

For departures on or before May 18, 2025	For departures on or after May 19, 2025
<p><b>Public Emergency Response Plans for Tarmac Delays</b></p> <p>This Public Emergency Response Plans for Tarmac Delays is applicable to flights from China operated by Spring Japan Co., Ltd. and has been established pursuant to the requirements of "Provisions on the Administration of Flight Regularity" issued by the Chinese authorities.</p> <p>1. Definitions  "Onboard delay" refers to circumstances where passengers need to wait in the aircraft, either "all doors are closed for departure until takeoff" or "after landing until any one entry door is opened".</p> <p>2. Handling for onboard delay  (1)Provide passengers on the aircraft status updates during the delay, such as delay reason and the expected delay time, every 30 minutes.  (2)Provide "CERTIFICATE OF DEPARTURE DELAY" for passengers upon request.  (3)Arrange for passengers to use lavatory properly if there is no interfering about operation safety.  (4)Provide priority to those who need special assistance, such as passengers with disabilities, pregnant passengers and other passengers who need special assistances.  (5)If "Onboard delay" comes to for more than 2 hours, provide drinking water and food, on the condition that there is no interfering about operation's safety and aggravate flight delays.</p> <p>3. Conditions and restrictions for deplaning  (1) Conditions for deplaning  If "Onboard delay" comes to for more than 3 hours and estimate departure time is not determined, and there is no interfering about operation safety, arrange for passengers to deplane and wait in the airport facilities.  (2) Restriction for deplaning  Even if "Onboard delay" comes to for more than 3 hours, passengers are not able to deplane under the situations below.  · When there are not enough supporting resources for deplaning.  · When no permission of deplaning from airport or relevant departments.  · When there are restrictions on airport operations.  · When emergency occurs at the airport and safety cannot be guaranteed.</p> <p>As of Oct 2nd, 2023</p>	<p><b>Onboard Delay Emergency Plan of Spring Japan Flights Departing from China</b></p> <p>Spring Japan has established the following measures to address delays that occur after passengers have boarded and the doors have been closed, in accordance with the "Flight Normal Management Regulations" set by Chinese authorities</p> <p>Notification of Flight Status:</p> <p>(1)In the event of a delay after boarding, passengers will be informed of the cause of the delay and the expected delay time every 30 minutes.  (2)Upon request, passengers will be issued a "Delay Certificate."  (3)If there are no safety concerns, passengers will be allowed to use the lavatories on the aircraft in the event of a delay after boarding.  (4)If the waiting time on the aircraft exceeds 2 hours, beverages and snacks will be provided to passengers, if there are no safety concerns and cause further delays.  (5)If the waiting time on the aircraft exceeds 3 hours and the departure time is not clear, and if there are no safety concerns, passengers will be allowed to disembark and wait in the passenger terminal.</p> <p>However, passengers will not be allowed to disembark in the following cases:</p> <ul style="list-style-type: none"> <li>· If ground equipment necessary for disembarkation cannot be prepared</li> <li>· If permission for disembarkation cannot be obtained from airport or customs authorities</li> <li>· If there are operational restrictions at the airport</li> <li>· If there is an emergency at the airport and safety cannot be ensured</li> </ul> <p>Revised on May 19, 2025</p>