

Contingency Plan for Lengthy Tarmac Delays **April 2018**

The Ameristar Air Cargo, Inc., DBA Ameristar Charters, Contingency Plan for Lengthy Tarmac Delays is meant to comply with 14 CFR Part 259 – Enhanced Protections for Airline Passengers issued by the U.S. Department of Transportation addressing airline services during conditions that result with long tarmac delays. This contingency plan is separate from and not a part of Ameristar Charters' Conditions of Carriage.

Ameristar's contingency plan is intended to provide information regarding Ameristar Charters' policies and procedures for handling passenger in the event of a lengthy ground delay, while onboard an Ameristar Charters aircraft.

Please note: This Plan applies to Ameristar Charters departing from or arriving at any U.S. airport (including and diversionary airports).

A. Limits of lengthy onboard ground delays

Lengthy ground delays can take place during taxi-out prior departure, during taxi-in after landing or as a result of a diversion. Throughout all of these phases, the following limits apply:

Ameristar Charters will not permit an aircraft to remain on the tarmac for more than the three (3) hour domestic time limit, or for more than four (4) hours for international flight while passengers are on board during any public charter. Prior to reaching 3 or 4 hours as applicable, Ameristar Charters will return the aircraft to the gate or another suitable disembarkation point, such as a Fixed Based Operation, where passengers will be allowed to deplane.

Delays longer than the above time limits may be necessary if:

1. The pilot-in-command determines there is a safety-related or security-related reason why the aircraft cannot leave its position on the tarmac to deplane passengers; or
2. 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.

B. Passenger services during a lengthy onboard ground delay

Ameristar Charters will provide passengers with adequate food and potable water no later than two (2) hours after the aircraft leaves the gate (in the case of departure) or touches down (in the case of arrival and diversions) if the aircraft remains on the tarmac, unless the pilot-in-command determines that safety or security considerations preclude such service.

C. Cabin Temperatures

For all flights, Ameristar Charters will provide comfortable cabin temperatures and operable restroom facilities, as well as adequate medical attention if needed, while the aircraft remains on the tarmac.

D. Adequate Lavatory Facilities

For all flights, Ameristar Charters will ensure that operable lavatory facilities will remain available while the aircraft remains on the tarmac. These lavatories are serviced before each flight.

E. Medical Attention

Ameristar Charters will also ensure adequate medical attention is available, if needed. Flight Attendants are trained in basic first aid, there is an emergency medical kit (EMK) on board and if necessary, Ameristar Charters will call the local emergency medical team if necessary.

F. Communications with Passengers

1. Passengers will be kept advised of the status of the tarmac delay, including the reason for the delay, if known. Updates will be given at 30 minute intervals or less.
2. For all flights, Ameristar Charters 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 gate or another disembarkation area with the door open, provided the opportunity to deplane actually exists.

G. Resources

Ameristar Charters will take the necessary steps to ensure sufficient resources are available to implement this contingency plan for lengthy tarmac delays.

H. Coordination Of Plan

At all U.S. large, medium, small and non-hub airports including diversion airports, Ameristar Charters will coordinate this plan with:

1. Local airport authorities and service providers,
2. U.S. Customs and Border Protection, and
3. The Transportation Security Administration

This coordination plan includes the ability to share facilities and make gates available at the airport in an emergency.

I. Responsibility

Ameristar's Flight Control is responsible for the management and quality of the plan. The decision-making for this plan lies within Flight Control and they will make their decisions taking into account, notably, the effects of flights delays, flight cancellations and lengthy tarmac delays on passengers. Airport Customer Service (ACS), Flight Operations and In-Flight Service will carry out the plan at the station and flight level.

J. Communications

Throughout the flight delay, communication between Ameristar's Flight Control and the flight crew will be continual. Both Flight Control and flight crew will monitor the general environment and "mood" of the customers at all times. Ameristar will make decisions for the well-being of all customers aboard the affected flight.

K. Plan Amendments

Ameristar may amend this Contingency Plan for Lengthy Tarmac Delays to decrease the time for an aircraft to remain on the tarmac and for a trigger point for providing food and water covered by this plan.

L. Retention of Records

1. Ameristar will retain for at least 2 years any tarmac delay that lasts for more than 3 hours including the following:
 - a. The length of the delay
 - b. The precise cause of the delay;
 - c. The actions taken to minimize hardships for passengers, including the provision of food and water, the maintenance and servicing of lavatories, and medical assistance;
 - d. Whether the flight ultimately took off (in the case of a departure delay or diversion) or returned to the gate; and
 - e. An explanation for any tarmac delay that exceeded 3 hours (i.e., why the aircraft did not return to the gate by the 3-hour mark).
2. Ameristar will also report tarmac delays as required by 14 CFR 244.

M. Website display

Ameristar will post this Contingency Plan for Lengthy Tarmac Delays to its website.