adding new SkyMiles features and benefits, including:

- Technology improvements to help members upgrade and redeem miles, like our online Award Calendar, Automatic Upgrades and Combinable Awards
- Larger mileage bonuses with our Delta SkyMiles American Express credit cards

We are proud of our programme and others hold it in high regard too. Business Traveler magazine named SkyMiles the "Best Frequent Flyer Programme" in 2006. And, we led the industry in Award Travel by redeeming more than 9 million Award Tickets over the past three years according to The IdeaWorks Company, an independent airline consulting firm.



With the SkyMiles programme, the benefits just keep on coming.

All SkyMiles programme rules apply to SkyMiles programme membership, miles, offers, mile accrual, mile redemption and travel benefits. To review the rules, please visit delta.com/skymiles. Taxes and fees for award travel are the responsibility of the passenger and must be paid at the time the ticket is booked. Award travel seats are limited and may not be available on all flights or in all markets. Partner airline benefits subject to change and subject to the terms and conditions of each partner. Upgrades are subject to limited availability and may not be available on all flights. Partner offers subject to the terms and conditions of each individual offer. Offers void where prohibited by law. Benefits, offers and rules subject to change without notice. Additional restrictions may apply.

All Crown Room Club® membership terms, conditions and house rules apply. For the complete Crown Room Club terms, conditions and house rules, please visit delta.com/crownroom. Amenities may vary among Crown Room Club locations. Crown Room Club facilities may be used only in conjunction with same-day ticketed air travel on any airline. Access to partner lounges subject to partner rules, terms and conditions. Offers void where prohibited by law. Benefits, offers and rules subject to change without notice. Additional restrictions may apply.

# WE'VE BEEN BUSY AT THE WORLD'S BUSIEST HUB

Passengers will notice a big difference the next time they're passing through Hartsfield-Jackson Atlanta International Airport — our flagship hub and the world's busiest airline hub.

As part of our ongoing transformation, we have invested in new technology, products, equipment and facilities to improve all aspects of the travel experience and get travellers onboard as quickly and easily as possible.

They'll first notice the extensive renovation of our lobby, offering 50 percent more space, new electronic signage, more check-in positions and an intuitive design to get them in and out faster. We've also:

- Added more kiosks with international check-in and dual language capabilities
- Implemented new "bag drop" technology to speed up the check-in process
- Built a roomy Crown Room Club on Concourse C for customers travelling on Delta Connection<sup>®</sup> carrier flights
- Installed new carpeting, lighting and seating areas on our concourses

A seamless and industry-leading travel experience awaits those flying to or from Atlanta, where we offer more non-stop flights and destinations than any airline in the world.

# ARRIVING PASSENGERS WILL LOVE LONDON AND PARIS

#### DELTA LOVES NEW YORK

That's why we are continuously striving to upgrade our facility at New York City's John F. Kennedy International Airport (JFK) — one of our major international and domestic hubs, with a total of 183 peak-day flights to 77 worldwide destinations.

We are updating our JFK facilities to make the travel experience easier and more convenient. Recently completed refurbishments include:

- Dedicated BusinessElite check-in area in Terminal 2
- Opening exclusive First Class/Medallion check-in area in Terminal 2
- Refreshment facilities in Delta's BusinessElite lounge and Crown Room Clubs
- Self-service kiosks for international and domestic check-in

Flyers in a hurry can now travel from a choice of destinations in Manhattan to JFK (or vice versa) in just eight minutes thanks to our partnership with US Helicopter's Airport Shuttle Service.

And we have implemented baggage technology to speed up the check-in experience, as well as adding recharge stations and Nintendo download stations.

Passengers can visit one of the restaurants or cafes in Terminal 2 including Starbucks, Todd English Bonfire Grill, Balducci's, Legends Sports Bar, and French Meadow Bakery & Cafe.

Those in need of a gift or reading material can check out Terminal 2 retailers, including Hudson Newsstand, Discovery Channel Airport Store, Life Is Good, Kidsworks and CNN Newsstand.

Like we said, Delta loves New York. We think you will too!





### WE'RE SPREADING **OUR WINGS**

On Delta routes old and new we offer transatlantic flights at convenient times, so that passengers arrive fresh and ready for business, pleasure or an onward journey.

Our expansion on this side of the Atlantic makes it easier for fliers to connect with the Delta network.

From our hubs in New York JFK, Atlanta and Cincinnati, we offer over 230 Delta destinations throughout the US, Canada, Latin America and the Caribbean.

Globally, we now offer flights on Delta and Delta Connection® carriers to more than 50 countries and over 300 destinations. Add on our SkyTeam® and worldwide codeshare partners, and that becomes 475 worldwide destinations in 104 countries.

There's much more behind the numbers. We don't just carry passengers, we look after them. We employ flight attendants who speak local languages and we have multi-lingual technology and in-flight services that cater to their needs.

It's all designed to renew passengers' trust and make a small world even smaller.

## MORE CHOICE MORE BENEFITS, MORE OF THE WORLD

With the SkyTeam<sup>®</sup> alliance, customers gain access to its 11 members — Aeroflot, AeroMexico, Air France, Alitalia, China Southern, Continental, CSA Czech Airlines, Delta, KLM Royal Dutch Airlines, Korean Air and Northwest — and three SkyTeam Associates — Air Europa, Copa Airlines and Kenya Airways — dedicated to caring more about them. This means more flight options, improved customer service and enhanced benefits as they travel the world. Passengers flying under the SkyTeam banner may:

- Choose from a growing list of more than 15,000 daily flights to 791 destinations in 162 countries
- Get expert travel assistance at more than 2,100 SkyTeam ticket offices and from over 250,000 employees worldwide
- Earn and redeem SkyMiles® on any SkyTeam airline member
- Check-in only once for connecting flights on SkyTeam members
- Automatically receive SkyTeam Elite® or SkyTeam Elite Plus® (for Platinum Medallion® members) status as a SkyMiles Medallion® member
- · Access airport lounges when flying international First or Business class. Additionally, when travelling internationally SkyTeam Elite Plus members and a guest have access to more than 400 lounges across the network of the SkyTeam Alliance.
- · Receive quality service and the unique cultural features of each carrier

With the SkyTeam Alliance, there has never been a better time to travel the globe.





































