

# **Virgin America Contingency Plan for Lengthy Tarmac Delays**

(Issued in Compliance with 14 CFR Part 259, as amended,  
and 49 U.S.C. § 42301)

Revised May 2015

Virgin America, in compliance with 14 CFR Part 259, as amended, and 49 U.S.C. § 42301, has adopted this contingency plan to mitigate hardships for airline passengers during lengthy tarmac delays. This plan applies to Virgin America's scheduled and public charter flights at each U.S. large hub airport, medium hub airport, small hub airport and non-hub airport at which Virgin America operates or markets such air service. This plan contains separate assurances covering maximum hold times during aircraft tarmac delays; provisioning of adequate food and water, medical attention and lavatory facilities during delays; cabin temperatures; communications to passengers during delays; sufficient resources to implement the plan; assurances that the plan has been coordinated with airport authorities and U.S. Customs and Border Protection (CBP) and Transportation Security Administration (TSA) personnel; and the sharing of facilities and availability of gates at airports during emergencies.

As used throughout this plan, the term "tarmac delay" means the holding of an aircraft on the ground either before taking off or after landing with no opportunity for its passengers to deplane.

## **1. On Aircraft Delays**

- a. For domestic flights, Virgin America will not permit an aircraft to remain on the tarmac for more than three hours before allowing passengers an opportunity to deplane unless the Pilot In Command (PIC) determines there is a safety or security related reason why the aircraft cannot leave its position on the tarmac to deplane passengers or Air Traffic Control (ATC) advises that returning to a gate or other disembarkation point would significantly disrupt airport operations. For international flights, Virgin America will not permit aircraft to remain on the tarmac for more than four hours, subject to the safety and security or ATC related exceptions set forth above.

Further to this plan, Virgin America makes the following assurances:

- i. For domestic flights: When an aircraft has been on the tarmac for two hours, from the beginning of aircraft movement, the PIC will coordinate with the Operations Manager and local airport operations to arrange for a gate or hard stand, and will return to that gate/stand as soon as practical in order to deplane guests, unless it is evident that the aircraft will be able to depart the airport within 30 minutes from that two hour point. Virgin America will not permit an aircraft to remain on the tarmac for more than three hours unless: (i) the PIC determines there is a safety or security related reason why the aircraft cannot leave its position on the tarmac to deplane guests; or (ii) ATC advises that returning to the gate or another disembarkation point would significantly disrupt airport operations.
- ii. For international flights: When an aircraft has been on the tarmac for three hours, from the beginning of aircraft movement, the PIC will coordinate with the Operations Manager and local airport operations to arrange for a gate or hard stand, and will return to that gate/stand as soon as practical in order to deplane guests, unless it is evident that the aircraft will be able to depart the airport within 30 minutes from that three hour point. Virgin America will not permit an aircraft to remain on the tarmac for more than four hours unless: (i) the PIC determines there is a safety or security related reason why the aircraft cannot leave its position on the tarmac to deplane guests; or (ii) ATC advises that returning to the gate or another disembarkation point would significantly disrupt airport operations.

## **2. Adequate Food and Water**

- a. Virgin America will provision all flights with adequate food and potable water on board the aircraft. During a tarmac delay, Virgin America will provide food and potable water to all guests, free of charge, no later than two hours after the aircraft has left the gate or touchdown at the airport, as the case may be, unless the PIC determines that safety or security considerations preclude such service.

## **3. Adequate Lavatory Facilities**

- a. All Virgin America aircraft are equipped with three lavatories. Virgin America aircraft may push back with lavatories deferred, but at least one lavatory must be operative. These lavatories are serviced prior to each flight. In the event that all lavatories become inoperable during a tarmac delay, Virgin America will return to the gate as soon as practical or make other arrangements to immediately service the aircraft to return the lavatories to operating condition, to ensure operable lavatory facilities remain available while the aircraft remains on the tarmac.

## **4. Medical Attention**

- a. Virgin America will arrange for medical attention to be provided to those guests in need during a tarmac delay. All Virgin America aircraft are equipped with Emergency Medical Kits (EMK) and InFlight teammates are trained in first aid. Should a medical situation arise where this training and material is inadequate to address the situation, the PIC shall be notified and a third party communication link (MedLink) will be established. Depending on the guidance issued by the MedLink physician, the PIC will determine if the aircraft will return to a gate or hard stand for further medical treatment.

## **5. Cabin Temperatures**

- a. Virgin America will maintain cabin temperatures at a comfortable level during a tarmac delay. In the event the PIC determines that the cabin temperature is uncomfortable for passengers, he or she will return the aircraft to the gate as soon as possible or make other arrangements to ensure that cabin temperatures are comfortable on the tarmac.

## **6. Communications To Guests During Delays**

- a. On all tarmac delay flights, the PIC will ensure that guests will receive notifications regarding the status of the delay every 30 minutes while the aircraft is delayed, including the reasons for the tarmac delay, if known. Guests will also be notified beginning 30 minutes after the flight's scheduled departure time (including any revised departure time that guests 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 other disembarkation area with the door open if the opportunity to deplane actually exists.

## **7. Sufficient Resources**

- a. Virgin America will commit sufficient resources in order to fully implement this plan. Virgin America team members will coordinate to ensure that all subject areas of this plan are implemented.

## **8. Coordination with Airport Authorities and TSA and CBP Personnel**

- a. Virgin America will coordinate this plan with airport authorities (including terminal facility

operators where applicable) at each U.S. large hub airport, medium hub airport, and small hub airport and non-hub airport the carrier serves, including diversion airports.

- b. Virgin America will also coordinate this plan with TSA personnel at each U.S. large hub airport, medium hub airport, small hub airport and non-hub airport that the carrier serves, including diversion airports.
- c. Virgin America will also coordinate this plan with CBP personnel at each U.S. large hub airport, medium hub airport, small hub airport and non-hub airport that the carrier regularly uses for its international flights, including diversion airports.

## **9. Facilities and Gates**

- a. Virgin America will work with the airport operator and, where necessary, other airlines at the airport, to share facilities and make gates available at the airport in the event of an emergency.