



Air Transat Contingency Plan for Lengthy Tarmac Delays at US Airports (effective August 24, 2011)

In compliance with the U.S Department of Transportation (D.O.T.), this Plan for Lengthy Tarmac Delays at U.S. Airports is intended to provide information regarding Air Transat's policies for handling travel on our airline in the event of a lengthy onboard delay of our aircraft. Above all else, the safety and well-being of our passengers and crew remain our priority, as well as meeting our customer's essential needs.

A tarmac delay is defined as holding an aircraft on the ground after leaving the gate or upon landing without access to the terminal. Our **Operations Control Centre** will work with the affected airport and in-flight teams to implement the Plan, which may also include the participation of local airport authorities. In conjunction with requirements set forth by the D.O.T., our Plan applies to all U.S. airports served by Air Transat for both scheduled and diverted flights.

1. For international flights departing from or arriving at a U.S. airport, Air Transat will not permit its aircraft to remain on the tarmac for more than four (4) hours after the aircraft leaves the gate in the case of departures or touches down in the case of arrivals before allowing passengers to deplane, unless:
 - A. The pilot-in-command determines there is a safety-related or security-related reason (e.g. weather, a directive from a government agency/authority) why the aircraft cannot leave its position on the tarmac to deplane passengers; or
 - B. Air traffic control advises the pilot-in-command that returning to the gate or another disembarkation point elsewhere in order to deplane passengers would significantly disrupt airport operations.
2. In the event of an opportunity to disembark, Air Transat endeavours to ensure passengers are made aware and kept informed as to the deplaning process and ground services that will be provided.
3. For all flights, Air Transat will:
 - A. Ensure passengers are updated every 30 minutes on the status of the delay; and
 - B. Provide adequate food (e.g. snack foods such as pretzels or granola bars) and non-alcoholic beverages if more than two (2) hours elapse after the aircraft leaves the gate (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 concerns preclude this offering; local Customs laws, facility limitations, weather, etc. notwithstanding.
4. For all flights, Air Transat will provide operable restroom facilities, as well as adequate medical attention if needed, while the aircraft remains on the tarmac.
5. Air Transat will provide sufficient resources to implement this Plan.
6. Air Transat will coordinate this Plan with airport authorities of every airport that we serve in the U.S., including diversion airports.

7. In the event that you are on a flight operated by one of Air Transat's codeshare partners, the tarmac delay contingency plan of the carrier operating your flight will apply in the event of a lengthy tarmac delay.