



## FLAIR AIRLINES TARMAC DELAY PLAN

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 departure point, or the permission is granted to return to a suitable disembarkation point by a relevant authority directing the aircraft's operations on the tarmac for departure flights, unless:

- a. take off 45 minutes after the 3-hour period is imminent and the airline is able to continue providing the required standards of treatment. This allowance for a short extension is intended to ensure that the plane can take off if there is a reasonable prospect of this occurring, so that passengers reach their destination and do not suffer further inconvenience caused by a flight cancellation; or,
- b. 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
- c. Air Traffic Control advises the pilot-in-command that returning to the gate or another
- d. 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, adequate medical attention if needed, as well as the ability to communicate with people outside of the plane free of charge (if feasible) 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 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 large, medium, small, and non-hub airport that the carrier serves, as well as its regular Canadian diversion airports, and will share facilities and make gates available at the airport in the event of an emergency.