

Contingency Plan for Lengthy Tarmac Delays – Effective August 23, 2011

Sun Country Airlines has developed comprehensive operational procedures to ensure the safety, comfort and security of our passengers, as well as to comply with all requirements established by the Department of Transportation regarding tarmac delays.

- 1) For all domestic flights we operate at each U.S. large, medium, small, and non-hub airports, Sun Country Airlines will not permit an aircraft to remain on the tarmac for more than three (3) hours, unless:
 - a. The pilot-in-command determines there is a safety-related or security-related reason (e.g. weather, a directive from an appropriate government agency) why the aircraft cannot leave its position on the tarmac to deplane passengers: or
 - b. Air traffic control advised the pilot-in-command that returning to the gate or another disembarkation point elsewhere in order to deplane passengers would significantly disrupt airport operations.
- 2) For all international flights that depart from a U. S. airport, Sun Country Airlines will not permit the aircraft to remain on the tarmac for more than four (4) hours before allowing passengers to deplane, unless:
 - a. The pilot-in-command determines there is a safety-related or security-related reason (e.g. weather, a directive from an appropriate government agency) why the aircraft cannot leave its position on the tarmac to deplane passengers: or
 - b. Air traffic control advised the pilot-in-command that returning to the gate or another disembarkation point elsewhere in order to deplane passengers would significantly disrupt airport operations.
- 3) Sun Country Airlines will provide adequate food and potable water no later than two hours after the aircraft leaves the gate (in the case of departure) or touches down (in the 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.
- 4) Sun Country Airlines will provide operable lavatory facilities, as well as adequate medical attention if needed, while the aircraft remains on the tarmac.
- 5) Sun Country Airlines will provide passengers on the delayed flight with notifications regarding the status of the delay every 30 minutes while the aircraft is delayed, including the reasons for the tarmac delay, if know.
- 6) Sun Country Airlines passengers on the delayed flight will be notified beginning 30 minutes after scheduled departure time (including any revised departure time that passengers were notified about before boarding) and every 30 minutes thereafter that they have the opportunity to

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deplane from aircraft that is at the gate of another disembarkation area with the door open if the opportunity to deplane actually exists.

- 7) Sun Country Airlines has sufficient resources in place to meet these plans and procedures.
- 8) This plan has been coordinated with airport authorities (including terminal facility operators where applicable) at each U.S. large, medium, small, and non-hub airports Sun Country Airlines serves, as well as its regular U.S. diversion airports.
- 9) This plan has been coordinated with U.S. Customs and Border Protection (CBP) at each U.S. large, medium, small, and non-hub airports the Sun Country Airlines regularly uses for our international flights, including diversion airports.
- 10) This plan has been coordinated with the Transportation Security Administration (TSA) at each U.S. large, medium, small, and non-hub airport that Sun Country Airlines serves, including diversion airports.