

Contingency Plan for Lengthy Tarmac Delays

Introduction

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

Consistent with DOT regulations, SAS's Plan covers all SAS scheduled and public charter flights operated to and from the U.S. With respect to SAS codeshare flights operated by another carrier that depart from or arrive at a U.S. airport, the tarmac delay contingency plan of the operating carrier governs as provided for in SAS's Conditions of Carriage.

SAS's goal is to make every flight a safe and pleasant experience for our customers. SAS's Plan will be activated during times when customers on these flights are experiencing tarmac irregular operations involving a lengthy tarmac delay. In most cases the cause of lengthy tarmac delays are outside of SAS's reasonable control (e.g., weather events, inefficiencies of today's air traffic control (ATC) systems, government operating restrictions, and airport construction projects). There are also times when unanticipated flights delays may occur due to airline operations, but no matter what the cause, SAS commits to implement measures under this Plan.

SAS provides the details of its Plan below.

Contingency Plan for Lengthy Tarmac Delays

This SAS Plan is adopted for all scheduled and public charter flights operated to and from the U.S.

1. For all flights covered by this Plan that depart from or arrive at a U.S. airport, SAS 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: (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 a gate or another disembarkation point elsewhere in order to deplane passengers would significantly disrupt airport operations.
2. For all flights covered by this Plan, SAS 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 the aircraft remains on the tarmac, unless the pilot-in-command determines that safety or security considerations preclude such service.
3. For all flights covered by this Plan, SAS will provide operable lavatory facilities, as well as adequate medical attention if needed, while the aircraft remains on the tarmac.
4. For all flights covered by this Plan, SAS will notify passengers on the delayed flight beginning 30 minutes after the 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 departure gate or at another disembarkation area with the door open if the opportunity to deplane actually exists.
5. SAS has sufficient resources to implement this Plan, when necessary.
6. SAS has coordinated this Plan with airport authorities (including terminal facilities operators, where applicable) at all U.S. airports that SAS serves, including regular U.S. diversion airports.
7. SAS has coordinated this Plan with U.S. Customs & Border Protection (CBP) and the Transportation Security Administration (TSA) at each U.S. airport that SAS serves regularly, including regular U.S. diversion airports.