



## **TARMAC DELAY CONTINGENCY PLAN**

### **TUIfly operated by TUI Airlines Netherlands**

The TUI Airlines Netherlands Contingency Plan for Lengthy Tarmac Delays is the result of new rules put forth by the U.S. Department of Transportation to address airline services during conditions that result in long on-board delays for passengers. This contingency plan is explicitly separate from and not a part of TUI Airlines Netherlands contract of carriage.

TUI Airlines Netherlands strives to meet its commitments regarding excellent customer services by proactively identifying and mitigating lengthy airport ground delays, associated with Air Traffic Control (ATC), weather, or other conditions. TUI Airlines Netherlands has sufficient resources to implement this plan. In addition, these policies have been coordinated with airport authorities, Transportation Security Administration and Customs Border Protection at all U.S. airports used by TUI Airlines Netherlands, including diversion airports.

#### **Limits of lengthy onboard ground delays**

Lengthy onboard ground delays can take place both during taxi-out prior to departure, and during taxi-in after landing. During both of these phases of travel, the following limits apply:

- **For domestic flights:** To the extent TUI Airlines Netherlands operates a domestic U.S. flight covered by this Plan, TUI Airlines Netherlands will not permit an aircraft to remain on the tarmac for more than three (3) hours. Prior to reaching three (3) hours, TUI Airlines Netherlands will return the aircraft to the gate, or another suitable disembarkation point, where passengers are allowed to disembark.
- **For international flights** that depart from or arrive at a U.S. airport and are covered by this Plan, TUI Airlines Netherlands will not permit an aircraft to remain on the tarmac for more than four (4) hours. Prior to reaching four (4) hours, TUI Airlines Netherlands will return the aircraft to the gate, or another suitable disembarkation point, where passengers are allowed to disembark.

**Note:** The following exceptions to the hard time limits apply to both domestic U.S. and international flights to/from the United States:

Delays longer than these mentioned time limits may be necessary if (i) the pilot-in-command determines that there is a safety-related or security-related reason why the aircraft cannot leave its position on the tarmac to disembark passengers; or (ii) air traffic control advises the pilot-in-command that returning to the gate or another disembarkation point elsewhere in order to disembark passengers would significantly disrupt airport operations.

#### **Passenger services during a lengthy onboard ground delay**

For all flights covered by this Plan, TUI Airlines Netherlands will make timely announcements (every 30 minutes) while the aircraft is delayed, including the reasons for delay if known, and provide passengers with adequate food and potable water no later than two (2) hours after the aircraft leaves the gate (in case of departure) or touches down (in case of arrival) if the aircraft remains on the tarmac, unless the pilot-in-command determines that safety or security considerations preclude such service.

TUI Airlines Netherlands will also notify passengers of the opportunity to deplane from an aircraft that is at the gate or disembarkation area with the door open if that opportunity to deplane actually exists.

For all flights covered by this Plan, TUI Airlines Netherlands will ensure that operable lavatory facilities are available while the aircraft remains on the tarmac. TUI Airlines Netherlands will also ensure that adequate medical attention is available, if needed.



### **Responsibility**

The TUI Airlines Netherlands Operations Control Center (OCC) is responsible for the management of the Tarmac Delay Contingency Plan. The decision-making for this plan lies within the OCC. Operations Control Center (OCC) will work closely together with its flight crew, local contracted handling agents and airport authorities to proactively manage delays and to ensure the comfort and safety of its passengers.