

## - Overview

The Department of Transportation has established guidelines for the development of contingency plans concerning lengthy onboard ground delays and their impact on passengers before, during, and after such delays. A contingency plan for lengthy onboard ground delays enables Eastern, airports, Government agencies, and other aviation service providers to participate in a coordinated joint-response effort to ensure passenger needs are rapidly identified and addressed during such delays. Eastern Airlines has tailored this Tarmac Delay plan to the Supplemental Operations the airline conducts.

## - Delay Plan

1. Eastern will not permit our aircraft to remain on the tarmac at a U.S. airport for more than three hours for domestic flights and four hours for international flights before allowing passengers to disembark, unless:
  - a. The Captain determines there is a safety-related or security-related reason why the aircraft cannot leave its position on the tarmac to deplane passengers; or
  - b. Air traffic control advises the Captain that returning to the gate or another disembarkation point elsewhere in order to deplane passengers would significantly disrupt airport operations.
2. Where there are delays at US airports, Eastern will provide adequate food and drinking water no later than two hours after the aircraft leaves the gate (in the case of a departure) or touches down (in the case of an arrival) unless the Captain determines that safety or security considerations preclude such service.

**NOTE:** In most cases adequate food is considered to be snack type items such as granola/ cereal bars, pretzels, biscuits, etc.)

3. Eastern will ensure operable lavatory facilities are available, as well as provision of adequate medical attention (if needed) while the aircraft remains on the tarmac.

**NOTE:** Eastern Flight Attendants are trained to provide basic first aid assistance on the aircraft and will seek further medical assistance as necessary for any onboard emergency, which may include disembarking the passenger for treatment if needed with the assistance of airport emergency personnel.

4. The Flight Crew or Flight Attendants will issue notifications regarding the status of the delay every 30 minutes while the aircraft is delayed, including the reasons for the tarmac delay, if known.

5. Eastern shall notify passengers 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 an aircraft that is at the gate or another disembarkation area with the door open if the opportunity to deplane actually exists.
6. The opportunity to disembark after the scheduled departure time can only be authorized by the Captain, taking into consideration the safety and security of other passengers, the crew and the aircraft and any directions issued by air traffic control.
7. As an international carrier the disembarkation of any passenger once their bags have been loaded will result in a security search of the cabin they were originally seated in and the offloading of all their checked baggage. Passengers wishing to disembark shall do so at their own risk and there is no guarantee they will be able to re-board once their bags have been removed and the cabin searched before the aircraft departs. Passengers holding a non-refundable ticket will not be entitled to a refund, and regardless of ticket type, passengers who choose to disembark and subsequently miss their flight will not be entitled to the protections offered under the passenger protection act, including the right to rebooking or overnight accommodation, refreshments and ground transport. The Flight Crew shall provide as much information as is available to allow passengers to make an informed choice before making the decision to disembark the aircraft.

### - **Station Plan**

Eastern shall notify passengers who are ticketed or hold reservations information about a change in the status of a flight within 30 minutes after Eastern becomes aware of it. A change in status of a flight means, at a minimum, cancellation of a flight, a delay of 30 minutes or more or a diversion.

If a delay is to be more than 4 hours, Eastern will provide passengers with a meal voucher for the value of \$8.00 for breakfast, \$10 for lunch and/or \$12 for dinner. Eastern reserves the right to change the Meal Voucher values, at its discretion.

## - **Company Communication**

Captain will coordinate with OCC to obtain gate to allow passengers to deplane if deemed necessary. OCC will communicate to station agents to advise what gate will be used for deplaning. Station agents will be readily available to assist passengers with trip recovery by:

- Providing information to passengers upon deplaning concerning delay extended delay or cancelation.
- Possibly assist with rebooking, lodging, transportation, tele-communication and meal vouchers.
- If a delay is to be more than 4 hours, Eastern will provide passengers with a meal voucher for the value of \$8.00 for breakfast, \$10 for lunch and/or \$12 for dinner.
- If delay is for mechanical, diversions, irregular operations or extreme weather Eastern will re-book the next available flight at no additional cost to the passenger. If no other flight is available within a reasonable amount of time Eastern will assist in arranging:
  - meal vouchers
  - hotel (with transportation)
  - access to telephone use

