

Tarmac Delay Plan

Contingency Plan for Lengthy Tarmac Delays

Eastern Airlines assures passengers that we have sufficient resources to implement the following contingency plan for lengthy tarmac delays:

Domestic Flights

During domestic flights, Eastern will not permit an aircraft to remain on the tarmac for more than three hours before allowing passengers to deplane unless:

1. The pilot-in-command determines there is a safety-related or security-related reason (e.g. weather, a directive from an appropriate government agency) 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.

International Flights

During international flights, Eastern will not permit an aircraft to remain on the tarmac at a U.S. airport for more than four hours before allowing passengers to deplane, unless:

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.

On all flights, Eastern will:

1. Provide adequate food and water no later than two hours after the aircraft leaves the gate (in the case of a departure) or touches down (in the case of an arrival) if the aircraft remains on the tarmac, unless the pilot-in-command determines that safety or security considerations preclude such service;

2. Provide operable lavatory facilities, as well as adequate medical attention if needed, while the aircraft remains on the tarmac;
3. Provide notifications regarding the status of the delay at least every 30 minutes while the aircraft is delayed, including the reasons for the tarmac delay, if known; and
4. Notify passengers 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 an aircraft that is at the gate or another disembarkation area with the door open if the opportunity to deplane actually exists.

This plan has been coordinated with airport authorities, U.S. Custom and Border Protection, and the Transportation Security Administrations at all U.S. large hub airports, medium hub airports, small hub airports and non-hub airports Eastern serves, as well as our diversion airports.