

A D V A N C E D A I R



Contingency Plan for Lengthy Tarmac Delays (Updated 06.01.2024)

Should an unusual event result in a lengthy tarmac delay, we want to ensure the safety and well-being of our passengers and crew. A tarmac delay means the period of time when an aircraft is on the ground with passengers and the passengers have no opportunity to deplane. If the aircraft is delayed on the tarmac, Advanced Air will provide the opportunity for passengers to deplane at a suitable disembarkation point before the tarmac delay exceeds three hours in duration for domestic flights or four hours in duration for international flights. Our Director of Stations and/or Director of Operations will coordinate directly with the affected Airport authorities, the appropriate or affected Fixed Base Operation (FBO), the Transportation Security Administration (TSA), and U.S. Customs and Border Protection (CBP), as necessary, to implement the contingency plan for deplaning passengers. This plan has been shared with the applicable authorities at all airports and alternate/diversion airports served by Advanced Air (AN) scheduled and public charter flights. For all flights Advanced Air, LLC will maintain and ensure sufficient personnel and resources are available to implement this Contingency Plan for Lengthy Tarmac Delays.

For U.S. domestic departures, Advanced Air, LLC will provide all passengers on a flight experiencing a tarmac delay at a U. S. airport the opportunity to deplane at a suitable disembarkation point before the tarmac delay exceeds three (3) hours in duration, unless:

- For departing flights, the flight begins to return to a suitable disembarkation point no later than three hours after the main aircraft door is closed in order to deplane passengers. If the aircraft is in an area that is not under the carrier's control, the aircraft has begun to return to a suitable disembarkation point when a request is made to the Federal Aviation Administration (FAA) control tower, airport authority, or other relevant authority directing the aircraft's operations. If the aircraft is in an area that is under the carrier's control the aircraft has begun to return to a suitable disembarkation point when the pilot begins maneuvering the aircraft to a suitable disembarkation point.

- The pilot-in-command determines that deplaning passengers at a suitable disembarkation point would jeopardize passenger safety or security, or there is a safety- or security-related reason 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 a suitable disembarkation point to deplane passengers would significantly disrupt airport operations.

For international flights when departing from or arriving at a U.S. airport, Advanced Air, LLC will provide all passengers on a flight experiencing a tarmac delay at a U. S. airport the opportunity to deplane at a suitable disembarkation point before the tarmac delay exceeds four (4) hours in duration, unless:

- For departing flights, the flight begins to return to a suitable disembarkation point no later than three hours after the main aircraft door is closed in order to deplane passengers. If the aircraft is in an area that is not under the carrier's control, the aircraft has begun to return to a suitable disembarkation point when a request is made to the Federal Aviation Administration (FAA) control tower, airport authority, or other relevant authority directing the aircraft's operations. If the aircraft is in an area that is under the carrier's control the aircraft has begun to return to a suitable disembarkation point when the pilot begins maneuvering the aircraft to a suitable disembarkation point.;
- The pilot-in-command determines that deplaning passengers at a suitable disembarkation point would jeopardize passenger safety or security, or there is a safety- or security-related reason 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 a suitable disembarkation point to deplane passengers would significantly disrupt airport operations.

For all flights Advanced Air, LLC will maintain and ensure sufficient resources are available during a tarmac delay, including:

- Providing adequate food and potable water no later than two (2) hours after the start of the tarmac delay, unless the pilot-in-command determines that safety or security considerations preclude such service;
- Ensuring operable lavatory facilities, as well as adequate medical attention if needed;

Passenger Notifications

For all flights Advanced Air, LLC will notify the passengers on board the aircraft during a tarmac delay regarding the status of the delay if and when the tarmac delay exceeds 30 minutes, and thereafter will provide subsequent updates, including flight status changes, as deemed appropriate.

For all departing flights and diversions, each time the opportunity to deplane exists at a suitable disembarkation point; Advanced Air will timely notify the passengers on board the aircraft that the passengers have the opportunity to deplane.