

Tarmac Delay Contingency Plan (Applicable to scheduled flights departing from or arriving into a U.S. airport)

For those flights encountering a tarmac delay at U.S. airports in accordance with the U.S. Department of Transportation regulation 14 CFR Part 259, Vuela Aviación S.A., d/b/a Volaris (Volaris) offers the following assurances:

- 1) We will not permit our aircraft to remain on the tarmac at a U.S. airport for more than four hours before allowing passengers to deplane, unless:

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

Air traffic control advises our pilot-in-command that returning to the gate or another disembarkation point elsewhere in order to deplane passengers would significantly disrupt airport operations.

- 2) Where there are delays at U.S. airports, we will provide adequate food and potable water no later than two hours after the aircraft leaves the gate (in the case of a departure) or touches down (in the case of an arrival) unless the pilot-in-command determines that safety or security considerations preclude such service.
- 3) We will ensure operable lavatory facilities are available, as well as provision of adequate medical attention (if needed) while the aircraft remains on the tarmac.
- 4) We will issue notifications regarding the status of the delay every 30 minutes while the aircraft is delayed, including the reasons for the tarmac delay, if known.
- 5) We will begin to notify you 30 minutes after scheduled departure time and every 30 minutes thereafter that you 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) We have sufficient reasonable resources to implement this plan.
- 7) We have coordinated our Tarmac Delay Contingency Plan with the airport authorities, U.S. Customs and Border Protection (CBP), and the Transportation Security Administration (TSA) at each U.S. airport that we fly to, as well as the U.S. airports we have designated as our diversion airports.