

Tarmac Delays – U.S. airports

Should an unusual event result in a lengthy onboard delay at a U.S. airport, Porter Airlines (Porter) will ensure the safety and well-being of our passengers and crew. Onboard delays may occur due to weather, gate availability, airport conditions, mechanical problems, Air Traffic Control restrictions or other uncontrollable circumstances.

U.S. Department of Transportation regulations require airlines operating to or from the U.S. to return to a gate or a remote location and afford passengers the opportunity to deplane before the aircraft is away from the departure gate on the tarmac for four hours. This rule applies in the case of a departure or an arrival, once the aircraft touches down. There are two exceptions which allow an aircraft to remain off the gate beyond four hours:

- The pilot-in-command determines there is a safety or security-related impediment to deplaning passengers, or
- Air Traffic Control advises the pilot-in-command that returning to a gate or permitting passengers to disembark would significantly disrupt airport operations

During an extended delay on board the aircraft, Porter will:

- Provide notifications beginning 30 minutes after the departure time (including any revised departure time that passengers were notified about before boarding) and every 30 minutes thereafter identifying the reason for the delay and providing a tentative departure time.
- Provide notifications every 30 minutes regarding the opportunity to disembark from the aircraft that is at the gate or another disembarkation area with the door open, if the opportunity to disembark actually exists. Passengers who choose to disembark should be aware that they do so at their own discretion and that the flight could depart at any time without them.

In addition, if a tarmac delay exceeds two hours after leaving a gate (in the case of a departure) or after an aircraft touches down (in the case of an arrival), and if the pilot-in-command deems it safe to do so, Porter will:

- Provide adequate snack food and beverages, such as pretzels or granola bars and drinking water
- Ensure that the onboard lavatory remains operable
- As necessary and if safe to do so, provide first aid and other routine medical services normally made available by Porter

This plan has been coordinated with airport authorities, U.S. Customs and Border Protection and the Transportation Security Administration. Porter Airlines will provide sufficient resources to implement this plan.

Passengers are encouraged to make appropriate preparations for travel such as bringing essential needs onboard the aircraft (in accordance with carry-on baggage restrictions) to include medicines and other medically-required items, baby and child care products (e.g., diapers and baby food) and other items essential to personal health. Porter, in most cases, will not have such products available.