

JetBlue Airways Corporation Contingency Plan for Lengthy Tarmac Delays

In accordance with the United States Department of Transportation enhanced passenger protections regulations (“the Rule”), JetBlue has developed a detailed Tarmac Delay Plan (“the Plan”) that meets all limits imposed by the Rule and assures 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. In accordance with the Rule, JetBlue will also share facilities at the airports it services and will coordinate with the appropriate airport authorities to make gates available for use during emergencies and lengthy tarmac delay situations.

JetBlue’s Plan is divided into time components whereby JetBlue will undertake the following:

Passengers will receive notification regarding the status of the delay every 30 minutes, including the reasons for the tarmac delay, if known. Beginning 30 minutes after departure time, as may be revised prior to boarding, and every 30 minutes thereafter, passengers will receive notification that they have an opportunity to deplane if the aircraft is at the gate or another disembarkation area with the door open, if the opportunity to deplane actually exists.

No later than two hours after the aircraft leaves the gate or touches down, unless the pilot-in-command determines that safety or security considerations preclude such service (e.g. weather, a directive from an appropriate government agency), JetBlue shall ensure the provision of snacks and drinking water.

For all flights, JetBlue shall provide potable water for operation of lavatories & sinks; operable lavatory facilities; a comfortable cabin air temperature for passengers; and, adequate medical attention, if needed.

For departure delays, no later than three hours for domestic flights and four hours for international flights, the aircraft will begin to return to the gate (or a suitable disembarkation point). For arrival delays, no later than three hours for domestic flights and four hours for international flights, the aircraft will be at the gate (or a suitable disembarkation point) with the opportunity to deplane. Exceptions include if in the judgment of the pilot-in-command there is a safety or security related reason not to return 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.

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