

# 2025 AIRLINE UPDATES FROM



## DELTA AIR LINES

Delta is the first airline to require agencies to input a response in every trip that has been impacted by a schedule change, confirming the acceptance. Effective, immediately, any change to flight time fewer than 10 minutes or where only the flight number has been changed, will automatically be accepted on your behalf. Anything 11 minutes or beyond will be discussed with the impacted traveler(s).

Additionally, Delta has adopted a new baggage policy effective immediately in which all checked baggage must be checked by the airline 45 minutes or more before departure in almost all airports. Some airports may require more time so check with the airline to be sure.

## SOUTHWEST AIRLINES

Starting May 28<sup>th</sup>, Southwest will begin enforcing the expiration of tickets. Most unused tickets will only be valid one year from original departure date, others from date of issuance, and there is talk of specific types of tickets/fares that will only be good for 6 months after the flights have been cancelled.

## AMERICAN AIRLINES

American has enacted a security feature to limit trip access via its website for trips edited/changed directly with the airline. This validation will be done via an American frequent flyer account. Therefore, if AA edits your trip in any way, the DU agent team is restricted from accessing the trip via the website. We *highly* recommend every traveler registers for an AA account and downloads the airline app. New account numbers should also be sent to the DU team by emailing [online@duagency.com](mailto:online@duagency.com). To sign up visit: [https://www.aa.com/loyalty/enrollment/enroll?locale=en\\_US](https://www.aa.com/loyalty/enrollment/enroll?locale=en_US)

## UNITED AIRLINES

United is still offering the option to refund most unused tickets minus an airline-imposed penalty. If you have any unused credits that you will not use, reach out to us to initiate the process.

## REAL ID DEADLINE - THIS WEEK!

Real ID requirements go into effect, this Wednesday, May 7<sup>th</sup>. The change requires any commercial airline passenger to have a Real ID-compliant driver's license. If a compliant license is not available, other forms of valid ID as a valid U.S. passport, passport card, permanent resident card, or certain Department of Homeland Security trusted traveler cards like global entry, can be provided. If a traveler does not have any of the above, they can still attempt to fly but should arrive at the airport even further in advance than before. Airports warn that even travelers with compliant IDs need to build in extra time to allow for the anticipated congestion. To read more specifics about requirements, exceptions, etc. please visit the TSA website at [TSA Begins REAL ID Full Enforcement on May 7 |](#)