



## **Fiji Airways Contingency Plan for Lengthy Tarmac Delays**

(Issued in Compliance with 14 CFR Part 259)

Fiji Airways, in compliance with 14 CFR Part 259, has adopted this contingency plan to mitigate hardships for airline passengers during lengthy tarmac delays. This plan applies to Fiji Airways scheduled and public charter flights at large, medium and small hub and non-hub U.S. airports where Fiji Airways operates. This plan contains separate sections covering maximum hold times on aircraft delays, provisioning of adequate food and water, adequate medical attention and lavatory facilities, resources to implement the plan, and assurances that the plan has been coordinated with airport authorities. 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**

Fiji Airways will not permit an aircraft to remain on the tarmac for more than four (4) hours unless there is a safety or security related reason to do so or local Air Traffic Control (ATC) advises that to return would significantly disrupt airport operations. In order to accomplish this directive, Fiji Airways makes the following assurances:

For international flights that depart from or arrive at a U.S. airport:

When an aircraft has been on the tarmac for three (3) hours at a large and medium hub U.S. airports, from the time the door is closed, the PIC will coordinate with the Operations Manager and local airport operations to arrange for a gate or hard stand and to return 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 thirty (30) minutes from that three (3) hour point. Fiji Airways will not permit an aircraft to remain on the tarmac for more than four (4) hours unless: (i) the PIC determines there is a safety-related or security-related reason why the aircraft cannot leave its position on the tarmac to deplane guests; or (ii) air traffic control advises the PIC that returning to the gate or another disembarkation point elsewhere in order to deplane guests would significantly disrupt airport operations.

### **2. Adequate food and water**

Fiji Airways will provide all flights with adequate food and potable water on board the aircraft. During a tarmac delay Fiji Airways will provide food and potable water to guests, free of charge, no later than two (2) hours after the aircraft has left the gate or touched down at the airport, as the case may be, unless the PIC determines that safety or security considerations preclude such service.

### **3. Adequate Lavatory Facilities**

All Fiji Airways aircraft are equipped with a minimum of three lavatories. Fiji Airways 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, Fiji Airways will return to the gate as soon as practical unless it is practical to immediately service the aircraft to return the lavatories to operating condition.

### **4. Medical attention**

Fiji Airways will arrange for medical attention to be provided to those guests in need during a tarmac delay. All Fiji Airways aircraft are equipped with Emergency Medical Kits (EMK) and inflight personnel 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 will be established. Depending on the guidance issued by the physician, the PIC will determine if the aircraft will return to a gate or hard stand for further medical treatment.

### **5. Sufficient Resources**

Fiji Airways will commit sufficient resources in order to implement this plan fully. Fiji Airways employees will coordinate to ensure that all subject areas of this plan are implemented.

### **6. Coordination with Airports**

Fiji Airways coordinated this plan with airport authorities, the Transportation Security Administration and U.S. Customs and Boarder Protection at each U.S. large, medium and small hub and non-hub airport regularly used for its international flights, including its regular U.S. diversion airports.

### **7. Code-sharing**

The tarmac delay contingency plan of the carrier under whose code the service is marketed will govern.

### **8. Plan Amendments**

Fiji Airways may amend this plan at any time in order to decrease the time for aircraft to remain on the tarmac or for delivery of food or potable water.