

Tarmac Delay

a. Assistance

If a flight is delayed on the tarmac after aircraft doors are closed for take-off or after the flight has landed, PAL shall provide the passengers:

- Operable lavatory facilities;
- Proper ventilation and cooling or heating of the aircraft;
- Access to communication, if feasible;
- Adequate food and drink taking into account the length of the delay, the time of delay and the location of the airport;
- Adequate medical attention, if needed; and
- Notifications regarding the status of the tarmac delay every 30 minutes while the aircraft is delayed including the reason for the delay and every 30 minutes thereafter or when new information is available.

After three hours after aircraft doors have been closed or after the flight has landed, PAL shall provide the passengers with an opportunity to disembark, unless:

- i. it is likely that take-off will occur less than three hours and 45 minutes after the doors of the aircraft are closed for take-off or after the flight has landed; or
- ii. for safety-related or security-related reason or air traffic control, an opportunity to disembark is not possible.

b. Recourse

Please contact PAL Customer Support at any of our channels to file a claim, or for any concerns and complaints: [Global Reservation and Customer Support](#). You may also choose from our self-service request options on our [PAL Help Page](#), to ensure a smooth travel experience that is tailored to your needs.

If you feel that PAL have not resolved your issue to your satisfaction, you may also reach out to the Canadian Transportation Agency (CTA).