

**8. Were all passengers who were on flights that experienced tarmac delays offered food and drink at no additional cost? If not, why not? What steps did Sunwing take to ensure that food and water was available for passengers during the tarmac delays?**

WG022 tarmac delay was 54 minutes, complimentary bar was provided on the flight.

WG031 snacks were given to children (due to limited availability) and a water service was provided to all passengers. Complimentary bar was provided on the flight.

WG218 Three water services were provided.

WG271 water service was provided before the customers were offloaded. Complimentary bar was provided during the flight.

WG302 customers were offered complimentary drinks and snacks.

WG406 water service was offered during the delay, complimentary bar was offered during the flight and free headsets and sitcoms were played during delay at the gate.

WG535 tarmac delay was 37 minutes. No information was provided on the flight report as to services offered.

WG627 no information was provided on the flight report as to the service offered.

WG685 passengers were provided with water and juice service during the tarmac delay. Snacks were not offered due to limited availability.

WG706 tarmac delay was 29 minutes. Complimentary snacks and drinks were provided during the flight, although there were no meals loaded for this flight due to catering error.

WG714 tarmac delay was 47 minutes. No information was provided on the flight report as to services offered.

WG715 passengers were provided with several water services during the tarmac delay. Snacks were not offered due to limited availability.

WG731 no information was provided on the flight report as to the service offered.

WG752 returned to the gate for maintenance, passengers were on board for 1 hour and 20 minutes, then deplaned. Time from second pushback to take-off was 1 hour and 7 minutes.

WG781 passengers were provided with several water services during the tarmac delay.

In the instances where there was no information provided on the flight report, it is possible that a service was offered. Generally, the crew use the report to indicate where there was an issue or deviation from service standards. The standard is to provide this service during a delay where feasible.

Please note that there was no ability to provide food and drink service during minimal tarmac delays due to safety concerns.