

## Contingency Plan for Tarmac Delay

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 uncontrollable circumstances an aircraft is either unable to take off or be gated upon arrival and must wait for a gate to become available, a contingency plan has been developed to meet the needs of our customers onboard both arriving and departing aircraft (if the aircraft doors are closed).

EGYPTAIR will not permit an aircraft to remain on the tarmac at Canadian Airports for more than three hours (or 3 hours and 45 minutes if departure is imminent)

Prior to reaching these timelines, EGYPTAIR will return the aircraft to the gate or another suitable disembarkation point, these timeline does not apply if providing an opportunity for passengers to disembark is not possible, for reasons related to safety and security or to air traffic or customs control.

During a tarmac delay, EGYPTAIR will provide passengers, with:

- Food and potable water in reasonable quantities (Quantity provided during delay is according to the time & length of Delay.)
- the opportunity to communicate with people outside the aircraft, if feasible.
- Access to operable lavatory facilities.
- Proper ventilation and heating or cooling of the cabin
- Adequate medical attention, if needed.

We will notify the passengers about the status of the tarmac delay every 30 minutes while the aircraft is delayed, including the reason for the delay, if known.