
Contingency Plan for Lengthy Tarmac Delays*

Overview

Sun Country Airlines has developed a tarmac delay plan which forecasts possible tarmac delays. The plan provides flexibility for changing situations which are sensitive to passenger requirements during delays or diversions. Sun Country Airlines understands tarmac delays remain unpredictable and unavoidable. The safety and service of our passengers has driven each component of our plan. In addition, Sun Country Airlines will minimize the length and hardship to the maximum possible with every event.

Limitations

Ground delays with passengers on board may occur during prior to departure and or during a taxi event; or during and or after landing and prior to an aircraft parked at the terminal. During either event unintended limits may apply when the pilot in command has determined a significant security or safety risk that would not allow the aircraft to return to an airport facility to de-plane passengers.

Without such risk, Sun Country Airlines will, in every event assure the following:

1. For domestic flights, Sun Country Airlines will not allow passengers to remain on board any domestic flight for more than 3 hours without returning to a departure or arrival airport deplaning facility and offer to de-plane passengers.
2. For international flights that arrive or depart any point in the United States, Sun Country Airlines will not allow passengers to remain on board any international flight for more than 4 hours without returning to a departure or arrival airport deplaning facility and offer to de-plane passengers.

Action by Sun Country Airlines During Lengthy Tarmac Delays

Sun Country Airlines will keep our passengers informed of the flight status and reasons of the delay with accurate updates every 30 minutes during a tarmac delay.

Sun Country Airlines' employees or contracted personnel will keep our passengers informed of flight status and reasons of the delay with accurate updates every 30 minutes while the aircraft is at a gate or disembarkation point with the cabin door open.

Sun Country Airlines will allow passengers to deplane during all extended delays while and when an aircraft is at a gate or disembarkation point and will make an announcement of this option every 30 minutes.

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.

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.

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Sun Country Airlines will ensure that cabin temperatures are comfortable through the use of the aircraft auxiliary power unit (APU) while the aircraft remains on the tarmac.

Sun Country Airlines will make reasonable *effort* to provide high levels of comfortable service to all customers during a tarmac delay.

Action by Sun Country Stations during lengthy tarmac delays

- All Sun Country Airlines' Stations have in hand or contracted resources and developed procedures that will allow stations to bring a Sun Country aircraft from taxiway to a gate or service point to give passengers an opportunity to egress within specified time limits.
- All Sun Country Airlines' Stations have in hand or contracted resources to provide food, water, lavatory services and cabin conditioned air when aircraft supplies are insufficient, or mechanical items prevent the aircraft system from performing their intended functions.
- Station diversion procedures assign the same priority and importance as other tarmac, or taxi delays.
- Sun Country Airlines has coordinated its plans with Airport Operations, TSA, and CBP where applicable to meet all tarmac-delay rule requirements.
- Sun Country Airlines has incorporated back-up methods for inoperative equipment and flight provisioning.

Resources

1. The Sun Country Airlines' Systems Operation Center (SOC) is responsible for the management of all operational disruptions including lengthy tarmac delays. The information and directions for managing tarmac delays is passed on in a timely manner from its source (SOC) to all Sun Country departments and stations. This information and frequent updates are forwarded to our telephone system for recorded and live conversation with our reservations personnel. The information and frequent updates are forwarded to the Sun Country Web-site www.suncountry.com.
2. Sun Country Airlines has taken action to ensure sufficient airport resources are available to implement this tarmac delay contingency plan.
3. Sun Country Airlines will make every reasonable effort to comply with this plan in the event of a diversion to any U.S. airport.
4. Sun Country Airlines US stations will coordinate our plan with each Airport Operator, the TSA, CBP and other US government agencies to meet all DOT tarmac delay requirements.
5. Sun Country Airlines has sufficient resources at hand to implement, and monitor the effects of this contingency tarmac delay plan.