

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 passengers:

- JetBlue will notify passengers on board the aircraft regarding the status of the delay when a tarmac delay exceeds 30 minutes. JetBlue will provide additional status updates to passengers as appropriate throughout the remainder of a tarmac delay. JetBlue will timely notify passengers 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 passengers with adequate food and drinking water. If JetBlue is unable to provide passengers with food and drinking water prior to two hours due to safety or security reasons, JetBlue will provide passengers with snacks and drinking water as soon thereafter as it is determined to be safe to do so.
- During a tarmac delay, JetBlue will ensure operable lavatory facilities, a comfortable cabin air temperature, 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 provide all passengers 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 passengers 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 passengers the opportunity to deplane. If passengers have had the opportunity to deplane at the diversion airport, JetBlue will subsequently adhere to all assurances noted above for departing flights.

Exceptions to JetBlue’s assurances to provide the opportunity to deplane in the timeframes stated above include: for departing flights, if 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 to deplane passengers; if in the judgment of the pilot-in-command, deplaning passengers at a suitable disembarkation point would jeopardize the safety or security of the passengers, or there is a safety or security related reason why the aircraft cannot leave its position on the tarmac to deplane passengers; or if in the opinion of the FAA Air Traffic Controller, returning to a suitable disembarkation point to deplane passengers would significantly disrupt airport operations.

JetBlue assures its passengers 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 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 passengers and crew.