

BUDDY PASSES (FORMERLY KNOWN AS FAMILY & FRIEND)

The Delta buddy pass program provides you with a way to share your Delta pass privileges with your family and friends who are not otherwise eligible. Be responsible and make sure your Buddy Pass guests and all your passriders are aware of Delta nonrevenue travel policies and procedures. Your passriders may access the Delta Employee & Guest Travel Guide from the Delta Extranet at <https://dlnet.delta.com>.

- Buddy Pass - General Information
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- Buddy Pass Ticketing Rules
- Ticket Reissues
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- Traveling with an Infant (child under age 2)

BUDDY PASS - GENERAL INFORMATION

1. Buddy pass travel privileges may not be bartered, purchased or sold.
2. Buddy pass tickets are only valid for one year from the original date of purchase and only if the Primary Pass Rider (employee) is still eligible for pass privileges.
3. TravelNet is the only way to authorize a buddy pass guest and issue the original ticket for buddy pass travel.
4. The only acceptable form of payment for a buddy pass is a credit card or a debit card issued by a credit card company accepted by Delta (e.g., Visa or Mastercard). TravelNet will not accept a debit card if a PIN is required. Cash and checks will not be accepted.
5. The employee can use a valid credit card other than his or her own (with the card owner's permission) to purchase tickets via TravelNet. The employee must provide the complete billing address and expiration date for the credit card used. If the billing address for the credit card is in Latin America or India, tickets must be purchased at a Delta ticketing location; however, the passenger listing must still be completed online via TravelNet.
6. Once a buddy pass ticket has been issued the name cannot be changed or corrected. Please verify that the information is correct BEFORE ticketing the buddy pass.
7. REFUNDING a buddy pass ticket even if wholly unused, does not make the authorization available to be assigned to another passenger.
8. Buddy pass travel is allowed on flights operated by Delta and Delta Connection with the exception of American Eagle. Buddy pass travel is not permitted on codeshare flights or flights on other airlines.
9. A buddy pass issued one way cannot be exchanged for a round trip ticket if the ticket has been flown. For the passenger to return, an additional buddy pass will need to be issued. A completely unused one way ticket may be exchanged for a round trip ticket.

HOW TO AUTHORIZE AND TICKET A BUDDY PASS GUEST ON TRAVELNET

You must authorize your buddy pass guest before selecting flights and creating the reservation. Before beginning, be prepared with:

- Passenger's full name as it appears on their identification they use to travel
- Passenger's birth date, address and phone number
- Credit card number, expiration date and billing address of the card holder

ABBREVIATED INSTRUCTIONS

STEP	ACTION
1	Authorize the Buddy Pass guest on the TravelNet Buddy Pass tab
2	Select the flights from the Home tab
3	Add the passengers to the reservation
4	Enter credit card information and purchase the ticket
5	E-mail the itinerary and receipt

DETAILED INSTRUCTIONS

Step One: Authorize the Buddy Pass guest

STEP	ACTION
1	Log on to TravelNet
2	Click on the Buddy Pass tab
3	Click the radio button next to an available authorization
4	Click the Authorize button
5	Complete the Buddy Pass template
6	Read the advisory message and check the I agree box to continue. A confirmation window will appear.
7	Review the information. If it is correct, click Confirm Authorization button. If anything is incorrect, click the Edit button, make corrections in the template and repeat this step.

Step Two: Select the flights from the "Home" tab

STEP	ACTION
1	Enter the desired origin and destination cities and desired travel dates
2	Select the flights by clicking the radio buttons next to the desired flights
3	Click the Continue button. A Reservation Review window will appear

Step Three: Add the passengers to the reservation

STEP	ACTION
1	Click the Add Passengers button. A list of passriders will appear.
2	Select the passengers you wish to add to the reservation by clicking on the radio button to the left of the passenger name. Buddy Pass names are displayed at the bottom. Then click the Continue button.
3	Review the Itinerary and add or delete flights if needed.
4	Select the class of service
5	Enter a contact phone number
6	Select Special Service Requests if needed
7	Then click the Continue button. An NRSA Reservation - Fare Quote window will appear.
8	To make changes to the reservation, click the Back button. To cancel the reservation click the Cancel button; or if finished, click the Continue to Ticketing button.

Step Four: Enter credit card information and purchase the ticket

STEP	ACTION
1	Enter the credit card number, credit card type, expiration date, card holder's name and billing address.
2	Read the information on the right side and Click the I agree box to continue. A Reservation - Verification & Purchase window will appear.
3	Review the billing information. Use the back button to make any necessary corrections. If all is correct, click the Purchase Ticket button. A confirmation window will appear.
4	Click the Continue button. A reservation window will appear.

Step Five: E-mail the itinerary and receipt

STEP	ACTION
1	Click on the Email Receipt(s) button.
2	Enter the email address you wish to send the itinerary and receipt. If more than one email address, separate each address with a colon (:). Click the Send button.

BUDDY PASS TICKETING RULES

Each buddy pass authorization is valid for one-way or round-trip travel only. You may have one en route stopover in each direction. A point to point fare will be charged for stopovers.

Example of an acceptable routing using one Buddy Pass authorization:

FLL-SLC-LAX-FLL ~ If the passenger has a stopover in SLC (over four hours), the fare is priced in three segments: FLL-SLC, SLC-LAX, LAX-FLL.

Examples of unacceptable routings using one Buddy Pass authorization:

FLL-LAX-FLL-LAX-FLL You may not use one authorization for multiple round-trips.

FLL-LAX, FLL-LAX You may not use one authorization for two one-way trips.

Primary Pass Riders who issue buddy pass tickets with an unacceptable routing are subject to disciplinary action.

TICKET REISSUES

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| <ul style="list-style-type: none"> Tickets can be reissued on TravelNet to change the origin, destination or date of travel free of charge. If a ticket is reissued on TravelNet or by an airport agent, Buddy Pass guests will pay a nonrefundable \$25 change fee for ticket reissues to cities greater than 100 miles from the originally ticketed origin or destination if the ticket. The \$25 change fee will not be charged if the change is less than 100 miles from the originally ticketed origin or destination or to change a date or route of travel to the same destination. |
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RESERVATION CHANGES

Use the NRSA Reservation Review page to make changes to an existing reservation. This page appears as the last step when creating an NRSA Reservation or you can access it from the View Reservation page, as follows:

STEP	ACTION
1	Select a Confirmation Number on the My Reservations tab. The View Reservation page appears.
2	Click the Change Reservation button to display the NRSA Reservation Review page.

Review, modify, or enter reservation details on the **NRSA Reservation Review** page as follows:

STEP	ACTION
1	<p>Review the Passenger List.</p> <ul style="list-style-type: none"> This can include your name, anyone on your PPR list, or anyone traveling on your buddy passes. You cannot add passengers to an existing reservation. You can cancel passengers as long as one name remains on the list.
2	<p>Review or modify the flight Itinerary.</p> <ul style="list-style-type: none"> Displays details for each selected flight segment, including flight number, departure and arrival cities, carrier, aircraft type, and specific seat availability (authorized and actual available numbers). You can do the following in this section: <ul style="list-style-type: none"> * Click Add More Flights to check seat availability or add more flight segments. * Click the Cancel icon to remove a flight segment. * Click the NRSA icon to view the Non-Revenue Standby Authority List (a.k.a. The Meal List) page.

3	<p>Enter or modify personal information.</p> <ul style="list-style-type: none"> • Contact Phone Number - Enter your phone number and indicate whether it is a home or business number (required information). • Email Address - Enter your email address where the itinerary will be sent (optional information). • Special Service Remarks - If you do not require special services, keep the default option. Or select any of the services as needed (includes: Traveling with Infant in Arms, Wheelchair is Needed, Visually Impaired, Hearing Impaired). Note: You cannot modify SSRs for existing reservations. Refer to Travel with an Infant for assistance if a child under 2 is traveling.
4	<p>Click Create Reservation. One of the following happens:</p> <ul style="list-style-type: none"> • If yield fare or Buddy Pass passengers are part of the itinerary, the NRSA Reservation Fare Quote window appears. Refer to Ticket a Yield Fare or Buddy Pass Passenger for assistance. • If yield fare or Buddy Pass passengers are not part of the itinerary, a window appears that confirms the reservation. • Note: If a reservation is in the 'on state' (flight is currently boarding) you cannot modify or cancel the reservation for that specific leg.

TICKET REFUNDS

- Buddy pass tickets are refundable for one year from the original date of issue.
- Refunding a buddy pass ticket, even wholly unused, does not make the authorization available to be issued to another passenger. Buddy pass authorizations are not valid and **CANNOT** be reused if ticket is **REFUNDED**.
- For wholly or partially unused electronic tickets, refunds should be processed by accessing the ticket record from the **My Reservations** tab in TravelNet. If the reservation is no longer accessible, complete the refund template on the **My Account** tab.
- For wholly or partially unused paper tickets, the paper tickets coupons must be mailed directly to the address below. Make copies of all items before mailing.

Delta Air Lines
 Passenger Refunds - Dept 655
 700 South Central Ave., Hapeville, GA 30354

For detailed refund instructions see **Refunds** under "Pass Travel Policy and Procedures."

TRAVELING WITH AN INFANT (CHILD UNDER AGE 2)

Nonrevenue passengers under age 2 may occupy a seat in an approved child restraint or be held by an adult nonrevenue passenger.

- **Occupying a Seat/ Approved Child Restraint**
 - * The buddy pass authorization and ticketing process for an infant under age 2 traveling in a seat with a child restraint is the same as that for buddy pass guests.

- * A separate buddy pass authorization and ticket is required and the full buddy pass fare will be charged for the ticket if a seat is requested for the infant in his / her car seat traveling domestic or international.
- **Lap child**
 - * The accompanying adult's reservation must be noted with a special service request (SSR) indicating there is an infant traveling as a lap child. On TravelNet, after adding the adult passenger, select the SSR and enter the child's name and birth date into the template provided.
 - * Buddy pass guests traveling with an infant lap child on an international flight will be required to purchase an infant ticket at check-in and will be charged 10% of the adult buddy pass fare.
 - * No additional charge is required for an infant traveling as a lap child on a domestic flight.
- **Multiple Infants**
 - * For Buddy Pass passengers traveling with more than one infant, the second infant must be ticketed with Family & Friends (Buddy Pass) authorization and seated in a child restraint. The infant in child restraint should be listed using the same process as flight listing an adult buddy pass rider and in the same reservation as the accompanying adult buddy pass rider. For the second infant, the same listing should be noted with a special service request (SSR) indicating there is an infant traveling as a lap child. The name and birth date of the child are required in the SSR. For international travel, the appropriate taxes and fees for the infant in arms will be collected upon check-in.