

Qantas Tarmac Delay Contingency Plan

Qantas is committed to providing a consistent customer experience and to minimising any inconvenience to our passengers in the event of a delay.

Despite our efforts, sometimes delays are outside our control, for example, when there is bad weather, unusual air traffic control circumstances, government operating restrictions or airport construction work.

1. For Qantas operated international flights to or from the United States that are delayed at a US airport, Qantas will follow this Tarmac Delay Contingency Plan in accordance with the US Department of Transport's Rules on Enhancing Airline Passenger Protections.
 - (a) We will not permit the aircraft to remain on the tarmac for more than four hours before allowing passengers to disembark, unless:
 - (i) the pilot-in-command determines that there is a safety or security reason why the aircraft cannot leave its position on the tarmac to allow passengers to disembark; or
 - (ii) Air Traffic Control advises that returning to the gate, or permitting passengers to disembark would significantly disrupt airport operations.
 - (b) We will provide adequate food and potable water no later than two hours after the aircraft leaves the departure gate or touches down on arrival at the airport, unless the pilot-in-command determines that safety or security considerations preclude such service.
 - (c) We will provide operable lavatory facilities, as well as adequate medical attention if needed.
 - (d) We will provide passengers on the delayed flight with notifications regarding the status of and reasons for the delay, if known, every 30 minutes.
 - (e) Where there is an opportunity for passengers to disembark, we will inform them every 30 minutes throughout the delay that they have the right to deplane from the aircraft.
2. Qantas will provide sufficient resources to administer this Tarmac Delay Contingency Plan.
3. We will ensure this Tarmac Delay Contingency Plan has been coordinated with the relevant airport authorities, as well as with US Customs and Border Protection and the Transport Security Administration.
4. Unless we advise passengers otherwise, in the case of Qantas marketed codeshare services (ie flights with a "QF" flight number that are operated by another carrier), the operating carrier's tarmac delay contingency plan applies to any tarmac delay at a US airport.