



Contingency plan for lengthy tarmac delays

EGYPTAIR will do everything possible to minimize any inconvenience to our passengers in case we are affected by any lengthy ground delays that can be beyond our control (which may be due to severe weather, air traffic control rulings, government operating restrictions or airport operator issues that cannot be anticipated).

During these difficult periods we will work with appropriate agencies to ensure they adhere to our policy to give you the best customer service possible in the circumstances of the delay.

- EGYPTAIR will not permit any departing or arriving aircraft to remain on the tarmac for more than four hours without the opportunity for passengers to disembark, unless otherwise decided by the pilot-in-command for safety or security-related reasons, or when advised by Air Traffic Control that remaining on, or returning to the gate, or permitting passengers to disembark elsewhere would significantly disrupt airport operations.
- No later than two hours, we will provide food and potable water from the on-board catering (unless otherwise decided by the pilot-in-command for safety or security requirements).
- Whilst aircraft remains on the tarmac the lavatory facilities will function.
- Whilst aircraft remains on the tarmac adequate medical attention if needed, will be available.
- Our flight crew will make information available to passengers on board during the delay at least every 30 minutes regarding the status of the flight, and the reasons of the delay, if known.
- After the scheduled departure time (including any revised departure time you were notified about before boarding), if an opportunity exists for you to disembark, the flight crew will notify you every 30 minutes that you may leave the aircraft and return to the gate or another disembarkation area.
- We will do our best to provide sufficient resources to deliver this policy.
- Our plan will be coordinated with airport authorities, Customs and Border Protection and the Transport Security Administration at our USA stations.

Thank you, and enjoy your flight with EGYPTAIR.