

# Tarmac Delays – Canadian airports

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Should an unusual event result in a lengthy onboard delay of a flight operated by Porter Airlines Inc. (Porter) at a Canadian airport, Porter will ensure the safety and well-being of our passengers and crew. Onboard tarmac delays may occur due to weather, gate availability, airport conditions, mechanical problems, Air Traffic Control restrictions or other uncontrollable circumstances.

In the event of an onboard delay of a flight operated by another airline – eg an interline or codeshare partner of Porter – the operating airline’s tarmac delay procedures will apply.

Canadian Transportation Agency regulations require airlines operating to or from the Canada to afford passengers the opportunity to deplane before the aircraft is away from the departure gate on the tarmac for three hours, with limited exceptions. This rule applies in the case of a departure or an arrival, once the aircraft touches down. There are two exceptions which allow an aircraft to remain off the gate beyond four hours:

- The pilot-in-command determines there is a safety or security-related impediment to deplaning passengers, or
- It is likely that takeoff will occur (departing flights) or disembarkation will be available (arriving flights) within 45 minutes of the three-hour cutoff time.

During an extended delay on board the aircraft, Porter will:

- Provide notifications beginning 30 minutes after the departure time (including any revised departure time that passengers were notified about before boarding) and every 30 minutes thereafter identifying the reason for the delay and providing a tentative departure time.
- Provide notifications every 30 minutes regarding the opportunity to disembark from the aircraft that is at the gate or another disembarkation area with the door open, if the opportunity to disembark actually exists. Passengers who choose to disembark should be aware that they do so at their own discretion and that the flight could depart at any time without them.

In addition, if a tarmac delay occurs, and if the pilot-in-command deems it safe to do so, Porter will provide:

- reasonable snack food and water, depending on the length of the delay, time of day and location of the airport
- Access to an onboard lavatory in working order
- The means to communicate with people outside of the aircraft
- a properly ventilated cabin at a reasonable temperature

Porter will also facilitate access to urgent medical assistance if needed.

Passengers are encouraged to make appropriate preparations for travel such as bringing essential needs onboard the aircraft (in accordance with carry-on baggage restrictions) to include medicines and other medically-required items, baby and child care products (e.g., diapers and baby food) and other items essential to personal health. Porter, in most cases, will not have such products available.