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VIA Electronic Filing

U.S. Department of Transportation
Dockets Facility
1200 New Jersey Avenue, S.E.
Washington, DC 20590

RE: WORLD2FLY S.L.U. FAMILY ASSISTANCE PLAN
DOCKET No. DOT-OST-1998-3304

Dear Sir or Madam:

Please find enclosed World2Fly S.L.U.'s Family Assistance Plan, which has been filed in Docket DOT-OST-1998-3304.

Should you have any questions, please do not hesitate to contact us.

Respectfully,

/s/Evelyn D. Sahr

Evelyn D. Sahr
Drew M. Derco
Andrew P. Orr
Counsel for World2Fly S.L.U.

Enclosure



WORLD2FLY S.L.U.

FAMILY ASSISTANCE PLAN

A Family Assistance Plan for World2Fly S.L.U. (“World2Fly”) has been established to comply with the Aviation Disaster Family Assistance Act, 49 U.S.C. § 1136 and the Foreign Air Carrier Family Support Act, 49 U.S.C. § 41313 (1997) (“The Act”) which is applicable to foreign air carriers having authority to operate to the United States.

The World2Fly Family Assistance Plan will be implemented, according to its terms, in the event of an accident in the United States involving a flight operated by World2Fly and under the control of World2Fly in which there is any loss of life (“Covered Accident”). § 1136(a).

Where the World2Fly Plan is required to be implemented because of a Covered Accident, World2Fly shall perform the following activities:

1. Survivors and families of surviving and deceased passengers (and any other victim of the accident, including any victim on the ground) shall be treated with sensitivity. The families of non-revenue passengers, including airline cockpit, cabin crew, ground victims, and any other victim of the accident, will be accorded the same treatment and receive the same family assistance services as the families of revenue passengers. § 41313(c)(9).

2. World2Fly has allocated funds and other resources sufficient to carry out the provisions of this Plan. § 41313(c)(13). A senior official will be designated by World2Fly to supervise family assistance services, and to lead family assistance teams dispatched to the place of the accident. The senior World2Fly official shall immediately

meet with and coordinate World2Fly’s activities with the government agencies responsible for family assistance such as the National Transportation Safety Board (NTSB) and designated independent organizations such as the Red Cross.

3. World2Fly will establish a toll-free number in the United States and in Canada to receive calls from families of passengers. This telephone number will be publicized in the event of an accident. This telephone number will be staffed by a trained World2Fly employee or a qualified contractor engaged by World2Fly and each telephone number shall have sufficient capacity. To persons calling, World2Fly will provide information authorized for release by World2Fly’s Information Center and by the NTSB. When calls are received, World2Fly’s staff will only seek to obtain contact and family information in respect to passengers from all callers for the purpose of compiling a list of close family members and contact numbers. § 41313(c)(1).

4. World2Fly will compile a preliminary passenger list through review of flight ticket coupons or through a computerized printout of boarding information.

Upon request, World2Fly will provide the list of names of passengers, whether or not verified, to the NTSB Director of Family Support Services and the organization designated for the accident under § 1136(a)(2). All lists will be stamped “PRELIMINARY AND UNCONFIRMED” with date, time, and list number. Lists will be based on the best available information at the time of the request and shall be updated as information becomes available. § 41313(c)(4).

5. World2Fly will not release to the media a passenger’s name until World2Fly has verified that the passenger was aboard and has notified a close family member that the

passenger was aboard the flight. All personnel involved with handling of the manifest will be briefed as to the confidential/sensitive nature of this information.

6. World2Fly will establish a procedure by which families of passengers involved in the accident shall be notified. A team will also be established to locate families who do not call in from information available to World2Fly. A team of local World2Fly employees will arrange a private room at the destination airport and at any connecting points for families waiting for the flight and obtain contact information from such persons and for families who do not call in, from information available to World2Fly. World2Fly staff will provide such persons with information authorized by World2Fly and the NTSB.

When World2Fly has verified that the passenger was aboard the accident flight, and has identified a bona fide close family member of the passenger, World2Fly's staff or its qualified contractor will notify such close family member that the passenger was aboard the flight and, if the information is available, World2Fly's staff shall advise the close family member that the passenger has survived, has suffered injury, or has died in the accident. Such notification shall be given in person to the extent practicable. § 41313(c)(2). Such notice shall be given as soon as practicable after World2Fly has verified the identity of the passenger on the aircraft, whether or not the names of all the passengers have been verified. § 41313(c)(3).

7. World2Fly will provide accommodation at a hotel near the place of the accident and meals for family members coming to the place of the accident. § 41313(c)(12). World2Fly will assist the family of any passenger in traveling to the location of the accident. If the NTSB coordinates a visit to the crash site, World2Fly will provide assistance upon request. § 41313(c)(12).

World2Fly will set up a facility at the hotel at the place of the accident for families to meet and receive briefings which will be protected from intrusions by the media or the general public.

8. The NTSB has primary responsibility for facilitating the recovery and identification of fatally-injured passengers. § 1136(b). Local medical examiners or coroners or Federal Disaster Mortician Team members are responsible for the recovery and identification of deceased passengers, the notification of families when remains have been identified, and releasing the identified remains to the next of kin. World2Fly will, however, provide, on request the names of family members and their contact numbers to the Government officials notifying families about the identification of remains.

When notification to families has been made regarding the identification of remains, World2Fly will consult with such family members as to arrangements for the transportation of identified remains. § 41313(c)(5).

9. To the extent that any personal effects or possessions of passengers are within World2Fly's control or come into World2Fly's control and can be identified as belonging to a specific passenger, World2Fly or its contractor will return such personal effects or possessions of the passenger to the family of the passenger, regardless of condition, if the family of the passenger requests (unless the item or items are needed for accident or criminal investigation). § 41313(c)(5)(6).

World2Fly or its contractor will create an inventory of any unclaimed personal effects or possessions within its control, and store such property for a period of not less than 18 months following the date of the accident. § 41313(c)(7).

10. World2Fly will consult with the family of each passenger concerning construction of any monument to the passengers built in the United States, including any inscription on the monument. The suggestions and preferences of each family will be considered. § 41313(c)(8).

11. World2Fly shall designate, with alternates: A World2Fly official in charge of Family Assistance Activities at the site; a World2Fly official in charge of compiling and delivering a passenger manifest; and a World2Fly official in charge of family notification. World2Fly will notify the NTSB of the names of these World2Fly officials, immediately after being notified of an accident, along with other pertinent information required by the NTSB.

If World2Fly does not contract for family assistance services with an outside contractor, World2Fly will organize teams and provide adequate training to its employees and agents to perform the family assistance services required by the Act. § 41313(c)(15).

12. World2Fly will work with any organization designated under § 1136(a)(2), on an ongoing basis, to ensure that families receive an appropriate level of services and assistance. World2Fly shall assist such organizations and provide family assistance services in addition to services to be provided by World2Fly under this Plan, only at the request of the designated organization, and only if appropriate and reasonable. § 41313(c)(10).

World2Fly will pay reasonable compensation to any organization designated by the NTSB pursuant to §1136(a)(2) of the Act for any services and assistance provided by the organization in accordance with the Act.

World2Fly will require the organization to provide it with a plan of tasks to be performed by the organization and anticipated expenses. World2Fly will also require that it be consulted about costs, as they are incurred, and receive an itemized list of services rendered, expenses incurred, and supporting documentation, before payment is made. §41313(c)(11).

13. World2Fly will consult with the NTSB and the U.S. Department of State on the provision of assistance to U.S. citizens within the United States with respect to an aircraft accident outside the United States involving any loss of life. § 41313(c)(16).

14. World2Fly has provided under separate cover a list of 24 hour emergency telephone contacts at the Headquarters of World2Fly where information about the affected flight can be provided. World2Fly also has provided, under separate cover, the names and telephone numbers of key management personnel who will coordinate family assistance activities at the accident site, compile the passenger list and supervise the notification of families.

15. In the case of an accident that results in any damage to a man-made structure or other property on the ground that is not government-owned, World2Fly will promptly provide notice, in writing, to the extent practicable, directly to the owner of the structure or other property about liability for any property damage and means for obtaining compensation.

World2Fly will provide a written notice advising the property owner (a) to contact the insurer of the property as the authoritative source for information about coverage and compensation; (b) to not rely on unofficial information offered by World2Fly representatives about compensation by World2Fly for accident-site property damage; and

(c) to obtain photographic or other detailed evidence of property damage as soon as possible after the accident, consistent with restrictions on access to the accident site. § 41313(c)(17).

16. In the case of an accident in which the NTSB will conduct a hearing or comparable proceeding at a location greater than 80 miles from the accident site, World2Fly shall ensure that the proceeding is made available simultaneously by electronic means at a location open to the public at both the origin city and destination city of World2Fly's flight if that city is located in the United States. § 41313(c)(18).

17. If World2Fly acts as a wet lessor, and is in operational control of the flight, it will coordinate its efforts with the efforts of the aircraft lessee, and will remain responsible for the implementation of this Plan.

Sara Ruth Rubio Aparicio / Ground Operations & ERP Corporate Responsible.
Palma de Mallorca, January 2021