Customer Service Plan

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.

For scheduled flights to, from, or within the U.S., Sun Country Airlines will provide notification to our passengers, and to the public, information about the change in status of a flight within 30 minutes of becoming aware of such a change. A change in status of a flight means a cancelation, diversion, or delay of 30 minutes or more of a flight that occurs within seven (7) calendar days of the scheduled date of the planned operation. This information will be available at the boarding gate area for flights departing from a U.S. airport, including flight status displays where applicable, on the Sun Country Airlines website, and, upon inquiry, via our Reservations team by phone at 651-905-2737. When making a reservation, providing Sun Country with your contact information (phone number and / or email address) can help us reach you in the event of a delay or cancellation. When a passenger subscribes to notification services, notifications are delivered via the method selected.

3. Delivering bags on time.

Sun Country Airlines dedicates extensive time, energy, and resources in its commitment to ensure our customers' bags travel on the same flight and on time. We encourage passengers to place their contact information both on the inside and outside of all checked and carry-on baggage. We will attempt to contact the person named on a bag when we find an unclaimed, checked bag that contains a name and address or a telephone number.

RECOMMENDATION: Pack items of necessity such as medication, keys, passports and anything of significant value (such as electronic devices, computers, and jewelry) in your carry-on bag or personal item.

- In the event a bag does not arrive on a passenger's flight for reasons outside of such passenger's control, we will make every reasonable effort to locate and return the bag within twelve (12) hours for domestic flight itineraries or within fifteen (15) hours for international flight itineraries, and compensate passengers for reasonable expenses that result due to delay in delivery.

- In the event a bag does not arrive with the passenger, the impacted passenger must notify a Sun Country representative either (i) in person at the airport (at baggage claim or the Sun Country ticket counter), or (ii) by calling our Customer Service Center, in each case within 4 hours of the impacted passenger's arrival.

- We will reimburse passengers for any bag fees charged if the bag is lost or if Sun Country fails to

deliver the checked baggage to passenger's final ticketed destination (i) within 12 hours of passenger's flight arriving at the gate for domestic itineraries or (ii) within 15 hours of passenger's flight arriving at the gate for international itineraries, and in each case, is not attributable to passenger's failure to collect such baggage.

- For information on delayed or damaged bags, please contact our Customer Service team by calling 612-970-3576.

4. Allowing reservations to be canceled without penalty for twenty-four (24) hours (when reservation is made one week or more prior to the flight's departure)

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 twenty-four (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 airfares and does not include Sun Country Vacation package bookings, group and tour bookings, land products, or any other non-air product or activity.

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, including refunding fees charged for optional services that the passenger was unable to use due to an oversale situation or flight cancelation. All eligible refunds shall be provided in the original form of payment, unless the customer agrees to receive the subject refund in a different form of payment that is a cash equivalent. Sun Country Airlines will not retain a processing fee for issuing eligible refunds.

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

Accommodating the needs of passengers with disabilities is a priority for Sun Country Airlines. We are 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 passengers' essential needs during lengthy tarmac delays.

Sun Country Airlines will provide adequate food and potable water no later than two hours following gate departure or landing when the aircraft remains on the tarmac.

Customer Service Plan

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.

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.

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:

(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 $775, 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 $1,550, 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 $775).
Over 2 hour arrival delay -	400% of one-way fare (but no more than $1,550).

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 $775, 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 $1,550, 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 $775).
Over 4 hour arrival delay -	400% of one-way fare (but no more than $1,550).

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.

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.

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 – Sun Country Rewards is a paperless, electronic customer loyalty program. All program communications and information will be provided through the Sun Country 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/terms-and-conditions/sun-country-rewards

Aircraft Configuration – Full information regarding our aircraft configuration, including seat size, pitch, and lavatory availability is available online at: https://www.suncountry.com/aircraft or upon request with our reservations staff.

10. Notification of Changes to Travel Itinerary.

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

Customer Service Plan

11. Ensuring responsiveness to customer complaints.

Sun Country Airlines is committed to providing excellent customer service. We are committed to providing a written acknowledgement of receipt of each consumer complaint within 30 days of receiving it and a substantive written 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 submit feedback to us directly at:
https://www.suncountry.com/contact-us

Or by mail:
Sun Country Airlines Customer Service
2005 Cargo Road
Minneapolis, MN 55450

12. Significantly Delayed or Changed Flight

Significantly Delayed or Changed Flight means a flight itinerary with a delay or change where, as the result of the delay or change:

a) passenger is scheduled to depart from the origination airport three (3) hours or more for domestic itineraries and six (6) hours or more for international itineraries earlier than the original scheduled departure time;
b) the passenger is scheduled to arrive at the destination airport three (3) or more hours for domestic itineraries or six (6) or more hours for international itineraries after the original scheduled arrival time;
c) the passenger is scheduled to depart from a different origination airport or arrive at a different destination airport;
d) the passenger is scheduled to travel on an itinerary with more connection points than that of the original itinerary; or
e) the passenger who is an individual with a disability and is scheduled to travel through one or more connecting airports different from the original itinerary. In this case, the definition of Significantly Delayed or Changed Flight shall extend to an individual on the same reservation as the individual with the disability who does not want to continue to travel without such individual with a disability.

If a customer impacted by a Significantly Delayed or Changed Flight chooses not to accept an offer from Sun Country of alternative transportation or compensation, then Sun Country Airlines will promptly refund the value of the unused portion of the ticket (inclusive of taxes and fees) to the original form of payment. If a customer is offered a flight credit in lieu of a refund for a Significantly Delayed or Changed Flight, it shall be valid for at least 5 years from the date of issuance.

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

Customer Service Plan

When it comes to interrupted flight schedules, some situations are within our control as an airline, and some are not. To help clarify, here's how we define the two:

- **Controllable situations** are delays, diversions, cancellations, or other delivery failures that are within Sun Country Airlines' control. These can include flight delays or cancellations caused by mechanical issues, certain types of aircraft damage, etc. If your flight is canceled, diverted, or if you miss a flight connection to another Sun Country flight or interline partner flight due to a controllable situation, we will do our best to make sure you're able to get to your destination by placing you on the next available Sun Country flight at no additional charge.
- **Uncontrollable situations** are delays, diversions, cancellations, or other delivery failures that are out of Sun Country Airlines' control. These can include flight delays or cancellations caused by weather, Air Traffic Control, aircraft damage caused by outside occurrences such as bird strikes, or other extraordinary circumstances beyond our control. We do our best to get you to your destination on time, but safety is always our top priority. In the event of an uncontrollable situation, we do not offer amenities beyond the re-accommodation on the next available flight.

Amenities

If a flight is delayed or canceled for a reason within our control, Sun Country Airlines will rebook on the next available Sun Country flight, at no additional cost to the guest, if requested. In some cases, the guest may have the option of departing on the next Sun Country Airlines flight originating from an alternate airport nearby..

For controllable delays of four hours or more, Sun Country Airlines will provide a meal voucher redeemable at any establishment that sells food and accepts the vouchers.

If a flight is delayed for a reason within Sun Country Airlines' control and results in the need for overnight guest accommodations, hotel accommodations will be provided when available. In rare cases, Sun Country may offer reimbursement for reasonable overnight accommodation expenses. If a guest seeks reimbursement, they will be asked to provide itemized receipts. If ground transportation to and from the provided overnight accommodations is not available, Sun Country Airlines will reimburse the guest for reasonable ground transportation expenses. The guest will be

asked to supply itemized receipts between the airport and hotel. No lodging will be provided when the delay takes place in the originating city on the reservation.

Sun Country Airlines assumes no responsibility for personal or business expenses incurred by a guest as a result of a flight delay, cancellation, missed connection, or schedule change. Sun Country Airlines may provide special amenities and services which, in Sun Country Airlines' judgment, are required by certain guests such as guests with disabilities, or ill and/or incapacitated guests for their safety, health and welfare. Amenities provided are provided as a courtesy to the guest and are not to be considered an obligation of Sun Country Airlines. Sun Country Airlines will not reimburse a guest for travel purchased from another carrier.