

## **Sun Country Airlines Customer Service Plan – Effective April 29, 2010**

### **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.**

Sun Country Airlines will notify our passengers in either the airport or on board our aircraft of any flight delays, cancellations, or diversions as soon as any decision to make such a change is confirmed. While at the departure gate (when assigned), we will attempt to communicate delay information every 20 minutes. Additionally, flight information will be added to Sun Country Airlines Flight Status online and Flight Information phone line at 1-800-359-6786.

### **3) Delivering baggage on time.**

Sun Country Airlines dedicates extensive time, energy, and resources in its commitment to ensure our customers' bags travel on the same flight.

- In the event a bag does not arrive on a passenger's flight, we will make every reasonable effort to locate and forward the bag on the next available Sun Country flight. If our service from that city is limited, the bag may be expedited via alternate arrangements.
- In the event a bag does not arrive with the passenger, a Delayed Luggage Report must be filed with a Baggage Service agent prior to leaving the airport.
- For information on delayed or damaged baggage, please call our Central Baggage Office at the Minneapolis/St. Paul International Airport, Terminal 2- Humphrey:  
612-970-3576 (Minneapolis/St. Paul Local)  
888-359-5586 (Toll-free)  
Monday - Sunday, 8:00 am to 1:00 am (Central Time)

### **4) Allowing reservations to be cancelled without penalty for a defined amount of time.**

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 24 hours from the time of making the initial reservation. Important note: this applies to regular published fares and does not include Sun Country Vacation package bookings, group and tour bookings, land products, or any other non-air product or activity.

**5) Providing prompt ticket refunds.**

Sun Country Airlines will issue refunds for eligible tickets within ten (10) business days for all credit card purchases and within twenty (20) business days on all cash sales, upon receipt of request and receipt of any/all required documentation.

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

Sun Country Airlines is 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:

[http://airconsumer.ost.dot.gov/SA\\_Disability.htm](http://airconsumer.ost.dot.gov/SA_Disability.htm)

**7) Meeting customers' essential needs during lengthy tarmac delays.**

Sun Country Airlines will provide adequate food and potable water, operable lavatory facilities and adequate medical attention if needed during any tarmac delay no later than two hours after the aircraft leaves the gate for a departure or touches down for an arrival.

**8) Handling "bumped" passengers with fairness and consistency in the case of oversales.**

Sun Country Airlines follows the Department of Transportations' 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 a payment 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:

- The last passenger(s) to present him/herself for check-in will be denied boarding in the event of an oversale.
- Reasonable effort will be made to accommodate individuals with a disability, connecting passengers, the elderly, passengers needing assistance, and unaccompanied children less than eighteen (18) years of age.

#### Compensation of 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 which are available from the carrier upon request, 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) 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 (5) the airline is able to place you on another flight or flights that are planned to reach your final destination within one hour of the scheduled arrival of your original flight.

#### Amount of Denied Boarding Compensation

Passengers who are eligible for denied boarding compensation must be offered a payment equal to the sum of the face values of their ticket coupons, with a \$400 maximum. However, if the airline cannot arrange “alternate transportation” (see below) for the passenger, the compensation is doubled (\$800 maximum). The “value” of a ticket coupon is the one-way fare for the flight shown on the coupon including any surcharge and air transportation tax, minus any applicable discount. All flight coupons, including connecting flights, to the passenger's final destination or first 4-hour stopover are used to compute the compensation.

“Alternate transportation” is air transportation (by an airline licensed by DOT) or other transportation used by the passenger which, at the time the arrangement is made, is planned to arrive at the passenger's next scheduled stopover (of 4 hours or longer) or final destination no later than 2 hours (for flights within U.S. points, including territories and possessions) or 4 hours (for international flights) after the passenger's originally scheduled arrival time.

#### Method of Payment

The airline must give each passenger who qualifies for denied boarding compensation a payment by cash or check for the amount specified above, on the day and place the involuntary denied boarding occurs. However, if the airline arranges alternate transportation for the passenger's convenience that departs before the payment can be made, the payment will be sent to the passenger within 24 hours. The air carrier may offer free tickets in place of the cash payment. The passenger may, however, insist on the cash 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.

(Approved by the Office of Management and Budget under control number 3024-0003)

[ER-1306, 47 FR 52985, Nov. 24, 1982, as amended by ER-1337, 48 FR 29681, June 28, 1983; ER-1392, 49 FR 40401, Oct. 16, 1984; ER-1394, 49 FR 43625, Oct. 31, 1984; 68 FR 52836, Sept. 8, 2003]

### **9) Disclosing travel itinerary, cancellation policies, frequent flyer rules, and aircraft configuration.**

**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** –Ufly Rewards is a paperless, electronic customer loyalty program. All program communications and information will be provided through the Ufly 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 <http://ufly.suncountry.com/terms.cfm>

**Aircraft Configuration** – Full information regarding our aircraft configuration, including seat size and pitch is available online <http://www.suncountry.com/checkin/aboutOurAircraft.shtml> or upon request with our reservations staff.

### **10) Code-share partners.**

Sun Country Airlines does not currently participate in any code-share agreements.

## **11) Ensuring responsiveness to customer complaints.**

Sun Country Airlines is committed to providing excellent customer service. We are committed to providing an acknowledgement of receipt of each consumer complaint within 30 days of receiving it and a substantive 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 write us directly at:

Sun Country Airlines Customer Service  
1300 Mendota Heights Road  
Mendota Heights, MN 55120

Or electronically via this link on our 'Contact Us' page:

<http://www.suncountry.com/SCA/hometools/contactEmail.jsf>

## **12) Identifying the services we provide to mitigate passenger inconveniences resulting from cancellations and misconnects.**

**Cancellations:** In the event of a flight cancellation while at the airport, passengers will be offered the option of rebooking on our next available flight; retaining credit of the fare paid of the unused segment for future travel; or taking a refund of the fare paid on the unused segment. For passengers who are not at their origin point or permanent domicile, hotel accommodation and meal allowance for one (1) night will be allowed.

**Misconnects:** If a misconnect occurs between two (2) Sun Country Airlines flights which results in an overnight stay at the connection city, Sun Country Airlines will provide one (1) night hotel accommodations, except as listed in exclusions below.

**Diversions:** In the event a flight is diverted to an unscheduled airport, every reasonable effort will be made to provide for the comfort and well being of our customers. This may include an alternate mode of transportation, meals, and hotel accommodations. In the event bus service is used to the final destination, passengers may personally elect to leave directly from the alternate airport without requiring them to travel to the final destination; however, no refund or other type of credit will be allowed.

- Hotel accommodation will cover room cost only. (Room service, alcohol, movies, or any other type of service or fee is not covered.)
- Meal allowance. A meal allowance will be provided based on the time of day.

**Exclusions:** Sun Country Airlines does not provide any amenities mentioned in this section if a delay or cancellation, or diversion is the result of air traffic control, a weather situation, or another extraordinary circumstance beyond our control. In those cases, passengers will be provided an 800-number for hotels offering distressed-rate pricing.