
Delta delivers airline cleanliness with Delta Clean program

By **Jane Hobson** on April, 7 2020 | Airline & Terminal News



[Delta](#) has announced it is transforming cleanliness across airports and on aircraft to deliver a new standard of clean for customers: Delta Clean.

"The highest levels of clean should not be reserved for times of crisis - [passengers] deserve to feel confident and safe whenever they decide to travel," said Bill Lentsch, Delta's Chief Customer Experience Officer, in the press release issued by the airline March 30. "That's why we are extending our overall safety focus to include our new standard of clean."

Delta is bringing the same rigor and focus to cleanliness that it used to redefine the industry expectations for on-time performance, Lentsch said, so customers can trust in the Delta Clean Commitment.

Delta teams will do the following:

Starting April 1:

- All domestic aircraft will undergo the same interior [fogging](#) overnight that Delta has been using to disinfect international aircraft in the US since February
- Before every flight, aircraft will be cleaned using the same extensive checklist used during overnight cleanings. This industry-leading work disinfects high-touch areas customers care most about being clean, like tray tables, seat-back entertainment screens, arm rests and seat-back pockets
- Spot checks will take place before each flight by a Customer Service Agent and a Flight Leader to ensure the aircraft is up to the Delta Clean standard. The team can resolve any issues immediately, and are empowered to request a cleaning crew return to the aircraft for additional cleaning

By early May:

- Aircraft will be fogged before every flight in Delta's network. The disinfectant used in fogging is immediately safe to breathe and is similar to what hospitals and restaurants use to sanitize

In addition, passengers will notice Delta continuing to offer hand sanitizer at various touchpoints, while disinfecting surfaces across the airport experience. The same level of attention and care is given to employee work spaces like lounges and break rooms.

The Delta Clean standard is largely driven by Delta employees, who are committed to delivering safe experiences for customers and each other.

"The character of Delta people is shining brighter than ever in these unprecedented times," Lentsch said. "They are the Delta Difference and the reason we're ready for our customers when they're ready"

to fly.”