



DELTA PROUDLY PARTNERS WITH

Agencia  
GLOBAL

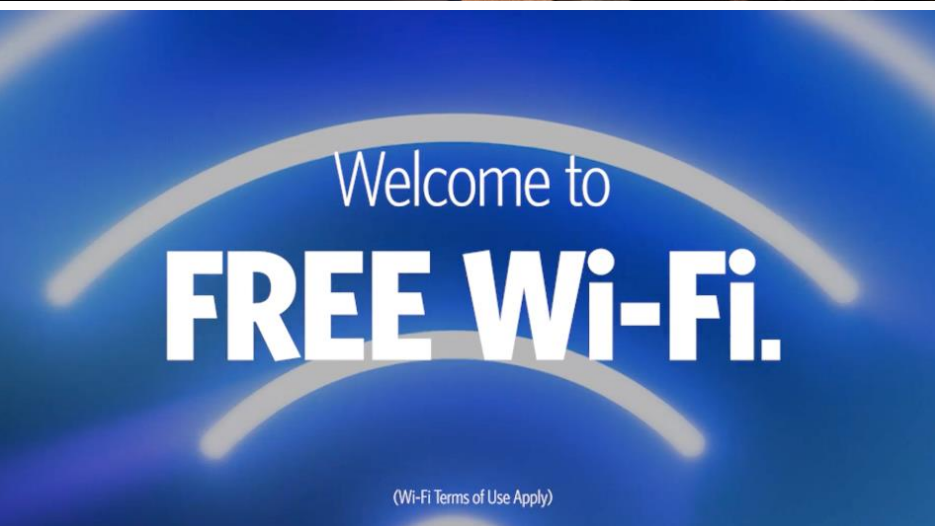
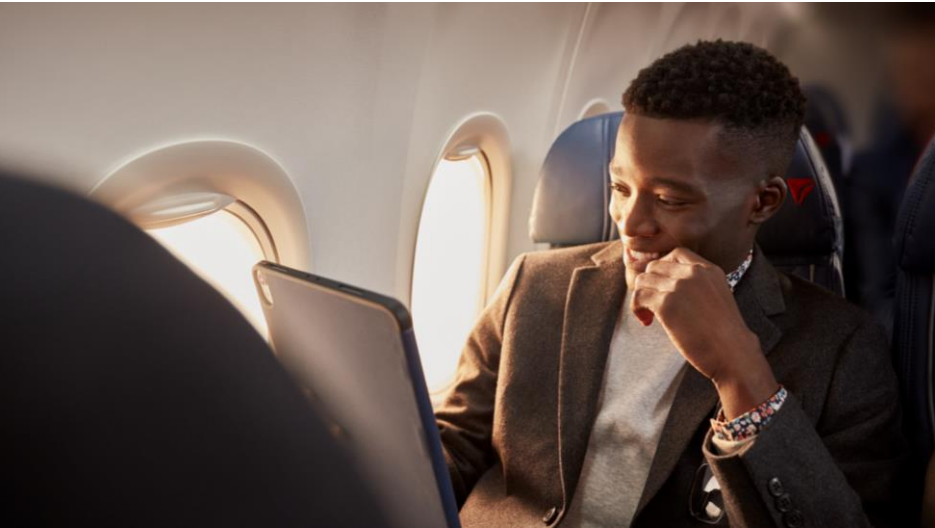




DELTA

# WELCOME TO FAST, FREE WI-FI FOR SKYMILES® MEMBERS

From takeoff to touchdown, your travelers can enjoy Wi-Fi |



## ONBOARD WI-FI EXPERIENCE

Delta is rolling out free Wi-Fi to Delta SkyMiles Members\* onboard most domestic mainline flights beginning Feb. 1, with full availability on international and regional aircraft by the end of 2024



## FREE, FAST-STREAMING WI-FI FROM VIASAT

Your travelers can:

- Collaborate with colleagues on documents
- Finish that presentation, prepare for important meetings
- Stay up to date on business needs

# SIGNATURE EXPERIENCES UNLIKE ANYTHING ELSE IN THE SKY



Delta One® suites



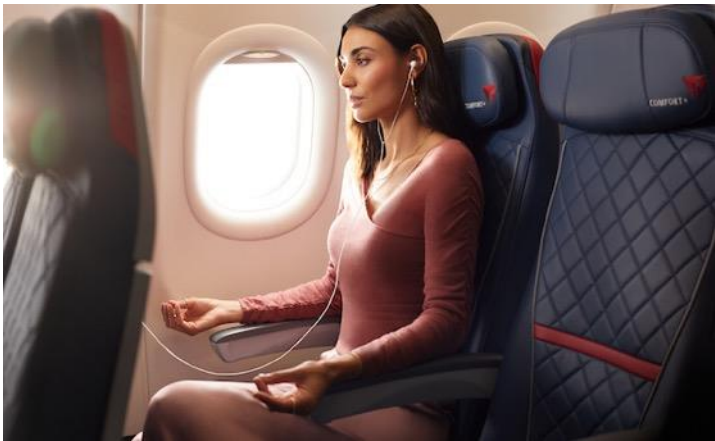
Delta One®



Delta Premium Select



First Class

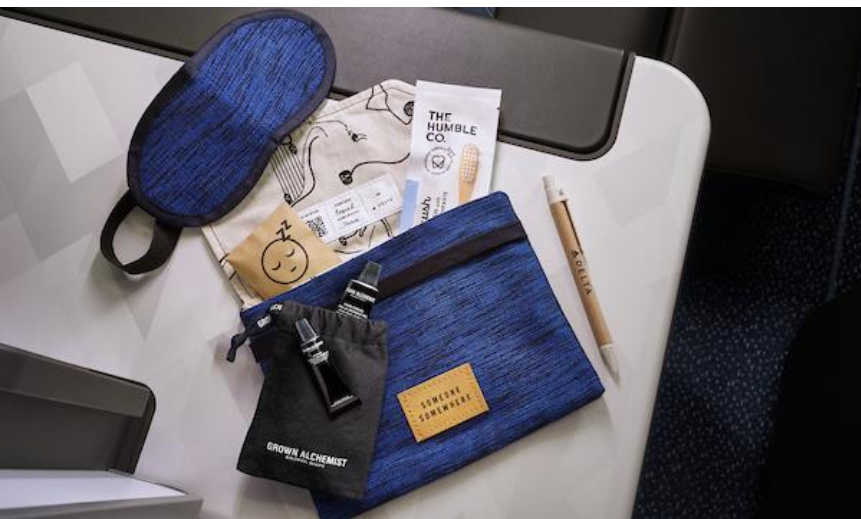


Delta Comfort+®



Main Cabin

# DELTA ONE® LUXURY AT A HIGHER ALTITUDE



**Airport club access and Sky Priority®** accelerated check-in, security and baggage handling service



**180-degree flat-bed seat**, with direct aisle access on most flights, a soft blanket and pillow, and outlets at every seat, including USB ports



**Delta Studio®** on your personal device or seatback screen with a noise-cancelling headset



**Chef curated meals** on an extra-large tray table and a wide selection of complimentary beer, spirits, and fine wine



**Someone Somewhere** artisan-made amenity kits, which include an eye mask, Grown Alchemist lip balm and hand cream, and **all your travel essential needs**

# ELEVATED EXPERIENCES AWAIT: DELTA PREMIUM SELECT®



Sky Priority®, **dedicated check-in and security lane access**, early boarding, and expedited baggage service



**Wider seat, additional recline\***, and an **adjustable footrest** and leg rest, as well as a memory-foam pillow and plush blanket



**High-resolution, 13.3-inch entertainment screens** with noise-cancelling headphones\*\*



**Elevated dining experience** that offers more options with entrees based on current Delta One® menu selections



Beginning in October, Delta will phase in **new handmade amenity kits** by Someone Somewhere



\*Current illustrations are of the widebody cabin experience featuring a 38" pitch and 7" recline.; seat configurations may vary depending on aircraft type and size  
\*\*757-200 aircraft will feature up to 11" seatback screens and Delta Studio earbuds

# DELTA SKY CLUBS® EXPAND, CONTINUE TO SHINE

Strategic investments will drive the opening and restoration of 6 Clubs across the network in 2022

## Brand New

- **Los Angeles (LAX):**  
Delta Sky Way at LAX
- **Tokyo - Haneda (HND)**
- **New York - LaGuardia (LGA):**  
Delta Sky Way at LGA
- **Chicago - O'Hare (ORD)**

## Renovations/Expansions

- **Boston (BOS):** A18
- **Nashville (BNA):** B3



The new Delta Sky Club at Fort Lauderdale-Hollywood International Airport opened June 23, 2021.



Detroit's fifth Club opened Tuesday, December 7, 2021.

## Delta Sky Club Updates

Two of our largest Clubs to date – **LAX and LGA** – **opened in the first half of 2022**. All new Clubs and Club expansions feature signature seating, elegant design finishes, curated art displaces, iconic premium bars and more.

## Renewed Focus

A renewed focus integrated into the Clubs with **wellness and partnerships to support**, including **Enroot Sparkling tea** and **Grown Alchemist** amongst others.

## Food and Beverage

Food and beverage options at Clubs feature local ingredients, products and talent. The ongoing **Fresh Farm program** will highlight handcrafted products made by regional artisans, and the quarterly **Local Flavor program** at larger Clubs will spotlight emerging local chefs for visitors passing through.

# TRAVEL SEAMLESSLY WITH THE FLY DELTA APP

Fly Delta makes each step of your travel journey easier than ever before

## PLAN OR BOOK ON THE GO

- Easily search, compare and book flights
- Manage “My Profile”, view upcoming trips, select/change your seats or even book award tickets with your miles
- “New Today” mode puts everything you need for your day of travel in one place, including your mobile boarding pass, flight status and gate information

## SPEED THROUGH THE AIRPORT

- Check in for your flight and access your mobile boarding pass, see alerts and even view, change or upgrade your seat
- Save time by simply scanning your boarding pass and automatically printing tags at a Delta kiosk\*

## MANAGE YOUR DAY OF TRAVEL

- Track your bag and receive alerts in real time, check the upgrade list, find a Delta Sky Club® or navigate the airport with interactive airport map





## KLM & AIR FRANCE

# KLM PREMIUM COMFORT CLASS.

More priority and advantages for passengers.

- **More legroom:** +6.7" than Economy
- **More recline:** 8" (+3" vs. Economy)
- **Premium pillow, blanket & amenities kit**
- **Dedicated meals & select wines/ liqueurs**
- A personal 13.3" HD screen
- Noise-cancelling headset
- Individual USB & 110 V power outlets
- **SkyPriority** check-in & boarding
- 2 checked bags of 23 kg complimentary
- Booking classes are the same as AF: **W, S, A**

- **Daily flight from YYZ** for all winter season
- **YYC & YVR** coming soon...
- The route is operated by **Boeing 787**



## Economy Class

31 inch pitch



5 - 7 inch seat recline

9 - 11 inch screen



USB



Earplugs standard



Standard meal à la carte



Drinks complimentary



Check-in baggage:



Hand luggage



For members



Lounge access at a fee



## Premium Comfort

38 inch pitch



8 inch seat recline

13.3 inch screen



USB + 110V



Noise-cancelling headphones



Premium Comfort Class meal



Selected wines + liqueurs



Check-in baggage:



Hand luggage



Yes



Lounge access at a fee

Premium amenity kit

## World Business Class

Spacious



Full flat

16 - 18 inch screen



USB + 110V



Noise-cancelling headphones



Top Chef, fine dining



Sommelier selected wines + liqueurs



Check-in baggage:



Hand luggage



Yes



Lounge complimentary

Business amenity kit

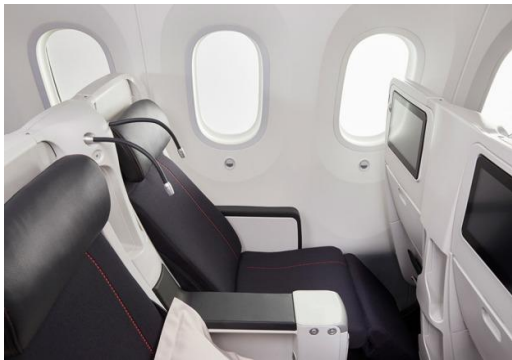
# RESUMPTION OF THE PARIS-CHARLES DE GAULLE – QUEBEC CITY

SUMMER 2023

- On May 2, 2023, Air France will resume the seasonal Paris Charles de Gaulle (CDG) to Quebec City (YQB) route
- 3 weekly flights: Tuesdays, Fridays and Sundays
  - Flight operated by **Boeing 787-900** from **Jean-Lesage Airport**
  - 279 seats**, 3 cabins: 30 seats in Business, 21 in Premium Economy and 228 in Economy

Flight	Capacity	From	To	Day
AF 353	279 seats	YQB 23:55	CDG 12:20 <sup>+1</sup>	Tuesdays, Fridays and Sundays
AF 352	279 seats	CDG 20:45	YQB 21:55	

In addition, Air France will offer up to 3 flights a day to/from Montreal with the possibility to reach Quebec City using its bus transfer service.



*The flight schedules herein are subject to change and pending the necessary governmental authorizations.*

# OPENING OF THE PARIS-CHARLES DE GAULLE – OTTAWA

## SUMMER 2023

- On June 27, 2023, Air France will open the direct non-stop Paris Charles de Gaulle to Ottawa route
- 5 weekly flights:** Mondays, Tuesdays, Thursdays, Saturdays and Sundays.
  - Flight operated by **Airbus A330-200** from **Ottawa Macdonald-Cartier Airport**
  - On board **224 seats**, 3 cabins: 36 seats in Business, 21 in Premium Economy and 167 in Economy

Flight	Capacity	From	To	Day
AF 327	224 seats	YOW 17:05	CDG 06:15 <sup>+1</sup>	Mondays, Tuesdays, Thursdays, Saturdays and Sundays
AF 328	224 seats	CDG 13:10	YOW 15:05	

In addition, Air France will continue to offer its bus transfer service between Montreal and Ottawa.

*The flight schedules herein are subject to change and pending the necessary governmental authorizations.*



# NORTH AMERICA SCHEDULE

Summer 2023 the JV will offer 31 gateways across North America



## Getting ready for a smooth start of your travel



### Some helpful tips to travel well prepared

#### At home

- Advice Travel Doc on Airfrance.com or KLM.com for latest health and travel requirements.
- Check-in online or via our apps.
- The fastest way through security? The less hand baggage the better.
- Enjoy the advantages of the Air France and KLM apps. Have latest flight and schedule information at hand, manage your booking and track your baggage at CDG and AMS.
- Wear comfortable shoes and clothes. You may want to bring some food and water.
- Pack a little patience; queues can be longer than normal.
- Check airport's website for advice on actual waiting times for check-in, security and customs.

#### At the airport

- Come to the airport at the time indicated by the airline.
- If your ticket includes SkyPriority, you benefit from the following advantages:
  - » Priority baggage drop-off and pick-up
  - » Priority lane to go through security
  - » Priority boarding lane
- Have travel documents at hand for customs and boarding.
- Proceed to the gate in time. Boarding via zone calls to make boarding go smoother.

#### If your baggage is delayed

- Report within 48 hours via Airfrance.com, KLM.com or our apps. You can check the status of your baggage with the file reference number (PIR) there too.



### Additional measures from Air France and KLM

#### Travelling via Paris

As of March 26, 2023, the minimum connecting time (MCT) is temporarily enlarged from 45 to 60 minutes. This applies for connections between terminal E and terminal F at Paris Charles de Gaulle Airport and affects Air France, KLM and Delta Air Lines customers that have a connection between Europe and Europe.

- From Europe to Europe: 45 minutes => 60 minutes
- From ICA to Europe and vice versa: 60 minutes
- From ICA to ICA: 60 minutes

#### Travelling via Amsterdam

The minimum connecting time (MCT) for Air France, KLM and Delta Air Lines customers with connections at Amsterdam Airport Schiphol is back to standard.

- From Europe to Europe: 40 minutes
- From Europe to ICA: 50 minutes
- From ICA to Europe: 50 minutes

KLM has taken the following measures to reduce the inconvenience for customers that travel from or via Amsterdam.

- Restricted sales of remaining seats on KLM flights to European destinations. This is to free up space to rebook passengers who missed their flight.
- Increased options to rebook via the self-service kiosks. Specific, more flexible, options to rebook due to the situation may apply. Check our rebook policy on [Airfrance.com](https://www.airfrance.com) or [KLM.com](https://www.klm.com).

# THE AIR FRANCE KLM BUSINESS SOLUTIONS AGENT PORTAL

An all-new resource at AFKL.biz replacing AgentConnect.biz beginning Feb. 1, 2023



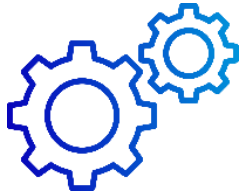
## Easy access

**A public site with no log-in needed** to access the homepage, news, policies, procedures and other information not required to be in secured area



## Quick search and find

A clear and structured overview of all our content with a state-of-the-art search function



## More control

The opportunity to manage certain procedures yourself, starting with requesting waivers with more self-service applications being added in the near future



## Safe and secure

Use your AgentConnect credentials to access the secured area with privacy-sensitive and legally protected functionalities



## Best-in-class user experience

AFKL.biz is developed based on the input and needs of travel professionals and built with the latest technologies

**[Visit AFKL.biz today!](https://afkl.biz)**

# THANK YOU! MERCI!

**Christine Ghaleb**

**Delta Air Lines**

DELTA | AIR FRANCE | KLM | VIRGIN ATLANTIC

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