

Contingency Plan for Lengthy Tarmac Delays

The Air Wisconsin Contingency Plan for Lengthy Tarmac Delays is the result of rules put forth by the U.S. Department of Transportation to address airline service during conditions that result in long on-board delays for passengers. This Contingency Plan is explicitly separate from and not a part of the Conditions of Carriage and is developed in conjunction with United Airlines.

Air Wisconsin fully complies with all U.S. Department of Transportation rules regarding lengthy tarmac delays. Our Contingency Plan is intended to provide you with information regarding Air Wisconsin's policies and procedures for handling your travel on our airline in the event of a lengthy ground delay for your aircraft.

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 these phases of travel, these limits apply:

- For domestic U.S. flights covered by this plan, Air Wisconsin will not permit an aircraft to remain on the tarmac for more than three hours without providing passengers an opportunity to deplane. When possible, prior to reaching three hours, Air Wisconsin will return the aircraft to the gate, or another suitable disembarkation point, where passengers will be allowed to deplane.
- For international flights covered by this plan departing from or arriving at a U.S. airport, Air Wisconsin will not permit an aircraft to remain on the tarmac at a U.S. airport for more than four hours without providing passengers an opportunity to deplane. When possible, prior to reaching four hours, Air Wisconsin will return the aircraft to the gate, or another suitable disembarkation point, where passengers will be allowed to deplane.

Delays longer than these time limits may be necessary if:

- (i) The pilot-in-command determines there is a safety-related or security-related reason (e.g. weather or a directive from an appropriate government agency) the aircraft cannot leave its position on the tarmac to deplane passengers.
- (ii) Air traffic control advises the pilot-in-command that returning to the gate or another disembarkation point in order to deplane passengers would significantly disrupt airport operations.

Passenger services during a lengthy onboard ground delay

For all flights covered by this plan, Air Wisconsin will:

- Provide adequate food and drinking water no later than two hours 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 considerations preclude such service.
- Provide operable lavatory facilities, maintain comfortable cabin temperatures, and ensure adequate medical attention if needed while the aircraft remains on the tarmac.

- Ensure passengers on the delayed flight will receive notifications regarding the status of the delay every thirty minutes while the aircraft is delayed, including the reasons for the tarmac delay, if known.
- Notify passengers on the delayed flight beginning 30 minutes after the scheduled departure time (including any revised departure time that passengers were notified about before boarding) and every 30 minutes thereafter 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.

Resources

Air Wisconsin has taken steps to ensure sufficient resources are available to implement this Contingency Plan for Lengthy Tarmac Delays, when it is necessary to do so.

Coordination

To better serve passengers, Air Wisconsin has coordinated this Contingency Plan for Lengthy Tarmac Delays with:

- Local airport authorities (including terminal facility operators, where applicable) at each U.S. airport served by Air Wisconsin, as well as Air Wisconsin's regular diversion airports;
- U.S. Customs and Border Protection (CBP), at each airport regularly used by Air Wisconsin for international flights, as well as Air Wisconsin's regular diversion airports for international flights; and
- U.S. Transportation Security Administration (TSA), at each airport served by Air Wisconsin, as well as Air Wisconsin's regular U.S. diversion airports.

Emergency situations

In an emergency, Air Wisconsin will make its best efforts to assist other carriers, including sharing facilities and making gates available.

These efforts include:

- Providing assistance to other carriers during tarmac delay situations, as requested by the other carrier or by local airport authorities;
- Ensuring other carriers and local airport authorities have proper contact information to request assistance for gates, remote parking, ground equipment and personnel; and
- Making every effort to accommodate requests for gates and parking, including, when possible, moving Air Wisconsin aircraft off of a gate to make it available for other carrier aircraft.

We would like our customers to be aware of the following information regarding certain customer service provisions during a lengthy tarmac delayed flight.

- If needed, deplaning of customers may occur when it is safe and secure to do so at either a terminal gate or at a designated aircraft parking position on airport grounds via stairs and ground transportation.
- All customers who want to deplane from a flight that has experienced a lengthy tarmac delay and make alternative travel arrangements consistent with airline ticketing policies may do so when it is determined to be safe and secure, after the aircraft has been moved into position for deplaning, all

operational requirements for deplaning have been completed, and the pilot-in-command has allowed customer deplaning to begin. Passengers should be aware they deplane at their own risk and the flight could depart anytime without them.

- In most cases, the delayed flight will continue to its destination after passengers who have chosen to deplane do so; United's customers continue to tell us that, generally, they want to get to their intended destination, even if their arrival will be delayed.
- In instances where customers are permitted to deplane at a remote aircraft parking position, reboarding the aircraft will not be possible and therefore will not be made available. In cases where an aircraft that has returned to a gate in accordance with the Plan, customers may be advised how long the aircraft will remain at the gate to determine how much time (if any) customers may spend inside the terminal prior to having to re-board the aircraft for the continuation of the flight.
- Customers who chose to deplane and make alternative travel arrangements consistent with airline ticketing policies, should be aware on most domestic flights, their checked baggage will remain on the aircraft to the flight's final destination. In cases where the flight returns to the gate and is canceled, customers will be able to retrieve their checked luggage at the airport.
- Depending upon aircraft catering provisions, local airport catering supplies, and the circumstances of the delay, adequate food may be a snack item.
- All aircraft covered by this Plan have onboard lavatory services for customer use, and in accordance with this Plan, customers will have access to aircraft lavatories provided the pilot-in-command has indicated it is safe and secure for customers to move about the aircraft cabin.
- United's in-flight crews are trained to contact, coordinate, and, if necessary, utilize third party medical service providers, if available, to address customer needs when an aircraft is experiencing a lengthy tarmac delay or is in flight. In-flight crews will also coordinate with the pilot-in-command should any customer require immediate medical attention.
- Customers are encouraged to make appropriate preparations for air travel, such as bringing essential need items onboard the aircraft in accordance with advised carry-on restrictions. Such items may include medicines and other medically required items, baby and child care products (i.e., diapers) and other items essential to personal health and communication requirements. Air Wisconsin, in most cases, will not have such products available for customers.

At Air Wisconsin, the safety, security, and comfort of our customers is always an important priority, especially during flight delays. We are confident our contingency plans will lessen your inconvenience.