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## Delta 767-400 business class review

Delta's Business Class Experience Varies Widely Depending on Aircraft Delta One business class passengers can expect a wildly different experience depending on the aircraft they're flying on. With seven distinct configurations in use internationally, it's clear that not all seats are created equal. For example, while some planes feature outdated seats from 2013 or earlier, others boast modern suites with closing doors found on Delta's Airbus A350 and A330-900neo jets. The Boeing 767-400ER, although not new, has undergone retrofits since 2019, offering upgraded business-class and Premium Select seats, as well as refreshed Comfort Plus and economy sections. For a recent trip to Paris, I had the opportunity to test out one of these updated Delta One seats on a flight from New York City. While the seat itself was modern and visually appealing, it fell short in terms of overall comfort and value, especially considering the premium price tag associated with business class. Booking Business Class Flights with Delta When it comes to booking a business-class ticket with Delta, there are several options available. However, some routes and fare types may be more advantageous than others. Using Delta SkyMiles can be a costly endeavor, as award rates tend to fluctuate dynamically, often resulting in rates of 300,000 points or higher for European or Asian flights. A more appealing option might be to use Virgin Atlantic miles, which allow passengers to book Delta One flights to and from Europe for a relatively low 50,000 points per way. Nevertheless, finding available award space can be challenging due to limited release by Delta through Virgin's booking system. Given article text here I had intended to visit the Delta Sky Club in Terminal 4 at JFK, but I was deterred by the lengthy queue. Waiting for up to 40 minutes was a barrier I wasn't willing to overcome. The overcrowding issue has plagued Delta Sky Clubs for years, prompting the airline to implement stringent restrictions on access. While some Sky Club locations have struggled more than others, those at JFK have been notoriously problematic. To address this, Delta plans to open exclusive premium lounges for Delta One business class passengers, including a JFK outpost expected to open in June 2024. With my tight schedule, I headed straight to gate B38 and boarded the Delta 767-400ER. The aircraft's interior refresh was impressive, but the planes themselves are old. My flight took off on October 26, 2000, making it one of the oldest long-haul planes in the fleet. The business cabin features a 1-2-1 layout, with direct aisle access from every seat. With 34 seats total, including five more than the new Airbus A330-900neo and two more than the Airbus A350, I was excited to see which seat I'd be assigned. Each seat is identical except for the console and storage unit's location, alternating by row. Window seats in rows 1, 3, 5, and 7 are closer to the aisle, while those in rows 2, 4, 6, and 8 have more privacy. To make the most of my booking, I used Aerolopa to find the best seat. The cabin felt intimate, with only a few passengers remaining awake during the flight. Given the overnight nature of the journey, many passengers slept shortly after takeoff. The author's experience with Delta One business class on their recent flight was underwhelming due to the lack of space in the seats. The 77 inches of space offered in lay flat mode is only two inches shorter than what is available on the Airbus A330-900neo, but this makes a significant difference for those who are not petite. The author found the seat to be cramped and uncomfortable, even with limited time to sleep. While Delta has made efforts to optimize the use of space on these older planes, the seating design still feels like it doesn't fit well. Another issue is that the padding in the seats can feel stiff and uncomfortable, especially in lay flat mode. Additionally, amenities such as mattress pads are not available on all flights to Europe, but the storage space behind the side table is generous, making it a useful spot for storing belongings. The author praised the design of the tray table, which was sturdy and easy to use. Delta's business-class amenities on transatlantic flights include a sleep mask, pen, toothbrush, earplugs, and skincare products from Grown Alchemist, such as lip balm and hand cream. The amenity kit, while not the most comprehensive, meets basic needs for short flights. Every passenger receives a premium headset with active noise cancellation for use with the entertainment system. These headsets are adequate but might not be the best quality. Each business-class passenger is provided with Delta-branded slippers. However, these come in only one size, which may not fit passengers with larger feet. Pajamas are not available on any long-haul flights. Additionally, every Delta One passenger receives a blanket and pillow for resting. While of good quality, the seats could benefit from a mattress pad to soften them. One notable feature is the ability to pre-order meals about a week before departure. This guarantees that passengers can choose their preferred meal without it running out. Limited selection meals may be available only through pre-order. Meals are served on shorter transatlantic flights to Europe, which can feel rushed due to the crew's need to clear plates quickly so passengers can sleep. During my flight, I chose a limited selection meal and was pleased with the quality of some items, though not all were impressive. The service was attentive, despite being efficient. A pre-arrival breakfast quiche served about an hour and a half before landing was satisfying. Overall, Delta's business-class amenities are adequate for short flights but could use improvement in some areas. I started my Parisian adventure with a double espresso to combat jet lag after landing. The meal was decent but not exceptional – the eggs were slightly undercooked, but edible. The service from the NYC-based flight crew was top-notch, ensuring I had what I needed and keeping my drinks full throughout dinner. The cabin service was efficient, allowing me to rest before arrival in Paris. Delta's 767-400ER aircraft boasts impressive entertainment options. The screens are modern and feature-rich, with a large display measuring over 18 inches. The touchscreen interface is intuitive, offering a vast library of movies (464), TV shows (55), and audio selections (146). Although the selection was smaller compared to my return flight on Delta's A330-900neo, there's still something for everyone. Unfortunately, wireless headphones won't connect to the seatback screen via Bluetooth on this aircraft – at least not yet. However, I did learn that the A330-900neo and Boeing 767-400 aircraft are slated to receive this upgrade in the future. Delta has made significant strides in offering free Wi-Fi on domestic flights but hasn't extended this perk to international flights just yet. I paid \$22 for Wi-Fi access during my flight, which was a fair price considering the speeds – around 32 Mbps download and 2.54 Mbps upload. The connection was stable enough to get work done without interruptions. In conclusion, while flying Delta's Boeing 767-400ER business class is not the best experience in their fleet, it's still a solid choice compared to older business class products on similar aircraft. However, if you have the option, flying the Airbus A350 or A330-900neo would be the better choice for a more luxurious experience. Given article text here This relationship may impact how and where links appear on this site. This site does not include all financial companies or all available financial offers. Monkey Miles is also a Senior Advisor to Bilt Rewards. Terms apply to American Express benefits and offers. Enrollment may be required for select American Express benefits and offers. Visit americanexpress.com to learn more Opinions, reviews, analyses & recommendations are the author's alone, and have not been reviewed, endorsed or approved by any of these entities. After a quick trip to Scotland, we needed a place to stay in London. The prices are extremely high now, making it difficult for brands like Park Tower Hotel to compete with others. Although I've seen Park Tower listed before, I was hesitant to book due to other Marriott options. However, my experience at the Park Tower was excellent, and I would definitely return. Stay Details: - When: May - Where: London, UK - Rate: 50k per night - Status: Marriott Platinum Benefits - Booking: I found an attractive deal with Marriott and a high-value hotel releasing space at the 50k level. Initially, I wanted to book two nights, but The Park Tower Knightsbridge opened up back-to-back nights at 50k, so I booked for one night. My wife has the Bonvoy Boundless loyalty program, which comes with an annual free night certificate worth 35k points. To use this benefit fully, we added 15k Marriott Bonvoy points to the certificate. The rate was over \$550 per night when we booked, making this a fantastic use of our points. Location: The Park Tower is located across from Harvey Nichols and Mandarin Oriental, within walking distance to Hyde Park, Chelsea, Harrods, and Knightsbridge tube station. The location alone made it worth returning to the hotel. First Impression: The exterior of the hotel may appear drab, but once inside, the atmosphere changes significantly. The lobby is beautiful but feels dated, reflecting the overall age of the hotel. Despite its age, the hotel is well-maintained. Check-in: Our check-in was quick and easy, with benefits explained to us. We received a one-category upgrade, which added value to our stay. The hotel's layout is unique, with a central elevator bank that sends guests directly to their floor without controls inside the elevator car. Room: The room reminded me of the JW Marriott in Hong Kong, with a similar vibe. The bed faces the window bank, flooding the room with light and having an excellent workstation. However, it feels old. The bathroom features a separate bath and tub with great pressure and individual toiletries, which I prefer over shareable ones. Dining: For breakfast from 7 to 11 am, we could find a complimentary buffet in the Trianon room on the second floor, available to Platinum elites and above. This Marriott property isn't worth going out of your way for, but its location is perfect and the rooms are quite comfy with plenty of sunlight. If you're looking to splurge on a luxurious stay, there are better options available, such as the Edition or the Marriott Park Lane, which offer more upscale experiences. However, if you want a classic, old-school hotel that's full of character, this could be a great use of your points. The location is unbeatable, and who needs to spend too much time in their room when exploring London? The view from our room onto the outdoor terrace of Harvey Nichols was lovely, and we enjoyed lunch there. I'd like to note that my opinions on this review are entirely my own and haven't been influenced by any external factors. If you only read the first paragraph of this review, know that Delta's business class product is top-notch and offers an excellent experience on a great plane. In fact, it may be my favorite business class seat on any US airline. However, this particular flight wasn't without its issues, and I encountered some frustrating service problems. The 767-400's Delta One seat was very comfortable, but the service left much to be desired. I'll warn you now that this review will contain some complaints about the experience. Our route from San Diego to New York on DL388 was quite long, taking around 5 hours and 7 minutes. The aircraft registration was N840MH, and we were seated in row 6A. I've flown on Delta's 767-400 before, but this time I got to try out the upgraded interior with new seats. Unfortunately, my previous experiences on this plane weren't great, so I was looking forward to seeing the improvements. We departed from San Diego at around 12:55 PM and arrived in New York a little later than expected. Despite the minor delays, I was able to get some good footage for the video review. As I walked into Terminal 2, I couldn't help but feel a sense of excitement about trying out the new Delta One experience. And, as it turned out, it didn't disappoint. The check-in area at SAN was quite busy, with plenty of palm trees to surround me before departing. I arrived at the airport with just my boarding pass, as checking bags was not an option. Since the Sky Club entrance was behind me, I decided to cut my trip short there. Although San Diego airport food is great, staying healthy can be a challenge. After some time in the Sky Club, I headed to the gate about 30 minutes before my flight to JFK was supposed to start. My ride to JFK! However, just as everything was going smoothly, the gate agent announced that our flight would be delayed until 6:45 PM. I felt frustrated at this unexpected turn of events. The gate agent tried to reassure us by saying that mechanics could fix the issue quickly and we'd board in an hour and a half. Unfortunately, that didn't happen. An hour and a half later, another announcement was made, revealing that our flight had been delayed until 7:20 AM the next morning. With no choice but to go home, I tried to figure out how to salvage my trip to New York. When I returned to the airport the next morning, I was relieved to see many familiar faces at gate 48. Despite wearing the same clothes as before, it's reassuring to know that I'm not the only one dealing with similar issues. Although I didn't receive a new boarding pass, I decided to use my old one. As I approached the Delta One business class cabin on the 767-400, my frustration began to fade away. The sight of this beautiful cabin greatly reduced my anger and left me looking forward to my five-hour flight experience. Looking forward to seeing everyone at the meeting tomorrow and discussing our strategies. And just for comparison's sake, this is almost the same as the fully-enclosed suite you'd get in Delta One on the A330-900 – but without the door to shut out the world. Everyone else around me must have thought that I was taking a pic of my shoes. Little did they know that I'm actually an airplane dork with an equally dorky blog. Actually, I don't think anyone would care about my blog anyway. I wouldn't either, considering how nice Delta One is. If only my mind was this clean and organized. I'll get a lot of use out of these bad boys for sure. These noise canceling headphones look nice! A lot nicer than what I got in United 787-8 business class. Delta One seat controls and power ports. I'm totally gonna smash the \*\*\*\* out of the "relax" button once we reach cruising altitude. An additional set of controls are located lower in the sidewall (for easier reach after you've smashed the \*\*\*\* out of the "relax" button). Practicing smashing the \*\*\*\* out of the you-know-what. The Delta One logo embossed into the headrest. Don't worry – I'll spare you the pic of my butt print embossed into the seat cushion after we land. The video screens! More about these later... One of the questions I got shortly after posting some of these pictures on my Instagram account was from somebody asking if Delta One is the same as first class. It's a really good question actually. Delta One is Delta's best seat. It's a very competitive business class seat designed for long-haul international flights, and it is installed on all of Delta's wide-body aircraft. There are some 757's in the Delta fleet which feature a seat with the Delta one name, but the seats are not the same. If you're curious to know what that's like, do be sure to read my Delta One 757-200 review. Who needs first class with seats like this? Just as 50 is the new 40, business class is the new first class! Delta One is offered primarily on international flights, but they do offer it on a select number of domestic flights as well. It's almost always offered between New York and San Francisco / Los Angeles, but you can sometimes get it between New York and other cities such as San Diego and Seattle. The schedules vary. Long story short, if you're flying on a domestic route and you have a choice of aircraft that feature either first class or Delta One, choose Delta One. It is far superior to Delta's domestic first class product. Props to everyone here in Delta One today who chose this flight over one of the other non-Delta One 737-800s that fly between SAN and JFK daily. Sure, we are a full day behind schedule, but this is still far superior to a standard first class seat on any other aircraft that would have got you there on time. Was that too condescending? Delta One offers everything you'd expect in a premium long-haul business class product. Not only will you get a big (and very comfortable) seat, you'll get a full size blanket and pillow, an amenity kit, and high-quality meals. As you'll read below, I didn't get all of those things on today's flight... One final note about Delta One vs first class: at the time of this writing, the Delta 767-300's with Delta One We often see "first class" seats on domestic routes, but these are usually poor IMHO. The service varies greatly depending on whether it's Delta One or first class. Check out reviews for more info. For me, flying into San Diego is always fun, especially when I'm on a large plane like the 767-400. Pushing off the gate after waiting takes a bit longer than usual, but we're on our way soon. The screens in Delta One are fantastic - very big, bright, and responsive. It's great for germaphobes as you don't need to touch the screen much. The entertainment system is well-stocked with TV shows and movies. I chose "My Flight" which showed a beautiful picture of a Delta A350 flying over Los Angeles. The arm rest has a remote control for those with long arms. The noise canceling headphones are great. Now, let's talk about the food - we were supposed to get hot meals but they didn't have any due to the delay. We got snack boxes filled with junk food instead. I couldn't believe it! The tray table wasn't even set up properly when I opened it. The Bistro Box contained a variety of junk food. As an airline reviewer, I try not to complain about minor things like this in my seat. I recently had the opportunity to fly in business class on a long-haul flight, and while the seats were comfortable enough when upright, they fell short of being ideal for sleeping in a lie-flat position. In fact, I found American Airlines' 777-200 and 787-9 business class seats to be more comfortable for sleeping. The Delta One seat felt slightly lumpy and it was difficult to get completely comfortable when lying down. However, the seat did work well in the "lounger" position. Despite some frustrations with delays and a lack of food on the flight, I still managed to have a fun experience thanks to the airline's typically great service and awesome blankets. Although there were some negative aspects to my experience, I'm looking forward to my next Delta One flight. We finally began our descent into JFK, where I was relieved to find that we made record time due in part to the lack of food onboard. As we landed, I couldn't help but think about how great it would be to live at JFK airport, surrounded by all the traffic and activity. But for now, I'm just happy to be on solid ground again. I recently had an adventure on Delta One, and while there were some hiccups, I'm willing to give it another chance. The airline's potential is undeniable, especially the 767-400 variant. However, my carry-on bag remains a mystery - I'll have to try again soon. Despite the setbacks, I'll focus on the positives and ignore the negatives, as Delta often excels in its services. The business class cabin looks stunning, with comfortable full-size blankets and pillows. Although I wasn't served food due to scheduling issues, the typical Delta One cuisine is top-notch, rivaling JetBlue Mint. My seat experience was a mixed bag; while it provided a decent lie-flat position, it was slightly lumpy and narrow. Storage space was limited, making it challenging to find room for all belongings.