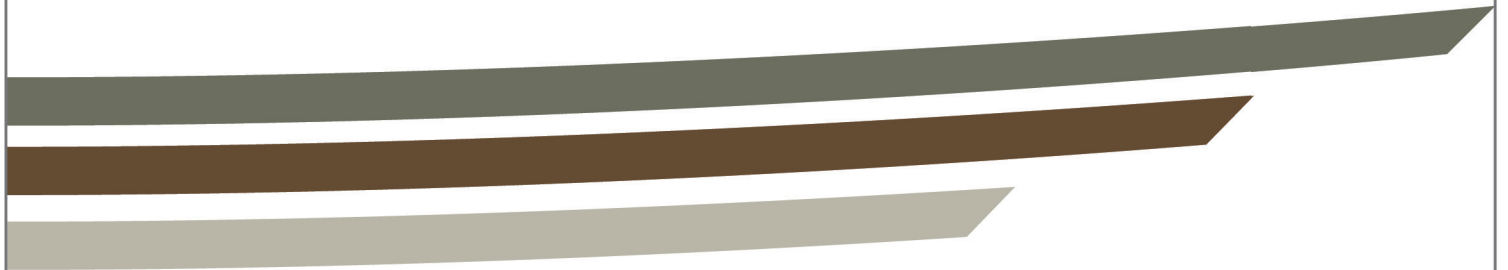




# Tarmac Delay Program (TDP)



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## Revision Highlights

Changes inserted with this revision are listed in the table below.

Chapter	Description
All	Reformatted manual and updated required passenger notification times.

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## Record of Revisions

Revision Number	Effective Date
Original	5 APR 18
1	22 FEB 21
2	15 NOV 21
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**Record of Revisions**

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## List of Figures

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## List of Tables

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### 1.3 Passenger Comfort During Lengthy Tarmac Delays

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- A. For all flights, Hillwood Airways will:
1. Provide passenger notification regarding the status of the tarmac delay when the delay exceeds 30 minutes. Subsequent updates, including any flight status changes may be delivered as appropriate.
  2. Provide passengers on the delayed flight timely notification that they have the opportunity to deplane the aircraft when it reaches a suitable disembarkation point, should the opportunity to deplane safety exists.
  3. Provide adequate food and potable water no later than two (2) hours after the start of the tarmac delay, unless the pilot-in-command determines that safety or security considerations preclude such service.
  4. Ensure lavatory facilities are operable and adequate medical assistance is available, if needed.
  5. Ensure comfortable cabin temperatures are maintained through the use of the aircraft auxiliary power unit (APU).

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### 1.4 Airport Coordination

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- A. As a supplemental, charter-on-demand carrier, Hillwood Airways contracts the services of Fixed-Base Operators (FBO) at all departure, arrival, and diversion airports.
1. Hillwood Airways will coordinate with FBOs to share deplaning areas and facilities at the airport in an emergency.
- B. Hillwood Airways' Director of Operations or designee has coordinated the Contingency Plan for Tarmac Delays with the following:
1. Airport authorities
  2. US Customs and Border Patrol (CBP), where applicable
  3. Local TSA, at each airport it serves, including regular diversion airports

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### 1.5 Resources

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- A. Hillwood Airways System Operations Control (SOC) is responsible for the management of all operational disruptions including lengthy tarmac delays. The information and directions for managing tarmac delays is passed on in a timely manner to all applicable employees or contract personnel.
- B. Hillwood Airways has committed sufficient resources to implement this plan.
- C. Hillwood Airways will make every reasonable effort to comply with this plan.

**END**

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