

Tarmac Delay Contingency Plan (Fast Colombia S.A.S.)

In accordance with Department of Transportation Enhanced Protections for Airline Passengers regulations (14 CFR Part 259), Fast Colombia S.A.S has established a Lengthy Tarmac Delay Contingency Plan, has committed sufficient resources to implement the plan, and has coordinated the plan with the airport authority, the Transportation Security Administration (TSA) and U.S. Customs and Border Protection (CBP) at each applicable U.S. regular and diversion airport to which Fast Colombia S.A.S. operates. In the unlikely event of a long onboard delay prior to takeoff or upon landing, our Operations Control Center will coordinate with the Pilot-in-command on the aircraft, the local Airport Operations Team, and authorities at the airport to implement our plan. Onboard delays are situations we always try to avoid. Sometimes weather, gate-space limitations, visibility, airport conditions, mechanical problems, Air Traffic Control requirements, or other uncontrollable circumstances cause unavoidable ground delays. In these cases, Fast Colombia S.A.S will strive to ensure that:

1. The aircraft does not remain on the tarmac at a U.S. airport for more than four hours for international flights unless
 - (i) the Pilot-in-command determines that there is a safety-related or security-related reason why the aircraft cannot leave its position on the tarmac to deplane Customers (e.g., weather, a directive from an appropriate government agency), or
 - (ii) 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 delays approaching two hours, if the Pilot-in-command of the aircraft deems it is safe to do so, Fast Colombia S.A.S. will provide snacks and drinking water.
3. Lavatories remain operable. If necessary and safe to do so, remote aircraft lavatory servicing will be requested and furnished.
4. As necessary and safe to do so, first aid and other routine medical services normally offered by Fast Colombia S.A.S will be provided.
5. We will work with airport officials and, if necessary, other airlines to share or acquire equipment such as portable stairs, buses, vans, or other means by which Customers may deplane and be safely escorted to a terminal or other reasonable facility.
6. Cabin temperatures remain comfortable when the departure of a flight is delayed or the disembarkation of passengers is delayed.



7. Customers on the delayed flight 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.
8. Customers on the delayed flight will be notified beginning 30 minutes after scheduled departure time (including any revised departure time that Customers 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.

