8.2.2.20 Multiple occupancy of aircraft seats.

Refer to **OM-A 8.3.11**

8.2.2.21 Securing of items of mass in passenger compartment

No person is allowed to takeoff or landing an TACV aircraft unless each item of mass in the passenger cabin is properly secured to prevent it from becoming a hazard during taxi, takeoff and landing and during turbulent weather conditions.

No person is allowed in an TACV aircraft to move on the surface, takeoff or land unless each passenger serving cart is secured in its stowed position.

8.2.2.22 Stops where passengers remain onboard

At stops where passengers remain on board the aircraft, the PIC, must ensure that:

- All engines are shut down;
- At least one floor level exit remains open to provide for the deplaning of passengers; and
- There is at least one person immediately available who is qualified in the emergency evacuation of the aircraft and who has been identified to the passengers on board as responsible for the passenger safety.

8.2.2.23 Tarmac Delay Procedures

A tarmac delay is defined as the period during which an aircraft is on the ground with passengers on board and no opportunity to disembark is provided.
These procedures apply to all TACV flights operating to or from the United States of America and shall be complied with in accordance with applicable regulatory requirements.

General Requirements

During any tarmac delay, TACV shall ensure that:

- Adequate food and potable water are provided no later than two (2) hours after the aircraft door is closed or after landing, unless safety or security considerations preclude such service;
- Lavatory facilities remain operable;
- Adequate medical assistance is made available if required;
- Passengers are provided with information regarding the status of the delay at least every 30 minutes;
- Passengers are informed when an opportunity to disembark becomes available.

Departure Delays (USA)

A departure tarmac delay begins when the aircraft door is closed and passengers are no longer able to disembark.

The Pilot-in-Command (PIC) shall ensure that:

The aircraft returns to the gate or another suitable disembarkation point no later than four (4) hours after door closure for international flights, unless:

NOTE: This document, if printed, becomes an UNCONTROLLED copy unless otherwise specified on the cover by a copy number, so it may be obsolete. Please, contrast against the documental system to ensure you are using a current version.

- The PIC determines that there are safety or security reasons why the aircraft cannot leave its position; or
- Air Traffic Control (ATC) advises that returning to the gate would significantly disrupt airport operations.

Arrival Delays (USA)

For arriving flights, a tarmac delay occurs when passengers are not provided the opportunity to disembark within four (4) hours after landing.

In the case of diverted flights, if passengers are not given the opportunity to disembark within four (4) hours, the delay shall be treated as an arrival tarmac delay.

PIC Responsibilities

The Pilot-in-Command shall:

- Monitor the duration of the tarmac delay;
- Coordinate with ATC and ground handling to ensure compliance with the four (4) hour limit;
- Request, in a timely manner, clearance to return to a gate or disembarkation point;
- Ensure passenger welfare is maintained throughout the delay;

Record in the Flight Report:

- Duration of the delay;
- Cause of the delay;
- Actions taken in relation to passengers and aircraft.

8.2.3 Procedures for the refusal of embarkation.

- Every passenger must comply with all instructions and or command given by a Cabin Crew.
- In case of refusal, the PIC must not allow the embarkation of that person or take all necessary measures to disembark that passenger.

8.2.3.1 Persons endanger safety.

TACV will take all reasonable measures to ensure that no person enters or is in an aircraft when under the influence of alcohol or drugs to the extent that the safety of the aircraft or its occupants is likely to be endangered.

TACV will take all reasonable measures to ensure that no person recklessly or negligent acts or omits to act so as to:

- Endanger an aircraft or person therein;
- Cause or permit an aircraft to endanger any person or property.
- Persons who appear to be intoxicated, or who demonstrate by manner or physical indications that they are under the influence of drugs, are refused embarkation.
- This does not apply to medical patients under proper care. In case of known or declared illnesses, arrangements may be made for such sufferers to be carried if prior medical approval has been given, and qualified nursing personnel accompany the patient(s)

NOTE: This document, if printed, becomes an UNCONTROLLED copy unless otherwise specified on the cover by a copy number, so it may be obsolete. Please, contrast against the documental system to ensure you are using a current version.