

Contingency Plan for Lengthy Tarmac Delays

Introduction

TAP Portugal's Contingency Plan for Lengthy Tarmac Delays* describes what TAP Portugal will implement during a lengthy tarmac delay at a U.S. airport in accordance with U.S. Department of Transportation (DOT) regulations. TAP Portugal makes its Contingency Plan available at the carrier's website, www.flytap.com.

This Contingency Plan is explicitly separate from and not a part of TAP Portugal's contract of carriage.

TAP Portugal's goal is to make every flight a safe and pleasant experience for our customers. TAP Portugal's Contingency Plan will be activated during times when our customers are experiencing irregular operations involving a lengthy tarmac delay at a U.S. airport. In most cases the cause of lengthy tarmac delays are outside of TAP Portugal's reasonable control (e.g., weather conditions, air traffic control restrictions, and airport construction projects). There are also times when unanticipated flight delays may occur due to airline operations, but no matter what the cause, TAP Portugal commits to implement measures under this Plan.

TAP Portugal provides the details of its Plan below.

* This Contingency Plan applies exclusively to TaP operations performed with own or sub-contracted aircraft.

Contingency Plan for Lengthy Tarmac Delays

When a tarmac delay occurs at a U.S. airport affecting a TAP Portugal operated international flight departing from or arriving at such airport, TAP Portugal will assure to customers:

1. TAP will not permit its aircraft to remain on the tarmac for more than four hours before allowing passengers to deplane, unless: (i) The pilot-in-command determines 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. TAP Portugal will provide adequate food and potable water no later than two hours after the aircraft leaves the gate (in the case of departure) or touches down (in the case of arrival) if its aircraft remains on the tarmac, unless the pilot-in-command determines that safety or security considerations preclude such service.
3. TAP Portugal will ensure that passengers have access to operable lavatory facilities, as well as adequate medical attention if needed, while its aircraft remains on the tarmac.
4. TAP Portugal will update passengers every 30 minutes regarding the status of and reasons for the tarmac delay and notify passengers every 30 minutes that they may deplane if the aircraft is at the gate with the door open.
5. TAP Portugal has sufficient resources to implement this Plan.
6. TAP Portugal has coordinated this Plan with airport authorities, U.S. Customs and Border Protection and U.S. Transportation Security Administration authorities at all U.S. airports that TAP Portugal serves, including diversion airports.