



Customer Service Plan: Endeavor Air

Endeavor Air (hereafter Endeavor) operates flights as Delta Connection for our partner, Delta Air Lines (hereafter Delta). Endeavor works with Delta to provide outstanding customer experience featuring exceptional customer service.

Endeavor, in partnership with Delta, are fully committed to complying with the Department of Transportation (DOT) requirements regarding customer protections by:

Offering the lowest fare available

Fares for Endeavor Air are established by Delta. Delta will disclose on their website, at the ticket counter, or when you call Delta's reservation center to inquire about a fare or make a reservation, that the lowest fare offered by Delta to the general public for the itinerary you have requested may be available elsewhere, if that is the case.

For more information on Endeavor and/or Delta's fares:

Please call Reservations at 800-221-1212 or see Delta's Customer Service Plan.

Notifying consumers of known delays, cancellations, and diversions

Endeavor Air and Delta are committed to providing timely information regarding delays, cancellations, diversions, and other significant flight disruptions within 30 minutes of becoming aware of a change. Delta and Endeavor's flight crews strive to deliver consistent and timely updates, including the circumstances contributing to any flight delay. Delta will provide additional delay cancellation and diversion info via:

- By making announcements in the boarding gate area and through the use of Gate Information Display screens (GIDS) where available.
- Through Flight Information Display screens (FIDS) where available.
- Upon request, through Delta's telephone reservation system (800-221-1212).
- On delta.com at Flight Status & Updates.
- Through flight notification subscription service.

Delivering baggage on time

It is Delta and Endeavor's intention to deliver your baggage on time; however, in the event that this does not occur, Delta will make every reasonable effort to return misplaced baggage within 12 hours of arrival for domestic itineraries (wholly within the United States) and within 15 or 30 hours of arrival for international itineraries consistent with the requirement of 14 CFR 260.5 (in each instance, except in the circumstances identified in 14 CFR 260.5(f) and (g)). Compensation for baggage delays or losses are handled by Delta. Notify a Delta employee at the airport if you cannot locate your baggage. To check on the progress of your bag search, call 800-325-8224 or go to [Delayed, Lost, or Damaged Baggage](#) on delta.com and use the [Track Checked Baggage](#) tool.

Risk-Free Cancellation, allowing reservations to be cancelled without penalty for 24 hours after the reservation is made.

Endeavor operates flights on behalf of our partner, Delta, and all ticketing and refunds for Endeavor are processed through Delta.

For more information on Endeavor and/or Delta's cancellation policy:

Please call Reservations at 800-221-1212 or see Delta's Customer Service Plan.

Providing ticket and ancillary service fee refunds within 7 business days for credit card purchases, and refunds within 20 days for purchases made with cash, check, or other forms of payment

As stated before, all ticketing and refunds for Endeavor are processed and controlled by our partner, Delta.

For more information on Endeavor and/or Delta's refund policy:

Please call Reservations at 800-221-1212 or see Delta's Customer Service Plan.

Properly accommodating passengers with disabilities and children traveling alone, including during tarmac delays.

Accommodating the [needs of passengers with disabilities](#) is a priority for Endeavor. For our passengers with disabilities, Delta will make every effort to provide (as appropriate):

- Transportation to, from, and between gates, either by wheelchair or, in several locations, electric cart.
- Enplaning and deplaning assistance.

- Assistance with visual, auditory, cognitive, or mobility needs while in the airport and on the aircraft.
- Accommodation for certain medical requirements, such as use of an [approved Portable Oxygen Concentrator](#), or dietary needs, with proper notice, by calling 800-221-1212.
- Consideration of your needs during extended tarmac delays.
- At your request, Delta's personnel are available to assist you in boarding, deplaning and connecting between flights. Contact us Online via our Accessibility Service Request form in [My Trips](#) after you have made your reservation, or by calling us at Delta's accessibility assistance line 404-209-3434 (dial 711 to access the FCC's Telecommunications Relay Service). This service is available 24 hours a day, 7 days per week.
- Additional information may be found on delta.com at [Accessible Travel Services](#).
- Upon notification to Delta by the passenger, and as otherwise described in Section 5 above, offering a refund to passengers with disabilities and individuals in the same reservation as the individual with a disability who do not want to continue travel without the individual with a disability, where you are: (1) an individual with a disability who is downgraded to a lower class of service that results in one or more accessibility features needed by you becoming unavailable; (2) an individual with a disability who is scheduled to travel through one or more connecting airports different from the original itinerary; or (3) an individual with a disability who is scheduled to travel on substitute aircraft on which one or more accessibility features needed by you are unavailable.

Children Traveling Alone

Endeavor's policies support the safety and wellbeing of children traveling alone, ensuring your child is comfortable during his or her flight and that he or she follows all onboard crew direction, including instructions on safety procedures and behavior. Further, a minor traveling alone will not be released to anyone other than the person designated.

Detailed information can be found at Children Traveling Alone or by calling 800-221-1212 to parents with children ages 5 through 17 who will be traveling alone. Fees apply for unaccompanied minor service.

Meeting customers' essential needs during lengthy tarmac delays as required by regulation and Delta and Endeavor's contingency plan

Delta and/or Endeavor will provide full and timely information regarding the status of a flight if there is a lengthy delay after you have boarded or after the plane has landed. If safety and security conditions allow, essential needs such as food, potable water, operable lavatory

facilities, and access to medical attention will be provided. For further information, see [Endeavor's Tarmac Delay Program](#).

Handling "bumped" passengers with fairness and consistency in the case of an oversold flight

Because passengers with confirmed reservations on a flight frequently fail to show, Endeavor is permitted by federal regulations to sell more tickets for travel than there are seats on the aircraft. In rare cases, this may result in an "oversold flight," in which one or more passengers with confirmed reservations cannot be accommodated. When this happens, all applicable regulations for handling the flight will be complied with. For more information see section 8 of [Delta's Customer Care Plan](#).

Disclosing refund policies as required by 14 CFR part 260, cancellation policies, loyalty program rules, aircraft configuration, and lavatory availability on delta.com and upon request, by calling Reservation Sales

Delta provides you with timely and complete information on delta.com or, upon request, by calling 800-221-1212. Information on delta.com is available by following the links below:

- [Refund Policy](#)
- [Cancellation Policy](#)
- [Loyalty Program Details](#)
- [Aircraft Configuration \(and then select aircraft type\)](#)
- [Lavatory Availability \(and then select aircraft type\)](#)

Notifying you in a timely manner of changes in your travel itinerary

Delta will attempt to contact you via contact information provided in your reservation, about changes in your travel itinerary when the event is known at least one hour before departure. Additionally, you may sign up for notifications through Flight Status at www.delta.com or the Delta mobile application.

Ensuring responsiveness to customer complaints

Delta and/or Endeavor will acknowledge receipt of written customer complaints within 30 days of their receipt and will send a substantive response within 60 days of receiving the complaint. Disability-related complaints will receive a dispositive response within 30 days of receiving the complaint. For information about filing a complaint, visit Delta's [Contact Us](#) page.

Identifying the services Delta provides to mitigate passenger inconveniences resulting from delays, cancellations, and misconnects

When your flight has been significantly delayed, cancelled, or you have misconnected, Delta will rebook you on the next available flight on Delta or a Delta Connection carrier at no additional cost. If a Delta or Delta Connection flight is unavailable, Delta will arrange an alternative flight operated by another airline with which Delta has a ticketing agreement at no additional cost. Delta will make every reasonable effort to reroute your checked baggage on the same flight as you. For more information see section 12 of [Delta's Customer Care Plan](#).

For more information on the full contents of this plan, please call Delta Reservations at 800-221-1212 or see [Delta's Customer Service Plan](#).