

Long Tarmac Delay Plan

CONTINGENCY PLAN FOR EXTENDED TARMAC DELAYS IN AIRPORTS OF THE UNITED STATES OF AMERICA.

Aeromar is committed to providing quality service to our passengers on every flight.

The Contingency Plan (Aeromar's Plan) for extended tarmac delays in the United States airports describes how Aeromar will act in this situation. Applies for flights to and from the United States, according to regulations from the Department of Transportation (DOT). For more information please refer to Aeromar's website www.aeromar.us.

According to DOT regulations Aeromar's Plan covers all regular operations as well as charters operated in any aircraft equal to or greater than 30 passenger seats.

The objective is to make every Aeromar flight a safe and enjoyable experience for all our customers. Aeromars Plan will be implemented whenever the passengers of a flight experience any irregular operations involving a long wait on tarmac of any U.S. airport.

In most cases, these delays are beyond the control of Aeromar such as: weather related events, malfunction or inefficiency of Air Traffic Control systems, government operational constraints, airport construction projects, airline operations, among others. Whatever the cause is, Aeromar is committed to implement measures under this plan, described below.

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In case of extraordinary events that could result in lengthy tarmac delays, Aeromar will do everything reasonably possible to ensure essential needs of passengers are provided, such as food, water, lavatory and basic medical care.

Aeromar will provide passengers onboard, updated information about the delay and will provide the best information available regarding the estimated time of departure, landing or deplaning.

Thank you for flying with Aeromar.

This plan will be adopted for all scheduled and charter flights operated with an aircraft with a capacity equal to or greater than 30 passenger seats by Transportes Aeromar.

Aeromar assures passengers:

As for flights operated to and from the United States, Aeromar will not permit

an aircraft to remain on the tarmac for more than four hours, keeping passengers onboard, except the following cases:

The pilot in command of the aircraft determines that there is a risk to the safety of the aircraft and passengers (such as weather, threats in the terminal building, among others) for which the aircraft can not leave its position on the tarmac to deplane passengers.

The Air Traffic Controller notifies the pilot in command that returning to the gate or other disembarkation position in order to deplane passengers, would severely impact airport operations.

By flights operated to and from the United States, Aeromar will provide food and water no later than two hours after the aircraft leaves the gate (in the case of departure) or touches down (in the case of arrival) if the aircraft remains on the tarmac, unless the pilot in command determines that providing this service would affect the security of the operation.

For all flights covered by this Plan, Aeromar will provide clean lavatory facilities and adequate medical assistance if necessary, while the aircraft remains on the tarmac.

Aeromar has necessary resources to ensure the implementation of this plan.

Aeromar has coordinated this plan with airport authorities at airports in the United States that Aeromar serves, and alternate airports.

IMPORTANT: PASSENGERS ARE NOTIFIED OF THE FOLLOWING INFORMATION TO TAKE PRECAUTIONS AND CERTAIN PROVISIONS IN THE EVENT OF A LENGTHY TARMAC DELAYED FLIGHT.

Deplaning may occur at any time it is determined that there is no security risk to the aircraft or passengers, and this may be at a gate or at a designated aircraft parking position via stairs or ground transportation to the terminal building.

Passengers who want to make alternative travel arrangements, taking into consideration the airline's ticketing policies and fare rules, may deplane when it is determined that there is no risk to the safety of the aircraft or the passengers, after the aircraft has been moved into position for deplaning, all operational requirements for deplaning have been completed and the pilot in command has allowed passenger deplaning to begin.

In those cases in which passengers may deplane at a remote aircraft parking position, re-boarding the aircraft will not be possible. For those cases in which the aircraft has returned to the gate, in accordance with the Plan, passengers can be advised on how long the aircraft will remain at the gate to determine how much time passengers can spend inside the terminal building before re-boarding the aircraft for the continuation of the flight. Passengers must keep their boarding passes with them to re-board when permitted.

Passengers who chose to disembark and have decided to cancel or make alternative travel arrangements, taking into consideration the airline's ticketing policies and fare rules, can be advised that baggage will remain onboard the aircraft and will be disembarked at the final destination marked on the label . In cases where the aircraft returns to the gate

and the flight is canceled, passengers can collect their baggage at the airport's claim facilities.

Depending on the circumstances of the delay and based on catering provisions at the aircraft, passengers may be treated with sandwiches and snacks (cookies, peanuts) and will be offered drinking water.

All aircraft covered by this Plan have adequate and clean lavatory services for passengers use. Passengers will be able to move about the aircraft cabin once the pilot in command has indicated it is safe and secure.

Aeromar in-flight crews are trained to coordinate, contact, and provide appropriate health care services and use of third party medical assistance services, if available. They should also coordinate with the pilot in command in the event that a passenger requires immediate medical attention.

Passengers are encouraged to make adequate preparations for their trip, bringing what could be considered necessary such as medications, baby products (food, diapers) and other personal health or communication requirements (mobile phones). Aeromar, will not be able to provide passengers with these items.