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## Customer Service Plan

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### **1. Offering the lowest fare available.**

At Sun Country Airlines, our representatives have been trained and our online website technology is programmed to quote the lowest airfare available at the time of booking for the specific dates, flights, class of service, and number of travelers requested by the shopper.

### **2. Notifying consumers of known delays, cancellations, and diversions.**

Sun Country Airlines will provide notification to our passengers, and to the public, of any known flight delays of 30 minutes or more, cancellations, or diversions within 30 minutes after we are aware of such a change in the status of a flight. This information will be available at the boarding gate area for a flight at a U.S. airport, on the Sun Country Airlines website, and via our Flight Information phone line at 651-905-2737.

### **3. Delivering baggage on time.**

Sun Country Airlines dedicates extensive time, energy, and resources in its commitment to ensure our customers' bags travel on the same flight.

- In the event a bag does not arrive on a passenger's flight, we will make every reasonable effort to locate and return the bag within twenty-four hours and compensate passengers for reasonable expenses that result due to delay in delivery.
- In the event a bag does not arrive with the passenger, a Delayed Luggage Report must be filed with a Baggage Service agent prior to leaving the airport.
- In the event a bag is lost, we will reimburse passengers for any baggage fees charged.
- For information on delayed or damaged baggage, please contact our Baggage Services Office at [baggageservices@suncountry.com](mailto:baggageservices@suncountry.com) or complete an online form at <https://www.suncountry.com/Fly/Baggage/Baggage-Services/baggage-services-contact-form.html>

### **4. Allowing reservations to be cancelled without penalty for a defined amount of time.**

Sun Country Airlines will allow a customer to cancel an airline reservation made directly with Sun Country Airlines reservations staff or on our website without penalty for up to 24 hours from the time of making the initial reservation provided the reservation is made one week or more prior to a flight's departure. Important note: this applies to regular published fares and does not include Sun Country Vacation package bookings, group and tour bookings, land products, or any other non-air product or activity.

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In the event of a refund, any dollar amount which may have been applied toward the purchase price of the new ticket from a previously 'unused, non-refundable ticket(s)' will remain non-refundable with no change to the original expiration date or restrictions.

### **5. Providing prompt ticket refunds.**

Sun Country Airlines will issue refunds for eligible tickets within seven (7) days for all credit card purchases and within twenty (20) days on all cash sales, upon receipt of request and receipt of any/all required documentation.

### **6. Properly accommodating passengers with disabilities and other special-needs, including during tarmac delays.**

Sun Country Airlines is dedicated to providing safe, reliable travel to all individuals and our staff is trained to comply with the Department of Transportation's 14 CFR Part 382 Non-Discrimination on the Basis of Disability in Air Travel (Air Carrier Access Act of 1986).

The following link has been provided which defines these provisions in their entirety:

<https://www.transportation.gov/airconsumer/passengers-disabilities>

### **7. Meeting customers' essential needs during lengthy tarmac delays.**

Sun Country Airlines will provide adequate food and potable water, operable lavatory facilities and adequate medical attention if needed during any tarmac delay no later than two hours after the aircraft leaves the gate for a departure or touches down for an arrival.

### **8. Handling "bumped" passengers with fairness and consistency in the case of oversales.**

Sun Country Airlines follows the Department of Transportation's policy exactly as provided in its document printed below:

#### **Compensation for Denied Boarding**

If you have been denied a reserved seat on Sun Country Airlines, you are probably entitled to monetary compensation. This notice explains the airline's obligation and the passenger's rights in the case of an oversold flight, in accordance with regulations of the U.S. Department of Transportation.

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### **Volunteers and Boarding Priorities**

If a flight is oversold (more passengers hold confirmed reservations than there are seats available), no one may be denied boarding against his or her will until airline personnel first ask for volunteers who will give up their reservation willingly, in exchange for compensation of the airline's choosing. If there are not enough volunteers, other passengers may be denied boarding involuntarily in accordance with the following boarding priority of Sun Country Airlines:

- a. The last passenger(s) to present him/herself for check-in will be denied boarding in the event of an oversale.
- b. Reasonable effort will be made to accommodate individuals with a disability or needing assistance, the elderly, connecting passengers, and unaccompanied children less than eighteen (18) years of age.

### **Compensation for Involuntary Denied Boarding**

If you are denied boarding involuntarily, you are entitled to a payment of "denied boarding compensation" from the airline unless:

- (1) you have not fully complied with the airline's ticketing, check-in and reconfirmation requirements, or you are not acceptable for transportation under the airline's usual rules and practices; or
- (2) you are denied boarding because the flight is canceled; or
- (3) you are denied boarding because a smaller capacity aircraft was substituted for safety or operational reasons; or
- (4) on a flight operated with an aircraft having 60 or fewer seats, you are denied boarding due to safety-related weight/balance restrictions that limit payload; or
- (5) you are offered accommodations in a section of the aircraft other than specified in your ticket, at no extra charge (a passenger seated in a section for which a lower fare is charged must be given an appropriate refund); or
- (6) the airline is able to place you on another flight or flights that are planned to reach your next stopover or final destination within one hour of the planned arrival time of your original flight.

### **Amount of Denied Boarding Compensation**

#### ***Domestic Transportation***

Passengers traveling between points within the United States (including the territories and possessions) that are denied boarding involuntarily from an oversold flight are entitled to:

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- (1) No compensation if the carrier offers alternate transportation that is planned to arrive at the passenger's destination or first stopover not later than one hour after the planned arrival time of the passenger's original flight;
- (2) 200% of the fare to the passenger's destination or first stopover, with a maximum of \$675, if the carrier offers alternate transportation that is planned to arrive at the passenger's destination or first stopover more than one hour but less than two hours after the planned arrival time of the passenger's original flight; and
- (3) 400% of the fare to the passenger's destination or first stopover, with a maximum of \$1,350, if the carrier does not offer alternate transportation that is planned to arrive at the airport of the passenger's destination or first stopover less than two hours after the planned arrival time of the passenger's original flight.

0 to 1 hour arrival delay -	No compensation.
1 to 2 hour arrival delay -	200% of one-way fare (but no more than \$675).
Over 2 hour arrival delay -	400% of one-way fare (but no more than \$1,350).

### ***International Transportation***

Passengers traveling from the United States to a foreign point who are denied boarding involuntarily from an oversold flight originating at a U.S. airport are entitled to:

- (1) No compensation if the carrier offers alternate transportation that is planned to arrive at the passenger's destination or first stopover not later than one hour after the planned arrival time of the passenger's original flight;
- (2) 200% of the fare to the passenger's destination or first stopover, with a maximum of \$675, if the carrier offers alternate transportation that is planned to arrive at the passenger's destination or first stopover more than one hour but less than four hours after the planned arrival time of the passenger's original flight; and
- (3) 400% of the fare to the passenger's destination or first stopover, with a maximum of \$1,350, if the carrier does not offer alternate transportation that is planned to arrive at the airport of the passenger's destination or first stopover less than four hours after the planned arrival time of the passenger's original flight.

0 to 1 hour arrival delay -	No compensation.
1 to 4 hour arrival delay -	200% of one-way fare (but no more than \$675).
Over 4 hour arrival delay -	400% of one-way fare (but no more than \$1,350).

### ***Alternate Transportation***

"Alternate transportation" is air transportation with a confirmed reservation at no additional charge (by any scheduled airline licensed by DOT), or other transportation accepted and used by the passenger in the case of denied boarding.

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### Method of Payment

Except as provided below, the airline must give each passenger who qualifies for involuntary denied boarding compensation a payment by cash or check for the amount specified above, on the day and at the place the involuntary denied boarding occurs. If the airline arranges alternate transportation for the passenger's convenience that departs before the payment can be made, the payment shall be sent to the passenger within 24 hours. The air carrier may offer free or discounted transportation in place of the cash payment. In that event, the carrier must disclose all material restrictions on the use of the free or discounted transportation before the passenger decides whether to accept the transportation in lieu of cash or check payment. The passenger may insist on the cash/check payment or refuse all compensation and bring private legal action.

### Passenger's Options

Acceptance of the compensation may relieve Sun Country Airlines from any further liability to the passenger caused by its failure to honor the confirmed reservation. However, the passenger may decline the payment and seek to recover damages in a court of law or in some other manner.

(Approved by the Office of Management and Budget under control number 3024-0003)  
[ER-1306, 47 FR 52985, Nov. 24, 1982, as amended by ER-1337, 48 FR 29681, June 28, 1983; ER-1392, 49 FR 40401, Oct. 16, 1984; ER-1394, 49 FR 43625, Oct. 31, 1984; 68 FR 52836, Sept. 8, 2003]

### 9. Disclosing travel itinerary, cancellation policies, frequent flyer rules, aircraft seating configuration, and lavatory availability.

**Travel Itinerary** - Sun Country Airlines will provide our customers with accurate and current information concerning any required aircraft changes that exist on a single flight with the same flight number.

**Cancellation policies** - Our staff is trained to provide cancellation and refund policies at the time of booking. Customers who purchase online are provided all cancellation and refund policy information prior to completing the transaction.

**Frequent Flyer Rules** - Ufly Rewards is a paperless, electronic customer loyalty program. All program communications and information will be provided through the Ufly Rewards website or direct to members via e-mail address. Each member shall be responsible for remaining knowledgeable about their account information, accumulated points, award status, award expiration and the program rules. This information can be found online at: <https://www.suncountry.com/Policies/Terms-Conditions/Ufly-Rewards-Terms-Conditions.html> LINK NO LONGER WORKS

**Aircraft Configuration** - Full information regarding our aircraft configuration, including seat size and pitch is available online at: <https://www.suncountry.com/Fly/Travel-Information/Aircraft-Information.html> or upon request with our reservations staff.

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### 10. Notification of Changes to Travel Itinerary.

Consumers will be notified of changes in their travel itineraries in a timely manner.

### 11. Code-share partners.

Sun Country Airlines does not currently participate in any code-share agreements.

### 11. Ensuring responsiveness to customer complaints.

Sun Country Airlines is committed to providing excellent customer service. We are committed to providing an acknowledgement of receipt of each consumer complaint within 30 days of receiving it and a substantive response to each complainant within 60 days of receiving it. This provides us the time necessary to thoroughly research any situation prior to responding.

Customers may write us directly at:  
Sun Country Airlines Customer Service  
2005 Cargo Road  
Minneapolis, MN 55450

Or electronically via this link on our 'Get-In-Touch' page:  
<https://www.suncountry.com/Contact/Get-In-Touch.html>

### 12. Identifying the services we provide to mitigate passenger inconveniences resulting from cancellations and misconnects.

**Cancellations:** In the event of a flight cancellation while at the airport, passengers will be offered the option of rebooking on our next available flight; retaining credit of the fare paid of the unused segment for future travel; or taking a refund of the fare paid on the unused segment. For passengers who are not at their origin point or permanent domicile, hotel accommodation and meal allowance for one (1) night will be allowed.

**Misconnects:** If a misconnect occurs between two (2) Sun Country Airlines flights which results in an overnight stay at the connection city, Sun Country Airlines will provide one (1) night hotel accommodations, except as listed in exclusions below.

**Diversions:** In the event a flight is diverted to an unscheduled airport, every reasonable effort will be made to provide for the comfort and wellbeing of our customers. This may include an alternate mode of transportation, meals, and hotel accommodations.

- In the event bus service is used to the final destination, passengers may personally elect to leave directly from the alternate airport without requiring them to travel to the final destination; however, no refund or other type of credit will be allowed.
- Hotel accommodation will cover room cost only. (Room service, alcohol, movies, or any other type of service or fee is not covered.)

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- Meal allowance. A meal allowance will be provided based on the time of day.

**Exclusions:** Sun Country Airlines does not provide any amenities mentioned in this section if a delay, cancelation, or diversion is the result of air traffic control, a weather situation, or another extraordinary circumstance beyond our control. In those cases, passengers will be provided an 800-number for hotels offering distressed-rate pricing.