

## Champlain Enterprises, LLC Long Tarmac Delay Plan

We are dedicated to providing a level of service to our customers that makes us a leader in the airline industry and are committed to operating a reliable schedule. Safety considerations, weather, Air Traffic Control, operations and other factors may occasionally cause long tarmac delays. In compliance with U.S. Department of Transportation (DOT) regulations, we have planned and prepared to manage and minimize lengthy tarmac delays on our flights. Our goal is to make every flight a safe and pleasant experience for our customers.

Consistent with DOT regulations, Champlain Enterprises' Long Tarmac Delay Plan covers all scheduled and public charter flights that we operate.

### Champlain Enterprises Assurances to Customers:

1. For domestic U.S. flights covered by this Plan, Champlain Enterprises will not permit an aircraft to remain on the tarmac for more than three hours before allowing passengers to deplane unless:
  - a. 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
  - b. Deplaning passengers at a suitable disembarkation point would jeopardize passenger safety or security; OR
  - c. 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
  - d. 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, Champlain Enterprises 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:
  - a. 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
  - b. Deplaning passengers at a suitable disembarkation point would jeopardize passenger safety or security; OR
  - c. 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
  - d. 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, Champlain Enterprises will provide adequate food and drinking water no later than two hours after the main aircraft door closes in preparation for departure (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, Champlain Enterprises will ensure that operable lavatory facilities will remain available while the aircraft remains on the tarmac.
5. For all flights covered by this Plan, Champlain Enterprises will maintain comfortable cabin temperatures, and ensure adequate medical attention, if needed, while the aircraft remains on the tarmac.
6. For all flights covered by this Plan, Champlain Enterprises will ensure that passengers on the delayed flight receive notification regarding the status of the delay 30 minutes after the aircraft is delayed, including the reasons for the tarmac delay, if known.
7. For all flights covered by this Plan, Champlain Enterprises will ensure that passengers on the delayed flight receive notification 30 minutes after the main aircraft door closes in preparation for departure and each time 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.

#### Flights on Canadian Soil

8. In accordance with Canada's Air Passenger Protection Regulation (APPR), Bill C-49, United Airlines ("United") has created a Lengthy Tarmac Delay Contingency Plan ("Plan"). In the unusual event of such a delay either before takeoff or after landing, United will seek to ensure that:
  - a. For flights on Canadian soil, United 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) 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 Pilot-In-Command receives information that the flight will depart within 45 additional minutes after three hours of tarmac delay.
  - b. For all flights covered by this Plan, United 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.

- c. For all flights covered by this Plan, United will provide operable lavatory facilities, maintain comfortable cabin temperatures, and ensure adequate medical attention, if needed, while the aircraft remains on the tarmac.
- d. For all flights covered by this Plan, United 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.
- e. For all flights covered by this Plan, United 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.

NOTE: The tarmac delay contingency plan of the operating carrier governs when it is operating a flight on which the United (UA) code is displayed.

- 9. Champlain Enterprises has sufficient resources to implement this Plan.
- 10. Champlain Enterprise is responsible for coordinating 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. We have coordinated this through our partner, United Airlines.
- 11. Champlain Enterprises is responsible for coordinating this Plan with the airport authorities and the U.S. Customs and Border Protection (CBP) at each airport that we regularly use for international flights, including diversion airports, and with the airport authorities and the Transportation Security Administration (TSA) at each U.S. airport that we serve, including regular U.S. diversion airports. We have coordinated this through our partner, United Airlines.
- 12. In the event of an emergency, Champlain Enterprises will make every effort to share facilities and make gates available at the airports covered in this plan.