

Tarmac Delay Contingency Plan

English Version

January 2025

In accordance with Department of Transportation *Enhanced Protections for Airline Passengers* regulations (14 CFR Part 259), Southwest Airlines has established a lengthy *Tarmac Delay Contingency Plan*.

Sometimes weather, gate-space limitations, airport conditions, mechanical problems, Air Traffic Control restrictions, security restrictions, or other uncontrollable circumstances cause lengthy onboard delays prior to takeoff or upon landing. Southwest's operating departments dedicate resources and are trained to implement our *Tarmac Delay Contingency Plan*—including coordinating as necessary with the airport authorities, the Transportation Security Administration (TSA), and the U.S. Customs and Border Protection (CBP) at each U.S. airport that we conduct operations.

Should our Customers experience a lengthy onboard delay, Southwest Airlines will:

1. Provide the Passengers the opportunity to deplane at a suitable disembarkation point before three hours for a domestic flight and before four hours for an international flight unless:
 - (i) For departing flights, the flight begins to return to a suitable disembarkation point no later than three hours (for domestic flights) or four hours (for international flights) after the main aircraft door is closed in order to deplane passengers. If the aircraft is in an area that is not under the carrier's control, the aircraft has begun to return to a suitable disembarkation point when a request is made to the Federal Aviation Administration control tower, airport authority, or other relevant authority directing the aircraft's operations. If the aircraft is in an area that is under the carrier's control, the aircraft has begun to return to a suitable disembarkation point when the pilot begins maneuvering the aircraft to a suitable disembarkation point;
 - (ii) The Pilot-in-Command determines that deplaning passengers at a suitable disembarkation point would jeopardize passenger safety or security, or there is a safety-related or security-related reason why the aircraft cannot leave its position on the tarmac to deplane passengers; or
 - (iii) Air traffic control advises the pilot-in-command that returning to a suitable disembarkation point to deplane passengers would significantly disrupt airport operations.
2. Provide snacks and drinking water no later than two hours after the start of the tarmac delay, in accordance with FAA regulations for aircraft movement and service items, unless the Pilot-in-Command determines that safety or security considerations preclude such service.
3. Ensure lavatories will be operable and available in accordance with FAA regulations for aircraft movement. If necessary and safe to do so, remote aircraft lavatory servicing will be requested and furnished.
4. If necessary and safe to do so, render first aid and other routine medical services normally offered by Southwest Airlines as quickly as reasonably possible.
5. Coordinate with local airport authorities and federal agencies to help arrange assistance to facilitate onboard services and provide opportunities to deplane when it is safe to do so in accordance with federal security procedures.
6. Maintain a comfortable cabin temperature by utilizing either the aircraft's heating and air conditioning systems, ground equipment, lowering the shades for the cabin windows, and/or opening the aircraft's service doors (when safe to do so) if the departure of a flight or the disembarkation of Passengers is delayed.
7. Notify Passengers on the delayed flight about the status of the delay when the tarmac delay exceeds 30 minutes and will thereafter provide updates about the status of a delay when Passengers have been on board a delayed aircraft for over 30 minutes.
8. Provide Passengers with a timely announcement when the opportunity to deplane from the aircraft arises, including situations in which the aircraft returns to the gate on departure or during a diversion when an aircraft is parked and awaiting departure to the intended destination.