

Family & Friends Certificate Travel

1017

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Information in this document is maintained and updated by the Pass Bureau, Dept. 956, ATG.

See [HRPM1014](#) for complete Delta nonrevenue travel guidelines and procedures for Family & Friends guests and all other nonrevenue passenger types.

1017.1 Route Systems

Family & Friends space available yield fare tickets are valid for travel only on regularly scheduled flights operated by Delta Air Lines, Inc. which include Delta Express, Delta Shuttle and some codeshare service, Comair, ASA and Skywest. Delta Family & Friends tickets are not valid for travel on any other airline.

1017.2 General Rules and Regulations For Family & Friends Certificates

General Regulations

The employee is not required to travel with Family & Friends guests.

The NRSA accompaniment rules for minor dependent children apply. The child must be 8 years of age to travel unaccompanied on a non-stop flight, age 12 on flights with connections, and age 16 for transoceanic travel. Accompaniment rules for minor children are in accordance with [HRPM 1014](#).

Each employee's allotment of certificates (8) is issued each year in conjunction with the employee's employment anniversary date. If an employee has not received their certificates by their employment anniversary date, or if the certificates are lost or stolen, the employee should notify the Employee Service Center, Department 951/ATG, P. O. Box 20706, Atlanta, GA 30320-6001.

In the event of the death of an employee, unredeemed certificates will be invalidated. If the survivor of the Delta employee is pass eligible (see [HRPM 1014](#), new certificates will be issued to the survivor).

Restrictions

See [HRPM1014](#) for complete Delta nonrevenue travel guidelines and procedures for Family & Friends guests and all other nonrevenue passenger types.

It is the employee's responsibility to ensure that his/her Family & Friends guests are informed of and follow all Delta nonrevenue travel guidelines and procedures. The employee is responsible for the

actions of his/her Family & Friends guests while utilizing Delta pass privileges. The employee is subject to disciplinary action up to and including suspension of all pass privileges and termination of employment if the employee's Family & Friends guests' behavior or use of pass privileges is not in accordance with HRPM1014.

Family & Friends guests will be denied boarding if their conduct, attire or appearance does not comply with [HRPM 1014](#).

Family & Friends pass privileges may not be used in the following manner:

- For travel in connection with independent business ventures or on behalf of any company or organization.
- For any travel which the individual can be reimbursed for the cost of the transportation by any company or organization.
- For any travel related to business, professional needs, or whenever the cost of such transportation could be filed with the IRS as a business expense.

Family & Friends space available tickets are to be used solely for personal pleasure travel. Delta nonrevenue or reduced rate travel privileges, pass cards, nonrevenue tickets, certificates and passes are not permitted to be transferred, bartered, bought or sold. Any employee or pass rider who uses nonrevenue or reduced-rate transportation for personal business or other purposes not specifically permitted in [HRPM1014](#) or who engages in the transfer, barter, purchase or sale of such tickets or privileges will be subject to the suspension or termination of travel privileges. Such use or action by the employee or pass rider may also result in disciplinary action to the employee up to and including termination of employment.

Eligibility

Active regular full and part-time, ready reserve, co-op, and intern personnel are eligible to receive Family & Friends certificates upon the completion of 30 days of continuous service. Retirees, individuals taking qualified leaves, severance participants, furloughed personnel, personnel on disability, and survivors of Delta employees who are currently receiving pass privileges are also eligible to receive the certificates. (See [HRPM 1014](#) for more details of survivor pass eligibility.) Eligible Regular full and part time employees on Extended Leaves of Absence (min. 6 months / max. 2 years) are eligible for Family & Friends Certificates.

Personnel on accident or sick leave or who are otherwise suspended or ineligible for Delta pass travel are not eligible to use any type of reduced-rate travel privilege, including Family & Friends Certificates belonging to themselves or any other individual.

Boarding Priority

- S4 classification with boarding priority based on employment date.
- Boarded ahead of other airline employees.

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- Not eligible for priority upgrade if traveling with the employee.
- Employee traveling with and in the same listing as a Family & Friends guest will be downgraded to S4.
- Eligible for first class when available.

Certificate Validity

Family & Friends certificates are valid for one year from the original date of issue as long as the employee to whom the certificate was issued is still pass eligible. The last day to redeem a certificate for a ticket is the day before the employee's anniversary date. This is printed on the certificate, for example: "MUST BE REDEEMED BEFORE - 03NOV04".

Once purchased, Family & Friends tickets are valid for up to one year from the date of purchase. All Family & Friends guest travel must be completed within that year.

Unused tickets are refundable within the one year ticket validity regardless of the employee's pass eligibility or employment status, but will not lead to replacement certificates.

Family & Friends Certificates are not valid if the employee terminates employment.

1017.3 Redemption of Family & Friends Certificates

The employee must designate who the ticket is to be issued to by writing the name of the intended passenger on the certificate in the space provided. **The employee must sign** the certificate in the space provided. **Certificates not properly completed by the employee with passenger name written in and signed by the employee are not valid for ticketing.**

Until February 1, 2003, Family & Friends certificates may be redeemed by the employee or by the passenger whose name is written on the certificate.

Effective February 1, 2003, Family & Friends certificates must be redeemed by the employee certificate owner (whose name the certificate was issued to and appears in print on the certificate) **OR** other active passengers listed in the employee's Primary Pass Rider (PPR) record. The properly completed certificate may be redeemed for a ticket for anyone the employee chooses. Positive identification will be required at Delta ticketing locations to validate the eligibility of the person purchasing the ticket.

If a certificate is presented and it is not properly completed with passenger name written in and signed by the employee, the agent will write on the certificate "must be redeemed by employee" and return the certificate to the presenter. The certificate then can only be redeemed by the employee.

Each certificate must be redeemed in person at any Delta ticketing location. The preferred location is a Delta City Ticket Office. Tickets should be purchased in advance of the intended travel date. A certificate may be redeemed for one way or round-trip ticket.

Once the passenger name is written on the certificate, it cannot be changed or altered.

Stopovers

Stopovers are permitted en route as long as the interim cities are reasonable and customary. A point-to-point fare will be charged for itineraries with stopovers. A maximum of two stopovers are permitted per certificate (e.g. ATL-DFW-PDX with an intentional stopover in DFW, the fare would be charged from ATL-DFW and DFW-PDX, not the straight ATL-PDX fare).

Fare Basis

Family & Friends Certificates utilize yield fares, (25 percent of the average per mile passengers yield times the number of miles flown). The fares utilize three specific yields: domestic, transoceanic, Alaska/Hawaii. The fare for these space available tickets will be a minimum fare of \$15 one way or \$30 round trip for Domestic travel and \$75 one way or \$150 round trip for Transoceanic travel. Yield fares are available by calling the Travel Line Voice Response Unit (VRU) at 1-800-325-7123 or 404-715-4989 in Atlanta or on Delta's intranet TravelNet website at <http://dalweb.delta-air.com/travelnet/>.

All applicable fees and taxes will be included in the total amount due when the certificates are redeemed.

Ticket Reissue and Refund

Once a certificate has been redeemed for a ticket, the passenger may request the ticket be reissued with a new itinerary at a Delta ticket counter or by calling Delta Reservations.

Effective February 1, 2003, the traveler will pay a **nonrefundable \$25 change fee per ticket for reissues to airports greater than 100 miles from originally ticketed origin or destination**. The change fee will not be charged if changing a date or route of travel to the same destination.

Reissuance does not extend the validity of the ticket. The ticket remains valid one year from the original date of purchase.

A one-way ticket may be exchanged for a round-trip ticket. Beginning February 1, 2003, the \$25 change fee would be applied.

Family & Friends certificates and tickets are nontransferable.

The cost of the resulting ticket could vary depending on the reissue origin/destination. If the resulting fare is more than the original ticket, the passenger will be required to pay the difference. If less than the original fare, the difference will be refunded. If originally purchased by credit card, the refund will be applied to the account used to purchase the original ticket. If originally paid for with cash, a check will be drafted to the passenger name regardless of who purchased the ticket. These tickets may be fully refunded if within one year of purchase date regardless of the employee's pass eligibility or employment status. Penalties will be applied to refunds of tickets older than one year consistent with the current general ticketing rules and restrictions.

1017.4 Traveling as a Family & Friends Nonrevenue Passenger

Listing

It is mandatory for all Family & Friends passengers to flight list for all intended flights.

Family & Friends guests may flight list by calling the Travel Line Voice Response Unit, 1-800-325-7123 (404-715-4989 in Atlanta). Always remain on the line until the listing has been confirmed. The listing may not be processed properly if the confirmation has not been heard.

The employee may flight list their Family & Friends guests on Delta's Intranet TravelNet website at <http://dalweb.delta-air.com/travelnet/>.

Do not call Reservations Sales for listing unless instructed to do so by the Travel Line VRU.

Children under age 8 must be listed in the coach cabin.

If the traveling party is to be split into two cabins, two separate listings must be completed.

Family & Friends - Traveling with an Infant (child under age 2)

- A Family & Friends certificate is not required for an infant when the infant is traveling as a lap child. However, an additional certificate is required if a seat is requested for the infant traveling in his/her car seat.
- Family & Friends guests traveling with an infant lap child on an international flight will be charged 10% of the adult Family & Friends fare for the infant. A Family & Friends certificate is not required for the infant.
- Family & Friends guests traveling with an infant in a car seat on an international flight will be charged the full yield fare ticket price for the infant. A certificate is required for the infant if a seat is requested for the infant traveling in his/her car seat.
- An electronic ticket will be produced if the itinerary contains electronic ticket eligible markets.

Check-In and Boarding

Family & Friends Certificate holders may also use the check-in kiosks located in many airports. If no kiosk is available, when the Family & Friends guest arrives at the airport, they will present the ticket (or ticket number or receipt if electronic ticket) along with positive identification to a Delta ticket counter or information counter to have their name added to the Airport Standby list. The ticket holder may only list at the airport beginning three hours prior, but at least 30 minutes before the scheduled departure time of the desired domestic flight.

If connecting Delta flights are planned, it will be necessary to advise the agent of the flight number and the destination of the desired connection. When cleared on the Delta flight of origin, the agent will add the passenger name to the Airport Standby list of the connecting Delta flight.

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See [HRPM1014](#) for complete Delta nonrevenue travel guidelines and procedures for Family & Friends guests and all other nonrevenue passenger types.

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