

## Tarmac Delay Contingency Plan

### (Applicable to scheduled flights departing from or arriving at a U.S. airport)

For those flights encountering a tarmac delay at U.S. airports in accordance with the U.S. Department of Transportation ("DOT") regulation 14 CFR Part 259, Concesionaria Vuela Compañía de Aviación, S.A.P.I. de C.V., d/b/a Volaris, offers the following assurances:

- 1) We will not permit our 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 why the aircraft cannot leave its position on the tarmac to deplane passengers, or
  - b) Air traffic control advises our pilot-in-command that returning to the gate, or another disembarkation point elsewhere to deplane passengers would significantly disrupt airport operations.
  - c) For departing flights, when the flight begins to return to a suitable disembarkation point no later than four hours after the main aircraft door is closed to deplane passengers.
    - i) If the aircraft is in an area not under Volaris' control, the aircraft has begun to return to a suitable disembarkation point when a request is made to the Federal Aviation Administration control tower, airport authority, or other relevant authority directing the aircraft's operations.
    - ii) If the aircraft is in an area under Volaris' control, the aircraft has begun to return to a suitable disembarkation point when the pilot begins maneuvering the aircraft to a suitable disembarkation point.
- 2) Where there are delays at U.S. airports, we will provide passengers with adequate food and potable water no later than two hours after the aircraft leaves the gate (in the case of a departure) or touches down (in the case of an arrival or a diversion) unless the pilot-in-command determines that safety or security considerations preclude such service.
- 3) We will ensure operable lavatory facilities are available, as well as provision of adequate medical attention (if needed) while the aircraft remains on the tarmac.
- 4) We will issue notifications to passengers regarding the status of the delay when the tarmac delay exceeds 30 minutes, and thereafter will provide updates, including flight status changes, as appropriate.
- 5) For departing flights and diversions, we will timely notify passengers of the opportunity to deplane each time the opportunity to deplane from the aircraft exists at a suitable disembarkation point.
- 6) We have sufficient reasonable resources to implement this plan.
- 7) We have coordinated our Tarmac Delay Contingency Plan with the airport authorities, U.S. Customs and Border Protection (CBP) and the Transportation Security Administration (TSA) at each U.S. airport that we fly to, as well as the U.S. airports we have designated as our diversion airports.

**volaris**

