

INFORMATION & DISABILITY ASSISTANCE FOR BOEING 757 FLIGHTS OPERATED BY TAG AVIATION

1. **Tarmac Delay Contingency Plan for US Airports for B757 Flights**

TAG Aviation (UK) Ltd has prepared a contingency plan to manage and minimize negative impact on customers in situations involving a lengthy tarmac delay at a US airport. This plan is designed in accordance with US Department of Transportation regulations.

A tarmac delay is defined as the holding of an aircraft on the ground either before taking off or after landing with no opportunity for its passengers to deplane.

In case of a lengthy tarmac delay at an airport in the United States:

- (a) TAG UK will not allow an aircraft to remain on the tarmac for more than four hours before allowing passengers to get off the aircraft. An exception to this will be if the pilot-in-command determines there is a safety related or security related reason, and the aircraft can't leave its position on the tarmac to let passengers deplane. Another exception will be if air traffic control advises the pilot-in-command that returning to the gate to let passengers deplane would disrupt airport operations.
- (b) TAG UK will provide customers with snack food and drinking water no later than two hours after the aircraft leaves the gate (in case of departure) or touches down (in case of arrival) and the aircraft remains on the tarmac, unless the pilot-in-command determines that safety or security considerations preclude such service.
- (c) TAG UK will provide comfortable cabin temperatures, operable lavatory facilities and access to medical treatment if needed, for passengers on board an aircraft that remains on the tarmac.
- (d) TAG UK will notify customers on board an aircraft that remains on the tarmac of the status of the delay every 30 minutes. This notification will include the reason for the delay if known.
- (e) TAG UK will assure that the passengers on a delayed flight will be notified 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.
- (f) TAG UK will ensure that it has sufficient resources available to implement this plan and that it has coordinated this plan with the airport authorities, Customs and Border Protection, and the Transportation Security Administration at the airports and diversion airports TAG UK serves in the United States.

2. US Rule for Non-Discrimination on the Basis of Disability

TAG UK complies with 14 CFR Part 382 of the United States Department of Transportation Air Carrier Access Act (ACAA) for flights that begin or end at a US airport. Our senior cabin crew and Complaint Resolution Official (CRO) are available to assist if you have any questions or concerns about a disability-related issue.

Consumers can obtain a copy of this part (14 CFR Part 382) in an accessible format from the Department of Transportation by any of the following means:

- (a) For calls made from within the United States, by telephone via the Toll-Free Hotline for Air Travelers with Disabilities at 1-800-778-4838 (voice) or 1-800-455-9880 (TTY),
- (b) By telephone to the Aviation Consumer Protection Division at 202-366-2220 (voice) or 202-366-0511 (TTY),
- (c) By mail to the Air Consumer Protection Division, C-75, US Department of Transportation, 1200 New Jersey Ave., SE., West Building, Room W96-432, Washington, DC 20590, and
- (d) On the Aviation Consumer Protection Division's Website:
www.transportation.gov/airconsumer