

Contingency plan for lengthy tarmac delays

Air Atlanta Icelandic's 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 due to long delays for passengers on board an aircraft. This contingency plan applies to all of our scheduled and public charter flights that depart from or arrive to a U.S. airport. This contingency plan is explicitly separate from and not a part of the Air Atlanta Icelandic / leased clients contract of carriage. This contingency plan has been established to comply with the U.S. Department of Transportation "Enhanced Protection for Airline Passenger" regulations (14 CFR Part 259).

Before delays occur, Air Atlanta Icelandic has a comprehensive plan designed to forecast and adjust to operational challenges and minimize lengthy delays while passengers are on board the aircraft. The Operation Control Center (OCC) at Air Atlanta Icelandic's headquarters is responsible for the execution of this plan, while keeping in mind the safety and well being of our customers.

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

In the event that a flight is held on the tarmac at a U.S. airport for four hours, Air Atlanta Icelandic would like to give our passengers the following assurances.

1. For international flights that depart from or arrive at a U.S. airport, we will not permit our aircraft to remain on the tarmac at a U.S. airport for more than four hours before allowing passengers to deplane, unless:
 - i. The pilot in command determines that there is a safety related or security related reason why the aircraft cannot leave its position on the tarmac to deplane passengers; or
 - ii. 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.
2. For all flights covered by the contingency plan, we will provide adequate food and potable water no later than two hours after our aircraft leaves the gate (in the case of a departure) or touches down (in the case of an arrival) if our aircraft remains on the tarmac, unless the pilot in command determines that safety or security considerations preclude such service.
3. For all flights covered by the contingency plan, we will provide operable lavatory facilities, as well as adequate medical attention if needed, while our aircraft remains on the tarmac.
4. For all flights covered by the contingency plan, we will notify our passengers every 30 minutes regarding the status of the tarmac delay, including the reason for the delay, if known.

5. For all flights covered by the contingency plan, we will notify our passengers 30 minutes after scheduled departure (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.
6. We have sufficient resources to implement the contingency plan.
7. We have coordinated the contingency plan with all applicable airport authorities, including U.S. Customs & Border Protection and the Transportation Security Administration, at all U.S. airports that we serve, including all diversion airports.