

Contingency Plan for Lengthy Tarmac Delays – Effective April 29, 2010

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 large or medium hub U. S. 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 or arrive at a large or medium hub 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 has sufficient resources in place to meet these plans and procedures which have been developed in coordination with covered airport authorities.