

July 9, 2018

Re: Change in Live Animal Policies and Pet Pricing

Dear Valued Customer:

Delta Cargo is committed to the safe and reliable transport of pets and all live animals in our care. Since the beginning of the year, our dedicated team of pet service specialists has been reviewing Delta and industry policies to identify areas of improvement, with the safety and health of the animal in mind. As a result of this careful analysis, Delta Cargo will make the following changes applicable to all bookings, including military shipments:

Effective	Product	Update
August 1, 2018	AVA, PET, LIV (Domestic & International)	<ul style="list-style-type: none"> <li>• Temperature restrictions modified to a maximum of 80°F (27°C) and a minimum of 20°F (-7°C) during the time an animal will be in any station during transport</li> <li>• Limitation of up to one connecting city in the routing for all live animals</li> <li>• Live animals may no longer be shipped as DASH</li> <li>• A new Risk Acknowledgement Form must be signed by the shipper and the Delta Cargo acceptance agent at the time of drop-off</li> </ul>
	PET (Domestic & International)	No sedation permitted for dogs and cats
	PET (Domestic)	Pricing will change from a per-pound to a per-kennel structure. A flat rate will apply to all industry standard kennel sizes (Series 100, 200, etc.), with non-standard kennels priced to the closest standard kennel size, based on volume.

We are providing this information to you in advance because you are a valued customer. We understand you may have contractual commitments to your own customers that could be affected by these changes. Please share this information with your customers if necessary – but we ask that you do so on a confidential basis until it becomes effective.

Delta is constantly investigating tools, technology and processes to ensure safety of all our travelers – passengers and pets. Improvements to our policies and operation are ongoing, as we strive to be the most reliable pet service in the industry.

Delta Cargo appreciates your continued support as necessary decisions are made to better serve customer needs. Thank you for your business.

Best Regards,

Delta Cargo