



Tarmac Delay Program (TDP)

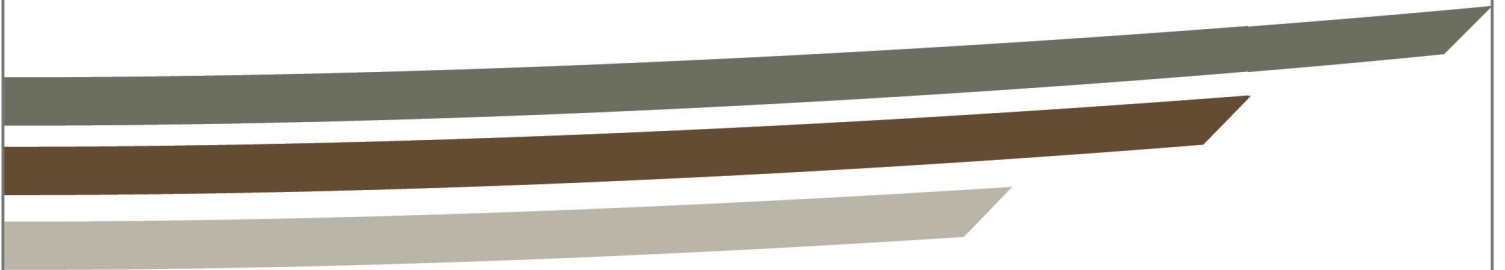


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Chapter 1: Tarmac Delay Contingency Plan

1.1 Overview

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- A. Hillwood Airways has developed a Contingency Plan for possible lengthy tarmac delays. The plan provides flexibility for changing situations which are sensitive to passenger requirements during delays and/or diversions. Hillwood Airways understands tarmac delays remain unpredictable and unavoidable. Each component of the contingency plan was developed with the safety and comfort of our passengers in mind. The length of the delay and hardships caused will be minimized to the maximum extent possible in every event.

1.2 Conditions

- A. Hillwood Airways will provide a passenger on a flight experiencing a tarmac delay (period of time the aircraft is on the ground with passengers that have no opportunity to deplane) at a U.S. airport the opportunity to deplane before the tarmac delay exceeds three hours (for domestic flights) or four hours (for international flights) with the following exceptions:
1. For departing flights, when the flight begins to return to a suitable disembarkation point no later than three hours (for domestic flights) or four hours (for international flights) after the main aircraft door is closed in order to deplane passengers.
 2. The pilot-in-command determines that deplaning passengers at a suitable disembarkation point would jeopardize passenger safety or security, or there is a safety-related or security related reason why the aircraft cannot leave its position on the tarmac to deplane passengers; or
 3. Air traffic control advises the pilot-in-command that proceeding to the gate, or another suitable disembarkation point in order to deplane passengers would significantly disrupt airport operations.

NOTE

If the aircraft is in an area that is not under Hillwood Airways' control, it is considered to have 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.

1.3 Passenger Comfort During Lengthy Tarmac Delays

- 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).

1.4 Airport Coordination

- 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

1.5 Resources

- 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.

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