

JetBlue Airways Corporation Contingency Plan for Lengthy Tarmac Delays

Pursuant to 14 CFR 259.4, as amended, JetBlue has developed a detailed Contingency Plan for Lengthy Tarmac Delays (“the Plan”) wherein JetBlue sets forth the following assurances to its customers:

- JetBlue will notify customers on board the aircraft regarding the status of the delay when a tarmac delay exceeds 30 minutes. JetBlue will provide additional status updates to customers as appropriate throughout the remainder of a tarmac delay. JetBlue will timely notify customers on board the aircraft that they have the opportunity to deplane whenever the opportunity so exists.
- No later than two hours after the start of a tarmac delay, JetBlue will provide all customers with adequate food and drinking water. If JetBlue is unable to provide customers with food and drinking water prior to two hours due to safety or security reasons, JetBlue will provide customers with snacks and drinking water as soon thereafter as it is determined to be safe to do so. JetBlue will also provide potable water for operation of lavatories & sinks; operable lavatory facilities; a comfortable cabin air temperature for customers; and, adequate medical attention, if needed.
- For departing flights, at no later than three hours into a tarmac delay for domestic flights and no more than four hours into a tarmac delay for international flights, JetBlue will allow customers the opportunity to deplane or, if unable to do so, will begin to return the aircraft to a suitable disembarkation point to allow customers the opportunity to deplane.
- For arriving flights, at no later than three hours after arrival for domestic flights and no more than four hours after arrival for international flights, JetBlue will provide all customers the opportunity to deplane.
- For diverted flights, at no later than three hours after the flight has landed at the diversion airport for domestic flights and no later than four hours after the flight has landed at the diversion airport for international flights, JetBlue will provide all customers the opportunity to deplane. If customers have had the opportunity to deplane at the diversion airport, JetBlue will subsequently adhere to all assurances noted above for departing flights.

Further exceptions to the above assurances include if in the judgment of the pilot-in-command, there is a safety or security related reason that JetBlue is unable to adhere to any of the above assurances and/or if in the opinion of the FAA Air Traffic Controller, movement of an aircraft subject to this rule would significantly disrupt airport operations.

JetBlue assures its customers that it has sufficient resources to enact and implement the Plan described herein. JetBlue has coordinated its Plan with airport authorities and local governmental agencies, including the Transportation Security Administration and U.S. Customs and Border Protection, at all large, medium, small, and non-hub U.S. airports that it serves, as well as its regular diversion airports. JetBlue has coordinated with other airlines and airport authorities and will share its facilities and make gates available for use during extraordinary lengthy tarmac delay situations when operationally possible.

Code-Share Responsibilities: The marketing carrier’s plan for tarmac delays will apply unless the Contract of Carriage specifically states otherwise.

In the event of an “emergency declaration” by an airport operator/manager or in the event of certain operational disruptions, JetBlue will, where and when possible, provide a suitable alternative gate, gates or hardstand to another carrier or terminal operator enabling aircraft for which a suitable gate may not be available to park and will accommodate such aircraft and will assist, where operating conditions and safety permit, with ground handling functions for such aircraft as well as the offloading of customers and crew.