

Contingency Plan for Lengthy Tarmac Delays

Introduction

Continental Airlines is committed to providing industry-leading service on every flight we operate, and Continental's Working Together culture helps make that happen.

Continental's Contingency Plan for Lengthy Tarmac Delays (Continental's Plan) describes what Continental will implement during a lengthy tarmac delay in accordance with U.S. Department of Transportation (DOT) regulations. Continental makes its Plan available at the carrier's website, www.continental.com.

Consistent with DOT regulations, Continental's Plan covers all scheduled and public charter flights operated with an aircraft equal to or greater than 30 passenger seats by Continental Airlines, Continental Micronesia, or other air carriers when doing business as "Continental Express" or "Continental Connection."

Continental's goal is to make every flight a safe and pleasant experience for our customers. Continental's Plan will be activated during times when customers on these flights are experiencing irregular operations involving a lengthy tarmac delay. In most cases the cause of lengthy tarmac delays are outside of Continental's reasonable control (e.g., weather events, inefficiencies of today's air traffic control (ATC) systems, government operating restrictions, and airport construction projects). There are also times when unanticipated flight delays may occur due to airline operations, but no matter what the cause, Continental commits to implement measures under this Plan.

Continental provides the details of its Plan below.

Welcome aboard Continental Airlines!

Revised
April 29, 2010

Contingency Plan for Lengthy Tarmac Delays

This Plan is adopted for all scheduled and public charter flights operated with an aircraft equal to or greater than 30 passenger seats by Continental Airlines, Continental Micronesia, or other air carriers when doing business as “Continental Express” or “Continental Connection” (hereinafter collectively referred to as “Continental”).

Continental’s Assurances to Customers:

1. For domestic U.S. flights covered by this Plan, Continental will not permit an aircraft to remain on the tarmac for more than three hours unless: (i) The pilot-in-command determines there is a safety related or security-related reason (e.g., weather, a directive from an appropriate government agency) 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. For international flights covered by this Plan that depart from or arrive at a U.S. airport, Continental will not permit an aircraft to remain on the tarmac at a large or medium hub U.S. airport for more than four 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.
3. For all flights covered by this Plan, Continental will provide adequate food and potable 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 safety or security considerations preclude such service.
4. For all flights covered by this Plan, Continental will provide operable lavatory facilities, as well as adequate medical attention if needed, while the aircraft remains on the tarmac.
5. Continental has sufficient resources to implement this Plan.
6. Continental has coordinated this Plan with airport authorities at all medium and large hub U.S. airports that Continental serves, including medium and large hub diversion airports.

IMPORTANT: CUSTOMERS ARE NOTIFIED OF THE FOLLOWING INFORMATION REGARDING CERTAIN CUSTOMER SERVICE PROVISIONS DURING A LENGTHY TARMAC DELAYED FLIGHT

- Deplaning of customers may occur when safe and secure either at a terminal gate or at a designated aircraft parking position on airport grounds via stairs and airline sourced ground transportation to the airport building (if needed).
- All customers who want to deplane from a lengthy tarmac delayed flight and make alternative travel arrangements consistent with airline ticketing policies may do so when it is determined to be safe and secure, 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 customer deplaning to begin.
- In most cases, the flight will continue to its destination after passenger deplaning has occurred as Continental's customers continue to tell us that, generally, they want to get to their intended destination, even if their arrival will be delayed.
- In instances where customers may deplane at a remote aircraft parking position, reboarding the aircraft will not be possible and will not be made available. In cases where an aircraft that has returned to a gate in accordance with the Plan, customers may be advised how long the aircraft will remain at the gate to determine how much time (if any) customers may spend inside the airport building prior to having to re-board the aircraft for the continuation of the flight. Passengers need to keep their boarding passes with them to re-board when permissible.
- Customers who chose to deplane and make alternative travel arrangements, consistent with airline ticketing policies, may be advised that in most cases their checked baggage will remain on the aircraft to the flight's final destination. In cases where the flight returns to the gate and is canceled, customers will be able to retrieve their checked luggage at the airport's baggage claim facilities.
- Depending upon the circumstances of the delay, aircraft catering provisions and local airport catering supplies, adequate food may only be a snack item such as pretzels, and at the very least, customers will be offered drinking water, if not a full beverage service. It is possible that if a snack/meal and beverage services are provided on the ground during a delay event that certain snack/meal and beverage services will not be made available during flight once the aircraft has departed.
- All aircraft covered by this plan have onboard lavatory services for customer use, and in accordance with this plan customers will have access to aircraft lavatories at no later than two hours of delay and so long as the pilot-in-command has indicated it is safe and secure for customers to move about the aircraft cabin.
- Continental in-flight crews are trained to contact, coordinate, and, if necessary, utilize third party medical service providers, if available, to address customer needs during flight or when an aircraft is experiencing a lengthy tarmac delay. In-flight crews will also coordinate with the pilot-in-command of the flight should any customer require immediate medical attention.
- Customers are encouraged to make appropriate preparations for air travel, such as bringing essential needs onboard the aircraft in accordance with advised carry-on restrictions, including medicines and other medically required items, baby and child care products (i.e. diapers) and other items essential to personal health and communication requirements. Continental, in most cases, will not have such products available for customers.