



# CONTOUR

## Tarmac Delay Contingency Plan

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Corporate Flight Management, Inc.  
d.b.a. Contour Airlines  
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**Tarmac Delay Contingency Plan**

Should an unusual event result in a lengthy onboard delay, Contour Airlines wants to ensure the safety and well-being of our passengers. If the aircraft is delayed on the ground without an opportunity for passengers to deplane, the following contingency plan to ensure we meet our passengers' essential needs will apply.

A tarmac delay is defined as the period of time when an aircraft is on the ground with passengers and the passengers have no opportunity to deplane. Contour Airlines will work with the affected airport and in-flight teams to implement the plan which may include the participation of local airport authorities and other carriers.

1. For U.S. domestic flights, Contour Airlines will not permit its aircraft to remain on the tarmac (or at gate if door is closed and passengers are unable to deplane) for more than three hours or touches down (in the case of arrivals) before allowing passengers to deplane, unless:

a) The captain determines there is a safety 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

b) Air traffic control advises the flight crew that returning to the gate or another disembarkation point elsewhere in order to deplane passengers would significantly disrupt airport operations.

2. For international flights when departing from or arriving at a U.S. airport, Contour Airlines will not permit its aircraft to remain on the tarmac (or at gate if door is closed and passengers are unable to deplane) for more than four hours after the aircraft leaves the gate in the case of departures or touches down in the case of arrivals before allowing passengers to deplane, unless:

a) The captain determines there is a safety 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 b) Air traffic control advises the flight crew that returning to the gate or another disembarkation point elsewhere in order to deplane passengers would significantly disrupt airport operations.

3) For all flights, Contour Airlines will provide adequate food (e.g. snack foods) and drinking water no later than two hours after the aircraft leaves the gate (or at gate if door is closed and passengers are unable to deplane) or touches down (in the case of arrival) if the aircraft remains on the tarmac, unless the captain determines that safety or security considerations preclude such service.

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

5) For all flights, Contour Airlines will provide passengers on the delayed flight notification regarding the status of the delay every 30 minutes while the aircraft is delayed, including the reasons for the tarmac delay, if known.

6) For all flights, Contour Airlines 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.

7) At all U.S. airports with 10,000 or more total annual enplanements (including diversion airports) that are scheduled or served by public charter flights operated by Contour Airlines, Contour Airlines has and will continue to coordinate this plan with airport authorities, the Transportation Security Administration (TSA), and if the airport is regularly used for international flights operated by Contour Airlines, U.S. Customs and Border Protection (CBP). This coordination includes the ability to share facilities and make gates available at the airport in an emergency.

8) Contour Airlines will provide sufficient resources to implement this plan.