



## Contingency Plan for Lengthy Tarmac Delays

Should an unusual event result in a lengthy tarmac delay, we want to ensure the safety and well-being of our customers and crew. A tarmac delay is defined as the time after leaving the parking area where the aircraft was boarded, or the time after landing, without access to a terminal. If the aircraft is delayed on the tarmac, without access to a terminal, for more than three hours (four hours in the case of international flights), the following contingency plan to ensure we meet our customers' essential needs will apply. Our Director of Airport Services will work with the affected airport and in-flight teams to implement the plan which may include the participation of local airport authorities and other carriers.

For U.S. domestic departures, Advanced Air, LLC will not permit its aircraft to remain on the tarmac for more than three (3) hours after the aircraft leaves the parking area where it was boarded or after landing before allowing passengers to deplane. Unless:

- The pilot-in-command determines there is a safety-related or security-related reason (e.g. weather, or a directive from an appropriate government agency) why the aircraft cannot leave its position on the tarmac to deplane passengers; or
- Air traffic control advises the pilot-in-command that returning to the FBO or another disembarkation point, on the deplane passengers would significantly disrupt airport operations.

For international flights when departing from or arriving at a U.S. airport, Advanced Air, LLC will not permit its aircraft to remain on the tarmac for more than four (4) hours after the aircraft leaves the parking area where it was boarded or after landing before allowing passengers to deplane. Unless:

- The pilot-in-command determines there is a safety-related or security-related reason (e.g. weather, or a directive from an appropriate government agency) why the aircraft cannot leave its position on the tarmac to deplane passengers; or
- Air traffic control advises the pilot-in-command that returning to the FBO or another disembarkation point, on the deplane passengers would significantly disrupt airport operations.

For all flights Advanced Air, LLC:

- will provide adequate food (e.g. snack foods such as chips or granola bars) and nonalcoholic beverages no later than two (2) hours after the aircraft leaves the parking area where the aircraft was boarded (in the case of departure) or touches down (in the case of arrival) if the aircraft remains on the tarmac, unless the pilot-in-command determines that safety or security considerations preclude such service.
- will provide comfortable cabin temperatures and operable restroom facilities, as well as adequate medical attention if needed, while the aircraft remains on the tarmac.
- will provide passengers on the delayed flight notification regarding the status of the delay every 30 minutes while the aircraft is delayed, including the reasons for the tarmac delay, if known.
- will provide passengers on the delayed flight notification 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 deplane from the aircraft if it is at the location that passengers boarded or another disembarkation area with the door open, provided the opportunity to deplane actually exists.
- At all U.S. airports with 10,000 or more total annual enplanements (including diversion airports), Advanced Air, LLC will coordinate this plan with

(a) airport authorities, (b) the Transportation Security Administration (TSA), and (c) if the airport is regularly used for international flights operated by Advanced Air, LLC, U.S. Customs and Border Protection (CBP). This coordination includes the ability to share facilities and change parking locations at the airport in an emergency. Advanced Air, LLC will provide sufficient resources to implement this plan.