

Delta issues travel waivers following global outage

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[Delta Air Lines](#) CEO Ed Bastian has shared an update with customers following the global IT outage that upended air travel.

Bastian said more than 3,500 Delta and Delta Connection flights were canceled through Saturday.

The disruption continued into Sunday as the airline worked to restore its operations.

“Like many companies worldwide, Delta was impacted on Friday morning by an outside vendor technology issue, which prompted us to pause flying while our systems were offline,” Bastian said.

It occurred on the busiest travel weekend of the summer so far, Bastian said.

“With our booked loads exceeding 90%, limiting our reaccommodation capabilities, I want to apologize to every one impacted by these events.”

“We have issued a [travel waiver](#) at no charge. I encourage you to take advantage of that flexibility if possible.”

Delta is still offering meal vouchers, hotel accommodations and transportation where available as it works to fully restore its schedules.

“As a gesture of apology, we’re also providing impacted customers with Delta SkyMiles and travel vouchers. We will continue to keep you informed via [delta.com](#),” he added.

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