

## **FLAIR AIRLINES TARMAC DELAY PLAN**

In accordance with U.S. Department of Transportation (USDOT) *Enhanced Protections for Airline Passengers* regulations (14 CFR Part 259) Flair Airlines Contingency Plan for Lengthy Tarmac Delays includes the following:

For domestic flights, Flair Airlines will not permit an aircraft to remain on the tarmac for more than three (3) hours before allowing guests to deplane for arrival flights, or before the pilot begins maneuvering the aircraft to a suitable disembarkation point (in areas controlled by Flair ), or the permission is granted to return to a suitable disembarkation point by a relevant authority directing the aircraft's operations on the tarmac (in areas not controlled by Flair ) for departure flights, unless:

- a) The pilot-in-command determines there is a safety-related or security-related reason (e.g., weather, a directive from an appropriate government agency, etc.) why the aircraft cannot leave its position on the tarmac to deplane guests; or
- b) Air Traffic Control advises the pilot-in-command that returning to the gate or another disembarkation point elsewhere in order to deplane guests would significantly disrupt airport operations.

For international flights operated by Flair Airlines that depart from or arrive at a U.S. airport, Flair Airlines will not permit an aircraft to remain on the tarmac at a U.S. airport for more than three (3) hours before allowing guests to deplane for arrival flights, or before the pilot begins maneuvering the aircraft to a suitable disembarkation point (in areas controlled by Flair), or the permission is granted to return to a suitable disembarkation point by a relevant authority directing the aircraft's operations on the tarmac (in areas not controlled by Flair ) for departure flights, unless:

- a) The pilot-in-command determines there is a safety-related or security-related reason (e.g., weather, a directive from an appropriate government agency, etc.) why the aircraft cannot leave its position on the tarmac to deplane guests; or
- b) Air Traffic Control advises the pilot-in-command that returning to the gate or another disembarkation point elsewhere in order to deplane guests would significantly disrupt airport operations.

For all flights covered by this plan, Flair Airlines shall do the following:

- a) Provide adequate food and potable water no later than two (2) hours after the aircraft leaves the gate (in case of a departure) or touches down (in case of an arrival) if the aircraft remains on the tarmac, unless the pilot-in-command determines that safety or security considerations preclude such service;
- b) Ensure operable lavatory facilities, comfortable cabin temperatures, as well as adequate medical attention if needed, while the aircraft remains on the tarmac;

c) Ensure that the guests on the delayed flight will receive notifications regarding the status of the delay every 30 minutes while the aircraft is delayed, including the reasons for the tarmac delay, if known;

d) Ensure that the guests on the delayed flight will be notified beginning 30 minutes after departure time (including any revised departure time that guests were notified about before boarding) and every 30 minutes thereafter that they have the opportunity to deplane from an aircraft that is at the gate or another disembarkation area with the door open if the opportunity to deplane actually exists;

Flair Airlines has sufficient resources to implement the plan; and

Flair Airlines' plan has been coordinated with the following:

a) Airport authorities (including terminal facility operators where applicable) at each Canadian and U.S. large hub airport, medium hub airport, small hub airport and non-hub airport that the carrier serves, as well as its regular Canadian and U.S. diversion airports, and will share facilities and make gates available at the airport in the event of an emergency;

b) Canadian Border Services Agency (CBSA) and U.S. Customs and Border Protection (CBP) at each large U.S. hub airport, medium hub airport, small hub airport and non-hub airport that is regularly used for that carrier's international flights, including diversion airports; and

c) The CATSA and TSA at each U.S. large hub airport, medium hub airport, small hub airport and non-hub airport that the carrier serves, including diversion airports.