

## **JetBlue Airways Corporation Contingency Plan for Lengthy Tarmac Delays**

On August 23, 2011, the United States Department of Transportation implemented a final rule to enhance passenger protections with respect to lengthy delays while passengers are on board the aircraft (“the Rule”). For purposes of the Rule, 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.” The Rule prohibits an aircraft from remaining on the tarmac for more than three hours without providing passengers with an opportunity to deplane (or four hours in the case of international flights). Exceptions to the Rule include safety, security and/or when Air Traffic Control advises the pilot-in-command that returning to the terminal would disrupt airport operations.

JetBlue has developed a detailed Tarmac Delay Plan (“the Plan”) that meets all limits imposed by the Rule and assures it has sufficient resources to enact and implement the Plan described herein. JetBlue will coordinate its Plan with airport authorities and local governmental agencies, including the TSA and Custom Border Protection when applicable, at all large, medium, small, and non-hub U.S. airports that it serves, as well as its regular diversion airports. In accordance with the Rule, JetBlue will also share facilities at the airports it services and will coordinate with the appropriate airport authorities to make gates available for use during emergencies and lengthy tarmac delay situations.

JetBlue’s Plan is divided into time components whereby JetBlue will undertake the following:

Passengers will receive notification regarding the status and reasons for the delay every 30 minutes, if the reason for the delay is known.

Beginning 30 minutes after departure time as may be revised prior to boarding, and every 30 minutes thereafter, passengers will receive notification that they have an opportunity to deplane if the aircraft is at the gate or another disembarkation area with the door open, if the opportunity to deplane actually exists.

No later than two hours, unless the pilot-in-command determines that safety or security precludes such service (e.g. weather, a directive from an appropriate government agency), JetBlue shall ensure the provision of: snack and drinking water service; potable water for operation of lavatories & sinks; operable lavatory facilities; a comfortable cabin air temperature for passengers; and, adequate medical attention, if needed.

No later than three hours for domestic flights and four hours for international flights, the aircraft must be at gate with the door open, or at remote parking with air stairs connected and actual ability to deplane. JetBlue will communicate with airport operations to ensure that adequate time is provided to complete the task of returning to the gate. Exceptions include if in the judgment of the pilot-in-command there is a safety or security related reason not to return and/or if in the opinion of the FAA Air Traffic Controller, movement of an aircraft subject to this rule would significantly disrupt airport operations.

**Code-Share Responsibilities:** The marketing carrier’s plan for tarmac delays will apply unless the Contract of Carriage specifically states otherwise.