

Contingency Plan for Lengthy Tarmac Delays

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Introduction

South African Airways (SAA) is committed to providing superior service on every flight we operate.

South African Airways Contingency Plan for Lengthy Tarmac Delays (“SAA’s Plan”) describes what South African Airways will implement during a lengthy tarmac delay in accordance with U.S. Department of Transportation (DOT) regulations. South African Airways makes its Plan available at the carrier’s website, www.flysaa.com.

Consistent with DOT regulations, South African Airways Plan covers all scheduled and public charter flights operated by South African Airways that depart from or arrive at a U.S. airport, with an aircraft equal to or greater than 30 passenger seats.

South African Airways goal is to make every flight a safe and pleasant experience for our customers. SAA’s Plan will be activated during times when customers on these flights are experiencing irregular operations involving a lengthy tarmac delay. In most cases the cause of lengthy tarmac delays are outside of SAA’s reasonable control (e.g., weather events, inefficiencies of today’s air traffic control (ATC) systems, government operating restrictions, and airport construction projects. There are also times when unanticipated flight delays may occur due to airline operations, but no matter what the cause, SAA commits to implement measures under this plan.

SAA provides the details of its Plan below.

Welcome on board South African Airways.

Contingency Plan for Lengthy Tarmac Delays

This plan is adopted for all scheduled and public charter flights operated by South African Airways that depart from or arrive at a U.S. airport.

SAA's Assurances to Customers:

1. For International flights covered by this Plan that depart from or arrive at a U.S. airport, SAA will not permit an aircraft to remain on the tarmac at a U.S. airport for more than four 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. For all flights covered by this Plan, SAA will provide adequate food and portable water no later two 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. For all flights covered by this Plan, SAA will provide operable lavatory facilities, as well as medical attention if needed, while the aircraft remains on the tarmac.
4. For all flights covered by this Plan, SAA shall notify its passengers every 30 minutes of the status and reason for the tarmac delay, if known.
5. For all flights covered by this Plan, SAA shall notify its passengers 30 minutes after scheduled departure and every 30 minutes thereafter that they have the opportunity to deplane, if the opportunity to deplane exists.
6. For SA code-share flights within the United States, the Contingency Plan for Lengthy Tarmac Delays of the U.S. operating carrier will always take precedence.
7. SAA has sufficient resources to implement this Plan.



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8. SAA has coordinated this Plan with the U.S. Customs and Border Protection, the U.S. Transportation Security Administration, and the airport authorities at all U.S. airports that SAA serves, including likely diversion airports.

IMPORTANT: CUSTOMERS ARE NOTIFIED OF THE FOLLOWING INFORMATION REGARDING CERTAIN CUSTOMER SERVICE PROVISIONS DURING A LENGTHY TARMAC DELAYED FLIGHT

1. Deplaning of customers may occur when safe and secure either at a terminal gate or at a designated aircraft parking position on airport grounds via stairs and airline sourced ground transportation to the airport terminal (if needed).
2. All customers who wish to deplane from a lengthy tarmac delayed flight and make alternate travel arrangements consistent with airline ticketing policies may do so when it is determined to be safe and secure, after the aircraft has been moved into position for deplaning, all operational requirements for deplaning have been completed and the pilot-in-command has allowed customer deplaning to begin.
3. In most cases, the flight will continue to its destination after passenger deplaning has occurred and SAA's customers continue to tell us that, generally, they want to continue to their intended destination even if their arrival will be delayed.
4. In instances where customers may request to deplane at a remote aircraft parking position, re-boarding the aircraft may not be possible and may not be made available. In cases where an aircraft that has returned to a gate in accordance with the Plan, customers may be advised how long the aircraft will remain at the gate to determine how much time (if any) customers may spend inside the terminal prior to having to re-board the aircraft for the continuation of the flight. Passengers need to keep their boarding passes with them to re-board when permissible.
5. Customers who choose to deplane and make alternative travel arrangements, consistent with airline ticketing policies, may be advised that their checked baggage may not be offloaded and SAA will send it to passenger's final destination.



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6. Depending upon the circumstances of the delay, aircraft catering provisions and local airport catering supplies, adequate food may only be a snack item such as pretzels, and at the very least, customers will be offered drinking water, if not a full beverage service. It is possible that if a snack/meal and beverage service is provided on the ground during a delay event that certain snack/meal and beverage services may not be made available during the flight once the aircraft has departed.
7. All aircraft covered by this plan have onboard lavatory services for customer use, and in accordance with this Plan customers will have access to aircraft lavatories so long as the pilot-in-command has indicated it is safe and secure for customers to move about the aircraft cabin.
8. SAA in-flight crews are trained to contact, coordinate, and, if necessary, utilize third party medical service providers, if available, to address customer needs during flight or when an aircraft is experiencing a lengthy tarmac delay. In-flight crews will also coordinate with the pilot-in-command of the flight should any customer require immediate medical attention.
9. Customers are encouraged to make appropriate preparations for air travel, such as bringing essential needs on-board the aircraft in accordance with advised carry-on restrictions, including medications and other medically required items, baby and child care products, (i.e. diapers) and other items essential to personal health and communication requirements. SAA, in most cases, will not have such products available for customers.
