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Delta's Relocation to LAX Terminals 2 and 3 Begins Evening of Friday, May 12

Modernization of Terminals 2 and 3 is part of Delta's significant investments in infrastructure, product and the customer experience;

Delta customers immediately benefit from relocated operations alongside partner airlines, less congestion and customer experience upgrades

LOS ANGELES, May 11, 2017 – Delta Air Lines' (NYSE: DAL) relocation to Terminals 2 and 3 from Terminals 5 and 6 at Los Angeles International Airport begins the evening of Friday, May 12, and is expected to be complete in the early morning hours of Wednesday, May 17. When complete, Delta and Los Angeles World Airports (LAWA) will have orchestrated one of the largest terminal moves in the history of commercial aviation. Customers traveling during the move should plan ahead.

The relocation will impact 15 airlines during the one-week move period, and 21 airlines total will move to different terminals. The move is a precursor to the Delta Sky Way at LAX, Delta's \$1.9 billion plan to modernize, upgrade and connect Terminals 2, 3 and the Tom Bradley International Terminal (TBIT) at LAX over the next seven years.

"Our future in Los Angeles is bright with our \$1.9 billion plan for the Delta Sky Way at LAX, an unprecedented public-private partnership through which Delta will undertake the second largest private infrastructure project in the LA basin and completely redevelop Terminals 2 and 3," said Ranjan Goswami, Delta's Vice President – Sales, West. "But first, we have to move into our new home. Delta has planned for this move for nearly a year, and I'm confident that our team will make this as smooth as possible for our customers. But we also need our customers to be prepared if they are traveling during the relocation."

"The 'LAX on the MOVE' team is continuing to plan, counting down to May 12," said Los Angeles Board of Airport Commissioners President Sean Burton. "When the Board approved a new lease and license agreement for Delta Air Lines last summer, chief among our priorities was improving the guest experience at LAX. Delta's plans for Terminals 2 and 3 fit this vision, and bring us one step closer to the LAX of tomorrow."

"It all comes down to our guests being informed and taking the necessary actions to make sure they are in the right place at the right time to catch their flights," said LAWA Chief Executive Officer Deborah Flint. "During the relocation and in the weeks following, passengers are advised to check in online, print or download boarding passes, and check terminal and gate information before coming to LAX. They should also arrive to the airport earlier than normal. Once at LAX, passengers should check flight and gate status on flight information display boards in each terminal to ensure they are in the correct location."

Delta's relocation to Terminals 2 and 3 required an extensive construction effort, which included building new baggage systems and offices, employee lounge areas, ramp offices and IT systems for all of the airlines moving into Terminals 5 and 6 and for Delta's new space in Terminals 2 and 3.

Customers Advised to Check Terminal Information, Arrive Early and Ask for Help

The relocation will begin the evening of Friday, May 12, and will continue with additional overnight moves on May 14 and May 16, with a scheduled completion of May 17. On certain days of the move, Delta will operate out of as many as four terminals:

- Saturday, May 13: Terminals 3, 5 and 6
- Sunday, May 14: Terminals 3, 5 and 6
- Monday, May 15: Terminals 2, 3, 5 and 6
- Tuesday, May 16: Terminals 2, 3, 5 and 6

- Wednesday, May 17: Terminals 2 and 3

Customers are strongly encouraged to take the following actions to avoid disruptions to their travel plans:

- **Check terminal and gate information prior to arriving at LAX.** Delta customers should use the Fly Delta app or delta.com and reconfirm gate information upon arrival at the airport.
- **Arrive early.** Delta recommends arriving three hours prior to domestic departures and four hours prior to international departures.
- **When in doubt, ask for help.** Delta and LAWA will have hundreds of employees and volunteers stationed throughout the impacted terminals to assist customers. They will wear bright green vests that say "Ask Me."

Delta will communicate frequently with customers, providing real-time information on departure and arrival terminals and gates through the Fly Delta app, text messages, emails, post cards for connecting passengers and additional channels. Additionally, Delta released the latest version of the Fly Delta app earlier this year, featuring a completely interactive and integrated wayfinder map for LAX. LAWA will update terminal information in real time at www.laxishappening.com and through social media using the hashtag #LAXontheMove. Digital signage will be continuously updated inside and outside the terminals, and shuttles will be provided to move passengers that arrive at the wrong terminals to the correct locations to make their flights.

Delta and LAWA have implemented a robust informational campaign and have been communicating with customers, employees, ground transportation operators, other airlines, and the public for several months leading up to the move through many channels, including mass advertising, targeted customer emails, customer and partner town halls, and media coverage. Delta is also working closely with ground transportation operators and rideshare services to ensure drivers are aware of the move and has created digital banners for Waze to remind customers to check their terminal on the Fly Delta app. Learn more at www.delta.com/skywayatlax.

Customers Offered a Moment of Relaxation

Delta will give customers impacted by the move a moment of relaxation post-security through complimentary, mini spa-like experiences, including:

- Massages
- Headspace meditation pods and one-month Headspace subscriptions
- Cucumber water
- Kiehl's hydrating mist
- Pressed Juicery mini juices with a discount on a future purchase
- Kind bars
- Lavender diffusers and Biscoff cookies on the airside shuttle

The spa pop-ups will be available in Terminal 5 from May 13-16, Terminal 3 from May 13-17 and Terminal 2 on May 17 from 8 a.m. – 1 p.m. Kind bars and Pressed Juicery mini juices will be at Terminals 2, 3, 5 and 6 for all days of the move. The lavender diffusers and Biscoff cookies will also be available for all days of the move. LAWA will also have dogs at the airport to provide stress relief and comfort to passengers through their Pets Unstressing Passengers (PUPs) program.

Delta Sky Clubs Will Be Available Throughout Move Week

The Delta Sky Club located in Terminal 5 will remain open through the end of scheduled operations on May 16. The Delta Sky Club location in Terminal 2 will open on May 13, and the location in Terminal 3 will open on May 17. The Delta One check-in facility located at Terminal 5 will remain open through the end of scheduled operations on May 16. After May 16, Delta will temporarily offer dedicated check-in space in Terminal 2 while a long-term Delta One experience is finalized.

Terminals 2 and 3 Offer Immediate Benefits for Delta Customers

Immediately following the move, Delta customers will enjoy:

- Faster and more convenient connections to flights operated by Delta's joint venture and SkyTeam partners in Terminals 2, 3 and TBIT via an airside bus that prevents customers from having to leave and re-enter the secure area
- Less ramp congestion and more gate space upon arriving and departing LAX
- \$332 million in recently completed upgrades at Terminal 2
- New location closer to the LAX entrance for faster and easier access into and out of the airport
- New concessions in Terminals 2 and 3, including popular spots like Shake Shack, Angel City Brewery and Starbucks

Delta will have access to 23 gates at LAX immediately following the move and will operate alongside many of its airline partners, including Aeromexico, Virgin Atlantic and WestJet. Later, a secure connection to TBIT will enable seamless access to additional partners, including Air France-KLM, Alitalia, China Eastern, China Southern, Korean Air and Virgin Australia. When completed, the new space will provide all the amenities Delta's customers have come to expect at LAX, including a private Delta One check-in lounge, new state-of-the-art Delta Sky Clubs, an integrated in-line baggage system, convenient passenger flows, more gate-area seating, and a world-class concession program featuring local chefs and restaurants in partnership with Westfield Corporation.

LAWA's Board of Airport Commissioners [approved](#) a terminal facilities lease and license agreement in July 2016 and the Los Angeles City Council [unanimously approved](#) in August to enable Delta's relocation to Terminals 2 and 3.

Delta has invested billions of dollars in products, services and technology to enhance the customer experience, including massive investments in airport infrastructure across its network. These investments include more than \$7 billion in airport projects since 2006, and along with its airport partners Delta will be involved in an additional \$12 billion worth of facilities infrastructure projects in coming years, including improvements at several of its key hubs in Atlanta, Los Angeles, New York, Salt Lake City and Seattle.

Delta in Los Angeles

Since 2009, Delta has been the fastest-growing carrier at LAX, and the LAX relocation will create a better experience for customers by giving Delta access to more gates, thereby easing ramp and gate congestion, and allowing Delta to co-locate with its airline partners. In April, the airline launched daily nonstop service to Washington–Reagan Airport – becoming the only airline to offer flat-bed seats in the front cabin on that route – and Delta's joint venture partner Virgin Australia began service five days per week to Melbourne on a Boeing 777-300ER. Virgin Atlantic will launch a third daily round-trip flight on a Boeing 787-9 between LAX and London-Heathrow beginning this summer. In 2016, the airline launched five daily flights from LAX to Denver International Airport, a key route for business travelers in Los Angeles; expanded the Delta Shuttle to include Los Angeles-Seattle and Seattle-San Francisco in addition to Los Angeles-San Francisco; increased service to both New York-JFK and Seattle to 10 daily flights; added a third daily flight to Boston; and launched Aspen service in December. Delta offers more flights between Los Angeles and New York than any other carrier.

Delta's 4,000 LA-based employees are deeply integrated into the community, working with dozens of organizations and supporting causes that are near and dear to the hearts of Angelenos, including AIDS Walk Los Angeles, Children's Hospital Los Angeles, Covenant House California, Habitat for Humanity of Greater Los Angeles, Junior Achievement of Southern California, KaBOOM!, LA Regional Food Bank, and The Motion Picture and Television Fund, among many others.

About Delta

Delta Air Lines serves more than 180 million customers each year. In 2017, Delta was named to Fortune's top 50 Most Admired Companies in addition to being named the most admired airline for the sixth time in seven years. Additionally, Delta has ranked No.1 in the Business Travel News Annual Airline survey for an unprecedented six consecutive years. With an industry-leading [global network](#), Delta and the [Delta Connection](#) carriers offer service to 323 destinations in 59 countries on six continents. Headquartered in Atlanta, Delta employs more than 80,000 employees worldwide and operates a mainline fleet of more than 800 aircraft. The airline is a founding member of the [SkyTeam](#) global alliance and participates in the industry's leading transatlantic [joint venture](#) with [Air France-KLM](#) and [Alitalia](#) as well as a joint venture with [Virgin](#)

[Atlantic](#). Including its worldwide alliance partners, Delta offers customers more than 15,000 daily flights, with key hubs and markets including [Amsterdam](#), [Atlanta](#), [Boston](#), [Detroit](#), [Los Angeles](#), [Minneapolis/St. Paul](#), [New York-JFK and LaGuardia](#), [London-Heathrow](#), [Paris-Charles de Gaulle](#), [Salt Lake City](#), [Seattle](#) and [Tokyo-Narita](#). Delta has invested billions of dollars in airport facilities, global products and services, and technology to enhance the customer experience in the air and on the ground. Additional information is available on the [Delta News Hub](#), as well as [delta.com](#), Twitter [@DeltaNewsHub](#), [Google.com/+Delta](#), and [Facebook.com/delta](#).

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