



CONTINGENCY PLAN FOR LENGTHY TARMAC DELAYS.

Aeroenlaces Nacionales S.A. de C.V. ("Viva Aerobus") has developed the following contingency plan for tarmac delays in accordance to the Federal Register Vol. 76, No. 79 part IV issued Monday, April 25, 2011 / Rules and Regulations, Title 14 Section § 259.4 Contingency Plan for Lengthy Tarmac Delays (the "Plan"). This Plan only applies to every Viva Aerobus flight that departs from or arrives at a United States of America airports ("US Airports"), being USA the only country where this rules and regulation will be valid.

Viva Aerobus is a Mexican Airline, therefore it will be considered as International Foreign Carrier and will comply with the rules and regulations delimited to this fact.

- (1)** Viva Aerobus will make reasonable efforts in order to avoid that the any aircraft that will provide a Viva Aerobus flight that departs from or arrives at a US Airports, remains on the tarmac at a U.S. Airport for more than four (4) hours before allowing passengers to deplane, unless:
 - (i) The pilot-in-command determines there is a safety-related or security related reason why the aircraft cannot leave its position on the tarmac to deplane passengers; or
 - (ii) air traffic control advises the pilot-in-command that returning to the gate or another disembarkation point elsewhere in order to deplane passengers would significantly disrupt airport operations.
- (2)** Viva Aerobus will provide adequate food (snacks) and potable water no later than two (2) hours after the aircraft leaves the gate (in the case of a departure) or touches down (in the case of an arrival). Viva Aerobus will also provide such food (snacks) and potable water, when the aircraft remains on the tarmac for any such two (2) hour period, unless the pilot in-command determines that safety or security considerations preclude such service.
- (3)** Viva Aerobus will assure of operable lavatory facilities, as well as adequate medical attention, if needed, while the aircraft remains on the tarmac.
- (4)** Viva Aerobus will assure that the passengers on the delayed flight will receive notifications regarding the status of the delay every 30 minutes thought their flight crew while the aircraft is delayed, including the reasons for the tarmac delay, if known;
- (5)** Viva Aerobus will ensure that the passengers on a delayed flight are notified, beginning 30 minutes after scheduled departure time (including any revised departure time that passengers were notified about before boarding) and every 30 minutes thereafter, that they have the opportunity to deplane from an aircraft that is at the gate or another disembarkation area with the door open, if the opportunity to deplane actually exists.
- (6)** Viva Aerobus will coordinate with airport authorities (including terminal facility operators where applicable) at each U.S. large hub airport, medium hub airport, small hub airport and non-hub airport where the company serves, as well as its regular U.S. Airports.
- (7)** Viva Aerobus will coordinate with U.S. Customs and Border Protection (CBP) at each US Airport regularly used for that carrier's international flights.
- (8)** Viva Aerobus will coordinate with the Transportation Security Administration (TSA) at each U.S. Airport that this carrier serves.

Viva Aerobus may amend this Plan at any time to decrease the time in which the aircraft remains on the tarmac for international flights covered in paragraph number 1 of this document, and for the trigger point for food and water covered in paragraph number 2 of this document. Viva Aerobus may also amend its plan to increase these intervals (up to the limits provided in this the applicable rules and regulations).

NOTE: The CCO is the pertinent area to coordinate the compliance of this Plan, also is responsible for taking decisions, always with the aim of providing protection to our users.

Developed by Operations Management

Date of last update: June 8th 2015