

Air Tahiti Nui Tarmac Delay Contingency Plan

Air Tahiti Nui is committed to providing the highest possible customer experience to all its passengers. This Tarmac Delay Contingency Plan is in accordance with U.S. DOT regulations. This Plan applies only to flights departing from or arriving at U.S. airports. It does not apply at any airport outside the U.S. A tarmac delay commences when the door of the aircraft is closed, passengers are no longer allowed to deplane, or passengers are not aware that they have the opportunity to deplane.

Air Tahiti Nui assures its customers that, for international flights covered by this Plan:

1. We will not permit an aircraft to remain 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. We will provide adequate food and potable water no later than two (2) 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.
3. We will provide operable lavatory facilities while the aircraft remains on the tarmac.
4. We will request medical attention from Airport Authorities if needed while the aircraft remains on the tarmac.
5. We will notify passengers aboard the delayed flight of the delay's status every 30 minutes while the aircraft is delayed, including the reasons for the delay if they are known.
6. We will notify passengers 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 if the opportunity to deplane actually exists. Passengers who choose to deplane may not be permitted to re-board and will be notified of this possibility if it exists.
7. We have sufficient resources to implement this Plan.

8. We have coordinated this Plan with airport authorities (including terminal facility operators where applicable) at each large, medium, small, and non- hub U.S. airport that we serve, including our regular U.S. diversion airports.
9. We have coordinated this Plan with U.S. Customs and Border Protection at each large, medium, small, and non- hub U.S. airports that we regularly use for international flights, including our diversion airports.
10. We have coordinated this Plan with the Transportation Security Administration at each U.S. airport that we serve, including diversion airports.

Additional Information:

When one of our flights experiences a lengthy tarmac delay, our flight operations staff and flight crew will monitor the situation and strive to ensure our customers' needs are met and that our actions fully comply with DOT regulations.

If we, after consulting with our flight crew and the applicable airport authority, determine that the conditions are safe, we may deplane passengers at a terminal gate or at a designated aircraft parking position. If a terminal is not available, we may provide stairs and transportation back to the terminal building. In the event passengers are deplaned, we reserve the right to refuse re-boarding. Passengers who deplane and are permitted to re-board must present their boarding passes prior to re-boarding the aircraft.

Customers will be offered a snack or food and water during lengthy tarmac delays. However, in some cases full food and beverage services may not be available. Regardless the provision of food and water will commence 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) while the aircraft remains on the tarmac, provided that the pilot-in-command has indicated that their provision is safe.

All of our aircraft are equipped with onboard lavatory facilities, and these facilities will be available to our passengers during a lengthy tarmac delay, provided that the pilot-in-command has indicated it is safe for passengers to move freely through the cabin.

In the event a passenger deplanes the aircraft, they do so at their own risk. Air Tahiti Nui is not required and does not guaranty that a passenger will be re-boarded on the flight. The passenger may be subject to change or cancellation fees applicable to their ticket and new departure.

In the event of a code share flight, the Tarmac delay plan of the airline operating the flight will apply.

This Contingency Plan for Lengthy Tarmac Delays does not create contractual or legal rights, nor legally bind Air Tahiti Nui for actions taken in conformance of this plan. Air

Tahiti Nui's contractual rights and obligations are listed in the company's Conditions of Carriage and applicable tariffs. These resources provide customers with additional information on the matters discussed herein, and should be carefully reviewed to ensure that customers fully understand their rights and our obligations.

Record Keeping:

Air Tahiti Nui (North American airports) will retain on file for a period of two (2) years information about any tarmac delay at a U.S. airport that exceeds three (3) hours. The information to be retained will include:

- Flight number and name
- Length and reason for the delay
- Services provided to passengers such as food, water, restroom and medical
- Whether the flight ultimately took off or was cancelled