The safety and comfort of customers is our primary objective at Frontier Airlines. As such, Frontier works to avoid any extended tarmac delay situations. Should a tarmac delay arise, Frontier has developed a plan to assist in the resolution of the situation, as well as mitigate the impact to our customers.

DOT Regulations require any Frontier domestic flight to return to a gate or afford passengers the opportunity to deplane at a safe, remote location if a flight has been away from its departure gate for more than three (3) hours. This may result in situations where a flight's departure may be imminent, but is forced to return to a gate or remote location to comply with Federal regulations. There are two exceptions, which allow an aircraft to remain off the gate beyond three hours.

- If the pilot-in-command (PIC) determines there is a safety or security related impediment to deplaning passengers.
- Air Traffic Control (ATC) advises the pilot-in-command (PIC) that returning to a gate or permitting passengers to disembark/deplane elsewhere would significantly disrupt airport operations.

In an effort to make sure that no flight is subjected to an excessive tarmac delay situation Frontier has established an action timeline which helps in the management of these situations:

- At 90 minutes past the aircraft's departure from a gate, Frontier will activate its Tarmac Delay Program (TDP).
- At 60 minutes past an aircraft's wheels-on/landing (arrival) time, Frontier will activate its Tarmac Delay Program (TDP).
- No later than 120 minutes after departing a gate (or a flight has which diverted) our in-flight team will ensure that all passengers have been afforded the opportunity to receive food and water.
- By no later than 180 minutes after departing a gate, regulations require a Frontier domestic flight to be back in a gate, or at a remote location, where passengers have the opportunity to deplane.

International Operations – Because of the limited service to/from cities outside the United States, and in compliance with Federal Regulations, any flight departing from/to an international city cannot exceed FOUR (4) hours away from a gate. Within four (4) hours after departing a gate, regulations require a Frontier international flight to be back in a gate, or at a remote location, where passengers have the opportunity to deplane.

Customer Access to Food & Water – All Frontier flights have been equipped with special kits that have adequate food, snacks, water and beverages - sufficient in amount to ensure that all passengers receive food and water within two hours of leaving a gate, or in the case of a diverted flight within two hours of arrival.

Lavatory Availability - Frontier Airlines will ensure than a sufficient number of lavatories on board each of its aircraft are functioning and available during all extended tarmac delays. If lavatories are not available or become unusable, the aircraft will return to a gate as soon as safely possible.

Access to Medical Attention–Frontier Airlines will ensure that all passengers have access to medical attention should the need arise.