# Contingency Plan for Lengthy Tarmac Delays

## Overview

Sun Country Airlines has developed a tarmac delay plan which forecasts possible tarmac delays. The plan provides flexibility for changing situations which are sensitive to passenger requirements during delays or diversions. Sun Country Airlines understands tarmac delays remain unpredictable and unavoidable. The safety and service of our passengers has driven each component of our plan. In addition, Sun Country Airlines will minimize the length and hardship of a delay as much as reasonably possible with every event.

## Limitations

Ground delays with passengers on board may occur prior to departure and/or during a taxi event; or during and/or after landing and prior to the aircraft parking at the terminal. During either event, unintended limits may apply when the pilot in command has determined that deplaning passengers at a suitable disembarkation point would jeopardize passenger safety and security, when the pilot in command has determined that there is a safety- or security-related reason why the aircraft cannot leave its position on the tarmac to deplane passengers, or when the pilot in command has been advised by air traffic control that returning to a suitable disembarkation point to deplane passengers would significantly disrupt airport operations.

Subject to the limits above and the exception in item 3 below, Sun Country Airlines will assure the following:

1. For all domestic flights, Sun Country Airlines will provide passengers on a flight experiencing a tarmac delay at a U.S. airport the opportunity to deplane before the tarmac delay exceeds three hours in duration.
2. For all international flights, Sun Country Airlines will provide passengers on a flight experiencing a tarmac delay at a U.S. airport the opportunity to deplane before the tarmac delay exceeds four hours in duration.
3. For departing flights, a flight begins to return to a suitable disembarkation point no later than three hours (for domestic flights) or four hours (for international flights) after the main aircraft door is closed in order to deplane passengers. If the aircraft is in an area that is not under the carrier's control, the aircraft has begun to return to a suitable disembarkation point when a request is made to the Federal Aviation Administration control tower, airport authority, or other relevant authority directing the aircraft's operations. If the aircraft is in an area that is under the carrier's control, the aircraft has begun to return to a suitable disembarkation point when the pilot begins maneuvering the aircraft to a suitable disembarkation point.

## Action by Sun Country Airlines during Lengthy Tarmac Delays

Sun Country Airlines will keep our passengers informed of the status of the flight and the delay when the tarmac delay exceeds 30 minutes and thereafter may provide subsequent updates, including flight status changes, as Sun Country Airlines deems appropriate.

Sun Country Airlines' employees or contracted personnel will keep our passengers informed of the status of the flight and the delay while the aircraft is at a gate or disembarkation point with the cabin door

open when the tarmac delay exceeds 30 minutes and thereafter may provide subsequent updates, including flight status changes, as Sun Country Airlines deems appropriate.

Sun Country Airlines will allow passengers to deplane during all extended delays while and when an aircraft is at a gate or suitable disembarkation point and will timely make an announcement to the passengers on board the aircraft of the opportunity to deplane.

Sun Country Airlines will provide adequate food and potable water no later than two hours after the start of the tarmac delay.

Sun Country Airlines will share facilities and make gates available at the airport in an emergency.

Sun Country Airlines will ensure that lavatory facilities are operable and that adequate medical assistance is available if needed.

Sun Country Airlines will ensure that cabin temperatures are comfortable through the use of the aircraft auxiliary power unit (APU) while the aircraft remains on the tarmac.

Sun Country Airlines will make reasonable *effort* to provide high levels of comfortable service to all customers during a tarmac delay.

**Action by Sun Country Stations during lengthy tarmac delays**

- All Sun Country Airlines' Stations have in hand or contracted resources and developed procedures that will allow stations to bring a Sun Country aircraft from taxiway to a gate or service point to give passengers an opportunity to egress within specified time limits.
- All Sun Country Airlines' Stations have in hand or contracted resources to provide food, water, lavatory services and cabin conditioned air when aircraft supplies are insufficient, or mechanical items prevent the aircraft system from performing their intended functions.
- Station diversion procedures assign the same priority and importance as other tarmac, or taxi delays.
- Sun Country Airlines has coordinated its plans with Airport Operations, TSA, and CBP where applicable to meet all tarmac-delay rule requirements.
- Sun Country Airlines has incorporated back-up methods for inoperative equipment and flight provisioning.

**Resources**

1. The Sun Country Airlines' Systems Operation Center (SOC) is responsible for the management of all operational disruptions including lengthy tarmac delays. The information and directions for managing tarmac delays is passed on in a timely manner from its source (SOC) to all Sun Country departments and stations. This information and frequent updates are forwarded to our telephone system for recorded and live conversation with our reservations personnel. The information and frequent updates are forwarded to the Sun

# Contingency Plan for Lengthy Tarmac Delays

Country website: www.suncountry.com.

2. Sun Country Airlines has taken action to ensure sufficient airport resources are available to implement this tarmac delay contingency plan.
3. Sun Country Airlines will make every reasonable effort to comply with this plan in the event of a diversion to any U.S. airport.
4. Sun Country Airlines US stations will coordinate our plan with each Airport Operator, the TSA, CBP and other US government agencies to meet all DOT tarmac delay requirements.
5. Sun Country Airlines has sufficient resources at hand to implement, and monitor the effects of this contingency tarmac delay plan.