



Miami Air's Contingency Plan for Lengthy Tarmac Delays

(Effective on and after August 23, 2011)

Should there be a lengthy onboard delay in your public charter flight (an event that would not generally be anticipated), Miami Air wishes to protect the safety and well-being of our customers and crew. If the aircraft is delayed on the tarmac, without access to a terminal gate, for more than three hours (four hours in the case of international flights), the following contingency plan to ensure we meet our customers' essential needs will apply. A tarmac delay is defined as the time after leaving the gate or upon landing without access to the terminal. Our Director of System Control will work with the affected airport and in-flight teams to implement the plan which may include the participation of local airport authorities and other carriers.

1. For U.S. domestic flights, Miami Air will not permit its aircraft to remain on the tarmac for more than three (3) hours after the aircraft leaves the gate in the case of departures or touches down in the case of arrivals before allowing passengers to deplane, unless:
 - a. The pilot-in-command determines there is a safety-related or security-related reason (e.g. weather, a directive from an appropriate government agency) why the aircraft cannot leave its position on the tarmac to deplane passengers; or
 - b. 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 international flights when departing from or arriving at a U.S. airport, Miami Air will not permit its aircraft to remain on the tarmac for more than four (4) hours after the aircraft leaves the gate in the case of departures or touches down in the case of arrivals before allowing passengers to deplane, unless:
 - a. The pilot-in-command determines there is a safety-related or security-related reason (e.g. weather, a directive from an appropriate government agency) why the aircraft cannot leave its position on the tarmac to deplane passengers; or
 - b. 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.
3. For all flights, Miami Air will provide adequate food (e.g. snack foods such as pretzels or granola bars) and non-alcoholic beverages no later than two (2) hours after the aircraft leaves the gate (in the case of departure) or touches down (in the case of arrival) if the aircraft remains on the tarmac, unless the pilot-in-command determines that safety or security considerations preclude such service.
4. For all flights, Miami Air will provide operable restroom facilities, as well as adequate medical attention if needed, while the aircraft remains on the tarmac. Miami Air will maintain comfortable cabin temperatures for passengers, in the event of a tarmac delay, by using the aircraft APU (Auxiliary Power Unit).
5. For all flights, Miami Air will provide passengers on the delayed flight notification regarding the status of the delay every 30 minutes while the aircraft is delayed, including the reasons for the tarmac delay, if known.
6. For all flights, Miami Air will provide passengers on the delayed flight notification 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 the aircraft if it is at the gate or another disembarkation area with the door open, provided the opportunity to deplane actually exists.
7. Miami Air will provide sufficient resources to implement this plan. Miami Air does not own any gates; however, it is willing to share ramp space located at the Miami International Airport.
8. At all U.S. airports with 10,000 or more total annual enplanements (including diversion airports) at which it operates public charter flights, Miami Air is coordinating this plan with (a) airport authorities, (b) the Transportation Security Administration (TSA), and (c) if the airport is regularly used for international flights operated by Miami Air, U.S. Customs and Border Protection (CBP).