

# **Contingency Plan for Lengthy Tarmac Delays**

**Last Updated: September 23, 2011**

## **Overview**

In order to minimize lengthy delays at U.S. airports while passengers are on board our aircraft, Royal Air Maroc has implemented a comprehensive plan designed to forecast and adjust to operational challenges. Royal Air Maroc's Station Managers are responsible for the daily execution of this plan, while keeping in mind the safety and well being of our customers.

The U.S. Department of Transportation's (DOT) tarmac delay rule establishes a four hour time limit for carriers to provide an opportunity for passengers to deplane in the event of a tarmac delay affecting international flights departing from or arriving at a U.S. airport. Royal Air Maroc's plan ensures that our operations will meet this time limit. Royal Air Maroc's comprehensive plan establishes trigger points to account for those times when unforeseen constraints have caused tarmac delays. The following exceptions to the four hour time limit apply to Royal Air Maroc flights:

- The pilot-in-command determines there are safety or security reasons why the aircraft cannot leave its position on the tarmac to deplane passengers; or
- Air Traffic Control (ATC) advises the pilot-in-command that returning to the terminal or other disembarkation point elsewhere in order to deplane passengers would significantly disrupt airport operations.

## **Plan Requirements**

Royal Air Maroc has dedicated sufficient resources to implement our plan in order to meet the requirements of the DOT for extended tarmac delays, including the four-hour time limit for international flights. Our plan ensures that Royal Air Maroc will provide the following during a lengthy tarmac delay at a U.S. airport: 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 an arrival) if the aircraft remains on the tarmac, unless the pilot-in-command determines that safety or security considerations preclude such service; operable lavatory facilities; and medical attention, if needed, while the aircraft remains on the tarmac. Our plan provides that passengers on a 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. Our plan also provides that passengers on a delayed flight will be notified beginning 30 minutes after 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 an aircraft that is at the gate or another disembarkation area with the door open if the opportunity to deplane actually exists.

## **Coordination**

Our plan has been coordinated with all airport authorities at U.S. airports served by Royal Air Maroc, as well as our regular U.S. diversion airports. This plan also has been coordinated with U.S. Customs and Border Protection and the Transportation Security Administration at all U.S. airports served by Royal Air Maroc, including diversion airports.