TERMS & CONDITIONS

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Reservation or use of VIP Select services constitutes Customer's agreement with these Terms and Conditions. If Customer does not accept these Terms and Conditions, Customer may not reserve or use VIP Select services.

Pricing (One-way): Effective July 1, 2026 , updated pricing for VIP Select shall apply. Any reservation requests submitted on or after July 1, 2026 will be subject to the revised pricing. Reservation requests submitted prior to this date will be honored at the previously applicable rates, regardless of the actual service date.

VIP Select Services at: ATL, BOS, BNA, DTW, LGA, MSP, SEA, SLC and SFO Airports
Pricing per airport meet: One Person: $600 | Each Additional Person: $100.

VIP Select Services at: LAX and JFK Airports
Pricing per airport meet: One Person: $700 | Each Additional Person: $100.

VIP Select Departure Services at: Tokyo HND Airport
Pricing per airport meet: One Person: $600 | Each Additional Person: $100.

VIP Select Arrival Services at: Tokyo HND Airport
Pricing per meet: $400 for up to 4 People | Each Additional Person (up to 4 additional people): $400.

For all airports listed, maximum persons per greeter is 4 customers total. A second greeter is required for parties of 5 or more.

Areas of Travel / Services: VIP Select service is offered at Atlanta – ATL, Nashville – BNA , Boston– BOS , Detroit-DTW, Los Angeles-LAX, New York-JFK, New York-LGA, Minneapolis/St. Paul-MSP, San Francisco-SFO, Seattle-SEA, Salt Lake City-SLC, and Tokyo Haneda-HND on Delta and Delta Connection®-operated flights; for LAX service, service is also available for customers flying on Virgin Atlantic. Service may also be provided to customers traveling or connecting on another airline at Delta's sole discretion, to the extent that service can be provided within a Delta terminal and both carriers are ticketed together on one ticket. For clarity, boarding coordination does not guarantee vehicle transportation from Delta Sky Club to gate, and all vehicle transportation to departure gate will be at Delta's sole discretion and subject to availability of vehicles. To the extent Delta provides vehicle transportation, no specific vehicle make or type is guaranteed. Vehicle transport is not offered at Tokyo Haneda-HND. VIP Select service is subject to availability and the customer/agency is responsible for advising VIP Select customer service of any itinerary changes.

Eligibility: The main customer making the reservation must purchase a Delta- Main Cabin Classic fare or higher on a Delta or Delta Connection® carrier-operated flight for the areas of travel listed above.

Fees: Service fee covers one VIP Select service at one airport. Service fee is required for each airport where VIP Select Service is utilized. Service fee is non-refundable for cancellations with less than 12-hour notice before the scheduled service. Cancellations made more than 12-hours in advance shall be eligible for a refund. All cancellation notices must be sent via email to VIPSELECT@DELTA.COM or received via phone at 1.855.235.9847. Payment for VIP Select service will be processed at booking when the reservation is confirmed. If additional customers are added at the time of the meet, an additional fee of $100 per person/ per service will be charged to the original form of payment. If the additional passenger results in the need for another greeter (5+ people), the fees mentioned above will be charged to the original form of payment. Service price will is collected in US Dollars.

VIP Select Reservations: Reservations are encouraged to be made at least 24 hours in advance of first meet. Reservation requests must be made at least 6 hours prior to first meet in order to ensure quality service levels. Requests made within 6 hours prior to first meet will not be accepted.

Airport Meets: Customers must adhere to specified meet times with respect to airport meets. Domestic departure airport meets are designated as 90 minutes, U.S. international departures as 120 minutes, and Tokyo Haneda departures as 150 minutes, prior to scheduled flight departure. Arrival meets are designated for 60 minutes from scheduled arrival (subject to change due to irregular operations). Arriving early to the airport for a departure meet does not constitute a service failure on the part of VIP Select if the greeter is not available until the original allocated time. Missed service due to failure to arrive at the scheduled meet time, or due to incomplete, inaccurate, or missing information, does not constitute eligibility for a refund. Requests for full or partial refunds will be reviewed on a case-by-case basis. Refund requests may take up to two billing cycles.

LAX Off-Airport Meets: Customers will only be driven to a designated meeting point selected by Delta, with a vehicle selected by Delta at its sole discretion. The name and contact information of the person meeting the customer at the meeting point must be provided to VIP Select at least six hours prior to the meet. The confirmation email will include the address of the meeting point. FOR THE SAFETY OF OUR STAFF AND CONTRACTORS, FIREARMS OF ANY KIND ARE EXPRESSLY PROHIBITED FROM THE LAX OFF-AIRPORT MEET. IF IT IS DETERMINED OR SUSPECTED THAT CUSTOMER IS IN POSESSION OF A FIREARM, DELTA MAY DENY SERVICE WITHOUT FURTHER OBLIGATION TO PROVIDE ANY VIP SELECT SERVICE. CUSTOMER MAY BE PROVIDED AN OPPORTUNITY TO ELECT TO CONTINUE THE VIP SELECT SERVICES (INCLUDING AIRPORT TRANSPORT) WITHOUT THE FIREARM BUT IF CUSTOMER REFUSES TO LEAVE BEHIND THE FIREARM, DELTA WILL DECLINE SERVICE AND NO REFUND WILL BE PROVIDED.

Third Party Car Service Coordination: VIP Select Customers that elect to use a third-party car service for arrival to the applicable airport need to inform Delta at least 24 hours prior to scheduled departure, by emailing VIPSELECT@DELTA.COM or calling 1.855.235.9847, and providing the name of the car service provider, contact information of the car service provider, and confirmation number for booking with the car service provider. Delta will contact the car service provider to coordinate airport arrival and curbside meet-and-greet with agents. If third-party car service information is not provided at least 24 hours prior to departure, Delta may not coordinate with the third-party car service, which may lead to wait times prior to the scheduled meet time.

Travel Reservations: Flight itinerary must be ticketed and include at least one Delta- or Delta Connection carrier-operated flight segment. All Delta ticketing, baggage policies, baggage fees, tariffs, and check-in requirements still apply; and use of VIP Select services does not alter any of the foregoing. Customer/agency agrees to provide service details necessary for Delta to coordinate and deliver VIP Select service.

Changes: Changes to VIP Select service reservations are permitted at no charge pending service availability and provided that the number in the party remains the same up until 6 hours before the scheduled service. Once within the 6-hour window from the requested service, the initial service is billable. Customer will be charged applicable additional service fees if additional customers are added to VIP Select party. Additional customers are subject to service availability.

Notifications: Customer/agency will be notified with name and contact details of airport agent who will assist on day of departure within 24 hours of departure when VIP Select service has been confirmed more than 72 hours in advance. Telephone numbers of Delta agents assigned to a VIP Select Customer on the day of departure are for use only when Customer is enroute to or at the airport; reservation agents are available 24/7 via email at VIPSELECT@DELTA.COM or phone at 1.855.235.9847. All Customers must present a valid government-issued ID.

Connections: Customers connecting through ATL, BNA (after 4/1/25), BOS, DTW, JFK, LAX, LGA, MSP, SFO, SEA or SLC from another airline to a Delta or Delta Connection®-operated flight will be met by a Delta representative in the Delta terminal. Connection assistance may also be provided, in Delta's sole discretion, to customers connecting from a Delta or Delta Connection®-operated flight to a flight operated by another carrier, but only to the extent that service can be provided within a Delta terminal and both carriers are ticketed together on one ticket. All connection flights must depart within 4 hours or less from the arriving flight time. Additional service fees will apply for all connection flights that do not meet the before said policy.

Age: Customer must be at least 18 years of age or accompanied by an adult. Children under 2 years of age will not be charged for VIP Select service; however, for space reasons and for safety regulations advisement of travel with an infant, where the infant ticket is complete, is required at time of booking.

Delta Sky Club: Delta Sky Club access is included with the purchase of VIP Select service, excluding Arrival Service in Tokyo HND. One visit per VIP Select Customer is included per meet. Access to the Delta Sky Club begins once the customer arrives and time allows once the customer is through TSA, subject to Delta Sky Club rules. Customer must be at least 21 years of age to enter Clubs with a self-service bar, unless accompanied by a parent or legal guardian who has a valid Delta Sky Club One-Day Pass or membership. All Delta Sky Club rules apply to Delta Sky Club membership and use. To review the rules, please visit delta.com/skyclub. VIP Select Customers traveling through LAX may check-in for their flight at the "Delta One at LAX" facility. All access and use of the check-in desk at Delta One at LAX is subject to the terms and conditions of the Delta One at LAX program.

Immigration, Customs and Border Protection: Due to applicable law, not all of our airport greeters are permitted access to the secured area of Immigration and Customs. Except for Tokyo-HND arrivals, the International inbound connection meets will begin at the exit of Customs. For those airports that do have access, while the greeter is able to escort the customer through the customs process, the greeter is not permitted to approach the customs officer and are unable to touch/carry any customer baggage but can provide limited assistance where applicable. The greeter may only provide a fast-track opportunity for customers with Global Entry or access through another similar program. For arrivals at Tokyo Haneda, customers will be met by a designated Delta ambassador in the jet bridge area and will be escorted to Customs; however, no Customs fast-track or other expedited method are guaranteed at Tokyo-HND.

Other: VIP Select service is not designed, intended or authorized for use in emergency, mission critical or life-threatening circumstances or where failure could lead to death, personal injury or damage to property; and Customer shall not use VIP Select under such circumstances or for such uses. Delta reserves the right to refuse or discontinue any VIP Select service it feels is unsafe or unsuitable for its employees, including illegal or unethical activities. Delta and Delta's employees shall have no responsibility for any damages suffered as a result of using VIP Select services. In no event will Delta or any Delta employee be liable for any lost revenue, profit or data, or for direct, indirect, special, consequential, incidental, or punitive damages, however caused and regardless of the theory of liability arising out of the use of or inability to use VIP Select services. Delta's Privacy Policy applies to VIP Select services and customer information. To review Delta's Privacy Policy, please visit www.delta.com/privacy. This Agreement shall be governed by the laws of the State of Georgia, without giving effect to any conflict-of-laws principles that may provide the application of the law of another jurisdiction. The parties (including Delta) agree that any claim or dispute one party has against the other party arising under or relating to this Agreement (including claims in contract, tort, strict liability, statutory liability, or other claims) must be resolved exclusively by a court of competent jurisdiction, federal or state, located in Atlanta, Georgia, and no other court. Each party agrees to submit to the personal jurisdiction of such courts and to accept service of process from them. If Customer does not agree to these Terms and Conditions, Customer may not reserve or use VIP Select services. Prices, terms and conditions are subject to change without notice. Please contact Delta at VIPSELECT@DELTA.COM for current VIP Select Terms and Conditions. Regardless of participation in VIP Select, Customer ticket purchases are governed by Delta's Contract of Carriage, delta.com/legal/contract_of_carriage/index.jsp

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