



Frontier Airlines Catering & Station Ice Availability

Throughout the Frontier Airlines system, we diligently strive to ensure that our hardworking crewmembers always have access to the tools needed to conduct a successful service. To that end, we have published this list of catering locations and outstations that have both ad-hoc and catering ice provisioning capabilities.

For flights originating in or transiting through the following catering locations that are scheduled for catering (either headstart or turn), ice will be automatically provided by the caterers without the need for the crew to make an ad-hoc request. These cities are:

ATL	CLE	DEN	DFW	LAS	MCO	MIA
ORD	PHL	RSW	TPA	PHX	SJU	FLL

For flights that are not scheduled to receive catering, ice is available from the station upon ad-hoc crew request. This request can be made directly with the gate agent, or other designated appropriate members of ACS staff. The expectation is that the station will provide 3-4 bags per flight. These cities are:

AUS	BDL	BWI	BOS	CLT	COS	CVG
DCA	DFW	EWR	GEG	IAH	IND	ISP
JFK	LAS	LAX	LGA	MCI	MKE	MSP
MSY	MDW	ORD	PBI	PDX	PHL	PHX
RDU	RSW	SAN	SAT	SEA	SFO	SLC
SNA	STL	TPA	TTN			

Please keep in mind that when requesting ad-hoc ice or other Aircraft Appearance supplies:

- Share clearly and concisely what materials are missing/lacking, and **the nature of your request.**
- **Call as soon and proactively as possible**, since these requests are especially difficult to accommodate on a last-minute basis.
- **Kitchens are NOT able to provide ad-hoc ice.** Do not ask anyone to contact the kitchens for ice.
- **Kitchens/Catering are NOT responsible for gloves, sanitary products, soap, or trash liners.** For these items, FAs should contact Aircraft Appearance.
- **Bottled water is NOT a requirement for departure.** Potable water supplies and cups are sufficient to meet the minimum requirements for a Tarmac Delay Service.
- The gate agents are often responsible for handling multiple flights simultaneously – be aware that they will require **a reasonable amount of time to service any ad-hoc requests.**
- **We do NOT hold or delay flights due to a lack of catering supplies.**

- If there are repeated issues with ice availability at a particular station, please notify us by emailing CrewCat@flyfrontier.com or submitting a Catering Incident Report.

⚠ IMPORTANT! If during the servicing of an aircraft galley a suspicious, dangerous, prohibited, or potentially deadly item is discovered, or indication of actual tampering is detected, you must immediately notify a Frontier representative by contacting Frontier Corporate Security at +1 (888) 839-4510.

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