

Sun Country Airlines Accessibility Plan and Feedback Process

I. General

Based in Minnesota, Sun Country Airlines is a new breed of hybrid low-cost carrier with flights throughout the United States and to destinations in Canada, Mexico, Central America and the Caribbean. We are working toward making travel accessible to all our passengers.

Working alongside our passengers and employees, we have created this Accessibility Plan taking into account the following Accessible Canada Act Principles:

- (a) all persons must be treated with dignity regardless of their disabilities;
- (b) all persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities;
- (c) all persons must have barrier-free access to full and equal participation in society, regardless of their disabilities;
- (d) all persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities;
- (e) laws, policies, programs, services, and structures must take into account the disabilities of persons, the different ways that persons interact with their environments and the multiple and intersecting forms of marginalization and discrimination faced by persons;
- (f) persons with disabilities must be involved in the development and design of laws, policies, programs, services, and structures; and
- (g) the development and revision of accessibility standards and the making of regulations must be done with the objective of achieving the highest level of accessibility for persons with disabilities.

Feedback and Alternate Formats

Sun Country welcomes your feedback on its Accessibility Plan. Feedback may be provided anonymously. Sun Country will acknowledge your feedback in the same manner received, except feedback that is provided anonymously.

You can provide feedback on this Accessibility Plan, request an alternate format of this Accessibility Plan, or request an alternate format of the feedback process by using any of the following methods:

Mail:

Sun Country Airlines
Attn: Senior Director of Customer Service
2005 Cargo Rd.
Minneapolis, MN 55450

Telephone: Sun Country Reservations at (651) 905-2737 or through relay services by dialing 7-1-1.

Website: <https://www.suncountry.com/contact-us>

Email: Legal@suncountry.com

At the airport: Customers may be redirected to the Sun Country website. Customers needing additional assistance may be directed to a Complaint Resolution Official (CRO).

II. Information and Communication Technologies (ICT)

Sun Country strives to remove barriers to accessibility in our information and communication technology (ICT). We strive to have our website and electronic communications with our passengers accessible for all.

The Sun Country website is conformed to adhere to the Success Criteria and Conformance Requirements from the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 for Level AA.

All applicable flight discounts on the Sun Country website are also offered to passengers making reservations through our reservations phone line or in person with a Sun Country ticketing agent.

Sun Country continues to look into ways to make its reservation system more accessible.

The software on the Sun Country self-serve service kiosks provides audio prompts for passengers who are deaf or hard of hearing. The self-serve service kiosks include buttons that are positioned to be accessible to individuals using wheelchairs.

Sun Country Customer Service agents are readily available to assist passengers with the check-in process at the airports.

Our Progress: Sun Country has launched its mobile app. The app allows passengers to easily add an Accessibility Request during the booking process and also links to Sun Country's Special Services FAQ page.

III. Communication Other Than ICT

Sun Country strives to improve the accessibility for those passengers that require alternative communication styles.

Sun Country flight crewmembers and frontline airport employees receive training for assisting and communicating with passengers with disabilities. This training is consistent with the U.S. Department of Transportation rules and regulations.

Sun Country flight crewmembers and frontline airport employees receive training on how to be aware of and appropriately respond to passengers with disabilities.

Sun Country airport staff are familiar with how to provide passengers with access to our Complaints Resolution Officials (CROs), who are familiar with the governing accessibility rules and regulations and our accessibility policies.

We strive to assist individuals who identify themselves as requiring visual or hearing assistance when traveling on our airline, including with respect to ticketing, flight check-in, flight delays or cancellations, schedule changes, boarding information, connections, gate assignments, and checking baggage.

Sun Country flight attendants are trained to provide individual safety briefings to passengers who identify themselves as requiring visual or hearing assistance. Passengers are also provided large pictorial cards that are utilized to supplement the individual briefing.

Sun Country flight attendants are trained to provide individual safety briefings to passengers who may require assistance in the event of an emergency.

Our Progress: Sun Country will have inflight safety information cards in braille available for passengers with a visual impairment onboard all of its aircraft by the end of 2025.

IV. Procurement of Goods, Services and Facilities

Sun Country contracts with third parties that align with our work toward removing barriers to accessible transportation both in the airport and onboard the aircraft.

Sun Country is working to reduce the number of mishandled assistive devices in our operation.

Sun Country contracts with an assistive device vendor that provides loaner accommodations for passengers in need of assistive devices.

We maintain a partnership with Open Doors Organization to streamline all service animal requests.

Sun Country continues to research and identify vendors and partners that can help us improve accessibility in our operation.

Our Progress: Sun Country has identified a third-party vendor to provide a braille version of the inflight safety information cards. The braille version of the safety cards will be available onboard all of our aircraft by the end of 2025.

V. Design and Delivery of Programs and Services

Passengers may request wheelchair assistance, seat accommodations, escort assistance, and stowage of an assistive device by submitting an Accessibility Request or contacting Sun Country Reservations.

Passengers are permitted to bring someone to assist them to the gate by asking a Sun Country gate agent for a gate pass.

Depending on the size of the assistive device, passengers may stow their assistive devices in an overhead bin. Assistive devices can be checked at the gate for no additional cost.

Sun Country does not charge a fee for passengers traveling with service animals.

Sun Country works to accommodate passengers who need additional assistance or time boarding or deplaning the aircraft.

Our Progress: Passengers may submit an Accessibility Request via the mobile app during the booking process. The app also links passengers to Sun Country's Special Services information page.

VI. Transportation

Sun Country is working toward making access to and from the terminal and gates accessible for all passengers.

Sun Country assists passengers with wheelchairs when navigating the airport.

Passengers may request Sun Country to provide curbside wheelchair assistance.

Our Progress: Sun Country offers escort assistance for passengers with a visual impairment.

VII. Built Environment

Sun Country utilizes large, pictorial cards for inflight safety information.

Sun Country provides onboard wheelchairs for passengers needing assistance inflight.

Sun Country continues to review areas where it may improve accessibility in the terminals and onboard its aircraft.

Our Progress: Sun Country has moveable aisle armrests on all of its aircraft. This allows passengers utilizing an aisle chair to transfer easily from the aisle chair to the seat.

The bulkhead seats are available for passengers travelling with service animals.

Passengers in need of a seating accommodation will be assigned to seats with extra legroom provided that we are notified of such request more than 24 hours prior to departure.

VIII. Provisions of CTA Accessibility-Related Regulations

Sun Country is subject to applicable sections of Part 2, Service Requirements Applicable to Carriers, the Accessible Transportation for Persons with Disabilities Regulations (SOR/2019-244).

IX. Feedback Information

We have solicited feedback from our passengers and employees in the preparation of this Accessibility Plan.

Sun Country utilized the feedback to gain a better understanding of the needs of our passengers and employees. The feedback also helped us identify specific areas for improvement.

Sun Country will continue to seek feedback from its employees and passengers as we continue to strive to remove barriers to accessibility.

X. Consultations

We consulted with our passengers and employees in the development of this Accessibility Plan by use of a digital survey.

We sent a digital survey to our customers who travelled between the United States and Canada during the 2023 calendar year. The survey asked the customers to provide feedback about accessibility during different points in their travel experience. The survey also asked about the customers' experience regarding traveling with an assistive device and asked for feedback on how we can improve the travel experience.

Employees across various departments, including operations, were asked to identify areas we can improve in both creating an accessible work environment and in preparing our employees to assist passengers with disabilities. Sun Country supports its employees with disabilities. We provide reasonable accommodations that allow employees to perform their essential job functions.

In addition to customers and employees, Sun Country utilized guidance from organizations dedicated to accessible travel, including the Open Doors Organization and the U.S. Department of Transportation.

Going forward, Sun Country plans to expand its partnerships with a wider range of organizations dedicated to accessible travel.