Air Wisconsin Airlines Tarmac Delay Contingency Plan

Flights on U.S. soil

In accordance with Department of Transportation Enhanced Protections for Airline Passengers regulations (14 CFR Part 259), Air Wisconsin Airlines (“Air Wisconsin”) has created a Lengthy Tarmac Delay Contingency Plan (“Plan”). In the unusual event of such a delay either before takeoff or after landing, Air Wisconsin will seek to ensure that:

1. For domestic U.S. flights covered by the Plan, Air Wisconsin will not permit an aircraft to remain on the tarmac for more than three hours before allowing passengers to deplane unless: 1) the pilot-in-command determines there is a safety-related or security-related reason (e.g., weather or a directive from an appropriate government agency) the aircraft cannot leave its position on the tarmac to deplane passengers; or 2) air traffic control advises the pilot-in-command that returning to the gate or another disembarkation point in order to deplane passengers would significantly disrupt airport operations; or 3) in the case of a departing flight only, the aircraft begins to return to a suitable disembarkation point within three hours.

2. For international flights covered by this Plan that depart from or arrive at a U.S. airport, Air Wisconsin will not permit an aircraft to remain on the tarmac at a U.S. airport for more than four hours before allowing passengers to deplane unless: 1) the pilot-in-command determines there is a safety-related or security-related reason (e.g., weather or a directive from an appropriate government agency) that the aircraft cannot leave its position on the tarmac to deplane passengers; or 2) air traffic control advises the pilot-in-command that returning to the gate or another disembarkation point in order to deplane passengers would significantly disrupt airport operations; or 3) in the case of a departing flight only, the aircraft begins to return to a suitable disembarkation point within four hours.

3. For all flights covered by this Plan, Air Wisconsin will provide adequate food and drinking 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 the aircraft remains on the tarmac, unless the pilot-in-command determines that safety or security considerations preclude such service.

4. For all flights covered by this Plan, Air Wisconsin will provide operable lavatory facilities, maintain comfortable cabin temperatures, and ensure adequate medical attention if needed while the aircraft remains on the tarmac.

5. For all flights covered by this Plan, Air Wisconsin will ensure that passengers on the delayed flight receive 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 covered by this Plan, Air Wisconsin will ensure that passengers on the delayed flight receive notification beginning 30 minutes after 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 an aircraft that is at the gate or another disembarkation area with the door open if the opportunity to deplane actually exists.

7. Air Wisconsin has sufficient resources to implement this Plan.

8. Air Wisconsin has coordinated this Plan with airport authorities (including terminal facility operators where applicable) at each U.S. airport that we serve, including regular U.S. diversion airports, and, if necessary, will work with airport authorities and other airlines to share facilities and make gates available in an emergency.

9. Air Wisconsin has coordinated this Plan with U.S. Customs and Border Protection (CBP) at each airport that we regularly use for international flights, including diversion airports, and with the Transportation Security Administration (TSA) at each U.S. airport that we serve, including regular U.S. diversion airports.

Note: Air Wisconsin’s operated flights are marketed by the United (UA) code.
Flights on Canadian soil

In accordance with Canada’s Air Passenger Protection Regulation (APPR), Bill C-49, Air Wisconsin Airlines (“Air Wisconsin”) has created a Lengthy Tarmac Delay Contingency Plan (“Plan”). In the unusual event of such a delay either before takeoff or after landing, Air Wisconsin will seek to ensure that:

1. For flights on Canadian soil, Air Wisconsin will not permit an aircraft to remain on the tarmac for more than three hours before allowing passengers to deplane unless: 1) the pilot-in-command determines there is a safety-related or security-related reason (e.g., weather or a directive from an appropriate government agency) the aircraft cannot leave its position on the tarmac to deplane passengers; or 2) air traffic control advises the pilot-in-command that returning to the gate or another disembarkation point in order to deplane passengers would significantly disrupt airport operations; or 3) in the case of a departing flight only, the pilot-in-command receives information the flight will depart within 45 additional minutes after three hours of tarmac delay.

2. For all flights covered by this Plan, Air Wisconsin will provide adequate food and drinking water as requested by passengers unless the pilot-in-command determines that safety or security considerations preclude such service.

3. For all flights covered by this Plan, Air Wisconsin will provide operable lavatory facilities, maintain comfortable cabin temperatures, and ensure adequate medical attention if needed while the aircraft remains on the tarmac.

4. For all flights covered by this Plan, Air Wisconsin will ensure that passengers on the delayed flight receive notification regarding the status of the delay every 30 minutes while the aircraft is delayed, including the reasons for the tarmac delay, if known.

5. For all flights covered by this Plan, Air Wisconsin will ensure passengers on the delayed flight receive notification beginning 30 minutes after 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 an aircraft that is at the gate or another disembarkation area with the door open if the opportunity to deplane actually exists.

Note: Air Wisconsin’s operated flights are marketed by the United (UA) code.

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