



SUN COUNTRY AIRLINES SOCIAL MEDIA USER POLICY: FACEBOOK

At Sun Country, we want everyone to enjoy their experience here and welcome all questions and commentary, including criticism. We also have some user rules to make sure everyone has the best experience while they are here.

If you have a customer service issue, we recommend visiting our Sun Country® Contact Us page (<https://www.suncountry.com/Contact/Get-In-Touch.html>) for the fastest path to resolution. If you are a current or former employee with an employment related concern, please do not post on the wall and instead reach out to the Sun Country HR Team directly via email at HR@suncountry.com or by phone at (651) 681-3900 or (800-743-7848).

We respond to most comments on our Facebook wall, but do not allow photos or videos to be posted to our timeline or our photos to be tagged. Only comments from the official Sun Country Facebook page (<http://www.Facebook.com/SunCountryAir>) should be considered representative of Sun Country. Any other advice or postings on this page do not represent Sun Country in an official capacity.

By using or accessing the Sun Country Facebook page, you agree to comply with Facebook's Terms and Conditions (<https://www.facebook.com/legal/terms>). Any content that is a violation of these terms or is contrary to our company values will be deleted. Facebook has an automatic spam filter and some posts may be hidden unintentionally as a result. If your post is hidden by this automatic filter and does not violate our house rules, we will un-hide the post for public viewing.

Some examples of what will not be tolerated on our wall/on live posts (Sun Country has the right to report as spam, block, or delete):

- Abusive, harassing, stalking, threatening or personally attacking other individuals or organizations
- Defamatory, offensive, obscene, or vulgar comments
- Hateful in language targeting race/ethnicity, religion, gender, nationality or political beliefs
- Fraudulent, deceptive, misleading or unlawful posts/comment
- Trolling or deliberate disruption of discussion
- Spamming in nature against another user, calling people names, threatening them
- Solicitation of goods or services
- Calling a current or past employee by name intended to be negative and attacking
- Uploading files or links that contain viruses or programs that could damage the operation of other people's computers
- Anything to do with an HR or legal issue, legal case, or attorneys. This includes legal action involving Sun Country, soliciting individuals to engage in legal action against Sun Country, or offering legal advice
- Posting of any personal information including, but not limited to, email address, phone number, and/or order number

Sun Country reserves the right to remove any post(s) or block any person(s) or organization(s) from posting on this page, for any reason whatsoever at its sole discretion.

SUN COUNTRY AIRLINES SOCIAL MEDIA USER POLICY: TWITTER

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We respond to most comments on our Twitter feed. Only comments from the official Sun Country Twitter page (<http://www.Twitter.com/SunCountryAir>) should be considered representative of Sun Country. Any other advice or postings on this page do not represent Sun Country in an official capacity.

By using or accessing the Sun Country Twitter page, you agree to comply with Twitter’s Terms and Conditions (<https://twitter.com/en/tos>). Any content that is a violation of these terms or is contrary to our company values will be deleted. Twitter has an automatic spam filter and some posts may be hidden unintentionally as a result. If your post is hidden by this automatic filter and does not violate our house rules, we will un-hide the post for public viewing.

Some examples of what will not be tolerated on our feed/on live posts (Sun Country has the right report as spam, block, or delete):

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Sun Country reserves the right to remove any post(s) or block any person(s), company or entity from posting on this page for any reason whatsoever at its own discretion.

SUN COUNTRY AIRLINES SOCIAL MEDIA USER POLICY: INSTAGRAM

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We respond to most comments on our Instagram feed. Only comments from the official Sun Country Instagram page (<http://www.Instagram.com/SunCountryAir>) should be considered representative of Sun Country. Any other advice or postings on this page do not represent Sun Country in an official capacity.

By using or accessing the Sun Country Instagram page, you agree to comply with Instagram's Terms and Conditions (<https://help.instagram.com/581066165581870>). Any content that is a violation of these terms or is contrary to our company values will be deleted. Instagram has an automatic spam filter and some posts may be hidden unintentionally as a result. If your post is hidden by this automatic filter and does not violate our house rules, we will un-hide the post for public viewing.

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