

**Contingency Plan for Lengthy Tarmac Delays**  
**May 2021**

**Contingency Plan for Lengthy Tarmac Delays**

The Ameristar Charters Contingency Plan for Lengthy Tarmac Delays is meant to comply with 14 CFR Parts 244 and 259 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 passengers in the event of a lengthy ground delay, while onboard an Ameristar Charters aircraft.

This Plan applies to Ameristar Charters departing from or arriving at any U.S. airport (including and diversionary airports). Ameristar Charters will comply with the contents of this Contingency Plan for Lengthy Tarmac Delays as set forth below.

**A. Definitions**

**Diversions.** For purposes of this section, a diverted flight is treated as an arriving flight up to the point that an opportunity to deplane is provided to passengers. Once an opportunity to deplane is provided, the diversion is treated as a departing flight, and after that point, the departure delay exception in paragraph B.3.a. of this section applies if the carrier begins to return to a suitable disembarkation point in order to deplane passengers as required by the exception.

**Excessive tarmac delay** means a tarmac delay of more than three hours for a domestic flight and more than four hours for an international flight.

**Gate arrival time** is the instant when the pilot sets the aircraft parking brake after arriving at the airport gate or passenger unloading area. If the parking brake is not set, record the time for the opening of the passenger door. Also, for purposes of §244.3 carriers using a Docking Guidance System (DGS) may record the official "gate-arrival time" appropriate parking mark.

**Tarmac delay** means the period of time when an aircraft is on the ground with passengers and the passengers have no opportunity to deplane.

**Main aircraft door** means the door used for boarding. In situations in which there are multiple doors that can be used for boarding, the last door closed is the main aircraft door.

**Suitable disembarkation point** means a location at an airport where passengers can deplane from an aircraft.

**Tarmac delay** means the period of time when an aircraft is on the ground with passengers and the passengers have no opportunity to deplane.

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**Continued From Previous Page****B. Limits of lengthy onboard ground delays**

1. For all domestic flights, Ameristar will provide a passenger on a flight experiencing a tarmac delay at a U.S. airport the opportunity to deplane before the tarmac delay exceeds three hours in duration, subject to the exceptions shown below in paragraph B.3. of this section;
2. For all international flights, Ameristar will provide a passenger on a flight experiencing a tarmac delay at a U.S. airport the opportunity to deplane before the tarmac delay exceeds four hours in paragraph B.3. of this section;
3. If Ameristar experiences a tarmac delay at a U.S. airport it must comply with paragraphs B.1. and B.2 of this section, unless
  - a. For departing flights, the flight begins to return to a suitable disembarkation point no later than three hours (for domestic flights) or four hours (for international flights) after the main aircraft door is closed in order to deplane passengers. If the aircraft is in an area that is not under Ameristar's control, the aircraft has begun to return to a suitable disembarkation point when a request is made to the Federal Aviation Administration control tower, airport authority, or other relevant authority directing the aircraft's operations. If the aircraft is in an area that is under Ameristar'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;
  - b. The pilot-in-command determines that deplaning passengers at a suitable disembarkation point would jeopardize passenger safety or security, or there is a safety related or security related reason why the aircraft cannot leave its position on the tarmac to deplane passengers; or
  - c. Air traffic control advises the pilot-in-command that returning to a suitable disembarkation point to deplane passengers would significantly disrupt airport operations;

**C. 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 start of the tarmac delay, unless the pilot-in-command determines that safety or security considerations preclude such service.

**D. 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.

**E. 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.

**F. 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 (EEMK) on aboard and if necessary, Ameristar Charters will call the local emergency medical team.

**H. Communications with Passengers**

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

**I. Resources**

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

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At each U.S. large hub airport, medium hub airport, small hub airport and non-hub airport that Ameristar serves, 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

**K. 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 considering, notably, the effects of flights delays, flight cancellations and lengthy tarmac delays on passengers. Airport Customer Service, Flight Operations and In-Flight Service will carry out the plan at the station and flight level.

**L. 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.

**M. 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.

**N. Written Reports**

1. Ameristar will submit to the Office of Aviation Consumer Protection of the U.S. Department of Transportation a written description of each of the flights it operates that experiences a tarmac delay of more than three hours (on domestic flights) and more than four hours (on international flights) at a U.S. airport no later than 30 days after the tarmac delay occurs.
2. The written report will include at least the following information:
  - a. The name of the operating carrier, the name of the marketing carrier if the operating carrier is not the marketing carrier, and the flight number;
  - b. The originally scheduled origin and destination airports of the flight;
  - c. The airport at which the tarmac delay occurred and the date it occurred;
  - d. The length of the tarmac delay that occurred; and
  - e. An explanation of the incident, including the precise cause of the tarmac delay, the actions taken to minimize hardships for passengers (including the provision of food and water, the maintenance and servicing of lavatories, and medical assistance), and the resolution of the incident.
3. The written report shall be accompanied by a signed certification statement that reads as follows:

I, \_\_\_\_\_, certify that the enclosed report has been prepared under my direction, and affirm that, to the best of my knowledge and belief, the report is true and correct, based on information available at the time of this report's submission.

Date: \_\_\_\_\_ Signature: \_\_\_\_\_

Email address: \_\_\_\_\_

Phone number: \_\_\_\_\_

**O. Website display**

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