Crew Documents

SOP's and other crew documents.

- Flight Crew SOP
  - Introduction from CEO
  - Goals
  - Staff Team
  - Registration Requirements
  - Staff Requirements
  - Code of Conduct
  - Pilot Requirements
  - Auto PIREP
  - PIREP Approval Criteria
  - Pilot Ranks
  - Bonus Hours & Incentives
  - VATSIM Account Policy
- Code of Conduct
- VATSIM Setup
  - The VATSIM Network
  - Essential VATSIM Tools
  - Setting Up Your Pilot Client
  - Obtaining Pre-Flight Clearance on VATSIM
  - Requesting Taxi Clearance on VATSIM
  - Pre-Departure and Takeoff Procedures on VATSIM
  - Post-Takeoff Procedures and Transition on VATSIM
  - Descent and Approach Procedures on VATSIM
  - Landing and After-Landing Procedures on VATSIM
  - Oceanic Procedures on VATSIM
- Privacy Policy

Flight Crew SOP

Standard Operating Procedures for United Virtual

Introduction from CEO

Dear Esteemed New Member,

It is with great pleasure that I extend to you a warm welcome to the Flight Operations team at United Virtual Airlines. Your decision to join our dynamic and expanding community marks the beginning of an exciting journey, and we are honored to have you with us.

At United Virtual, we pride ourselves on replicating the operations of United Airlines with remarkable fidelity, utilizing a suite of sophisticated PC flight simulation platforms, including Microsoft Flight Simulator, X-Plane, and Prepar3D. Since our inception in December 2020, our mission has been to offer virtual pilots a contemporary and engaging virtual airline experience that stands apart from the rest.

Our distinctive offerings include:

- Integrated SimBrief departure briefings for comprehensive pre-flight preparation,
- Weekly group flights and events to foster community engagement,
- A state-of-the-art Crew Center designed with the latest technological advancements,
- A dedicated and approachable staff team committed to delivering a bespoke experience,
- The MileagePlus rewards program, rewarding your commitment and passion.

Under our #flyFriendly ethos, we continuously strive for innovation, enhancement, and excellence in the virtual aviation experience. Our development and staff teams are committed to seeking out new ways to enrich your journey with us.

Enclosed in this communication, you will find essential information to navigate a successful career in virtual Flight Operations at United Virtual. Should you have any inquiries or require further assistance, I encourage you to reach out to our staff members via the contact details provided on the Staff Team page or join our conversations on Discord, our preferred communication channel.

Once again, welcome to United Virtual. I am confident that your time with us will be both fulfilling and enjoyable.

Warmest regards,

Cody B.

Chief Executive Officer

United Virtual Airlines


UAL
VIRTUAL
AIRLINES

Goals

Purpose

The primary objective of this operations manual is to furnish comprehensive guidance to all pilots and staff members of United Virtual Airlines (UVA). It delineates the operational procedures, standards, and expectations within which UVA functions, ensuring clarity and consistency in all activities.

Scope

This manual has been ratified under the authority of the Chief Executive Officer of United Virtual Airlines. It is imperative that all pilots, staff, and administrators of UVA adhere strictly to the protocols and regulations presented within. Non-compliance with these directives may lead to corrective measures, which could include penalties or, in severe cases, termination of affiliation with the airline.

Mission Statement

United Virtual Airlines is steadfast in its commitment to offering a sophisticated and contemporary virtual aviation experience, characterized by a blend of relaxation and modernity, conducted with utmost responsibility and respect. Our mission is articulated with the goal of fostering the growth and prominence of flight simulation as a hobby and the virtual airline community as a whole. For a detailed exploration of our mission, please refer to the following link: United Virtual's Mission Statement.

This document serves as a cornerstone for operational excellence within United Virtual Airlines, guiding our collective efforts towards achieving a harmonious balance between a professionally structured virtual airline environment and a welcoming community for aviation enthusiasts.

Staff Team

Administrative Staff



Cody B. | UAL1

ceo@flyuva.org

Chairman & Chief Executive Officer (CEO)

Chairman of the Board of Directors

The Chairman plays a pivotal role in steering the Board of Directors (BOD), which is democratically constituted by members of both the Administrative and Executive Staff Teams. This position holds exclusive veto power over decisions presented to the Board, ensuring a balanced and judicious oversight of the airline's strategic direction.

Chief Executive Officer (CEO)

The CEO is entrusted with the comprehensive execution of strategies and initiatives that contribute positively to United Virtual Airlines (UVA). This encompasses a wide range of responsibilities, including:

- **Leadership and Management**: Spearheading the day-to-day operations to ensure the smooth functioning of the airline.
- **Staff Coordination and Development**: Overseeing all aspects of staff management, from coordination to the recruitment of new team members.
- **Marketing and Partnerships**: Playing a key role in marketing efforts and serving as the primary liaison with partner organizations.
- **Operational Collaboration**: Working in tandem with the Administrative and Executive staff teams to facilitate daily operations and the effective implementation of new policies, programs, and initiatives.

- **Compliance and Discipline**: Maintaining the authority to suspend or remove any pilot or staff member from the roster for non-compliance with the Pilot Standard Operating Procedures (SOP) or Staff SOP.

These roles are designed to ensure that UVA operates efficiently and continues to provide a premier virtual airline experience, guided by strong leadership and a commitment to excellence in all aspects of our operations.



TJ W. | UAL2

coo@flyuva.org

Chief Operations Officer (COO)

Overview

The Chief Operating Officer (COO) at United Virtual Airlines (UVA) occupies a central role in the management and operational leadership of the airline. Working closely with both the Administrative and Executive staff teams, the COO ensures the seamless execution of day-to-day activities and upholds the highest standards of operational excellence.

Key Responsibilities

- **Operational Management**: The COO is instrumental in the coordination and oversight of daily operations, ensuring that all activities align with UVA's strategic objectives and operational guidelines.
- **Strategic Leadership**: In collaboration with the CEO, the COO contributes to the overall leadership, management, and strategic direction of UVA. This partnership is crucial for the identification and realization of opportunities beneficial to the airline's growth and success.
- **Staff Management and Development**: Directing staff management efforts at the Executive level and below, the COO plays a vital role in team coordination, the recruitment of new staff members, and fostering a productive and positive work environment.
- **Marketing and Promotions**: Assisting with the marketing strategies of UVA, the COO helps in enhancing the airline's visibility and appeal within the virtual aviation community.

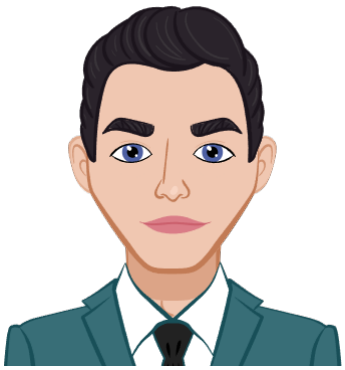
- **Policy Implementation and Management**: The COO aids in the development, implementation, and management of new corporate, pilot, and staff policies and programs, ensuring they are effectively communicated and adhered to across the organization.
- **Disciplinary Authority**: Maintaining the authority to suspend or remove pilots or staff members from the UVA roster for non-compliance with the Pilot Standard Operating Procedures (SOP) or Staff SOP, reinforcing the importance of adherence to established protocols and standards.

Position in Hierarchy

As the Second-in-Command within United Virtual Airlines, the COO holds a position of significant authority and responsibility. This role is critical in maintaining the operational integrity, efficiency, and reputation of UVA, ensuring that the airline continues to offer a premier virtual aviation experience to its members.

The COO’s comprehensive approach to operational leadership, combined with a deep commitment to the airline's mission and values, is essential for driving UVA forward in its pursuit of excellence in the virtual aviation sector.

Reports to: Chief Executive Officer (CEO)



Daniel S. | UAL3

cpo@flyuva.org

Chief Finance & People Officer (CFPO)

Overview

The Chief Finance and People Officer (CFPO) at United Virtual Airlines (UVA) plays a dual and highly strategic role in overseeing both the organization’s financial health and its people-focused initiatives. The CFPO ensures that UVA maintains responsible financial practices while cultivating a

strong, supportive, and engaged community aligned with the VA’s mission and long-term vision.

Key Responsibilities

- **Financial Management & Organizational Budgeting:**
  Oversee UVA’s financial planning, budgeting, and resource allocation. Ensure transparency, accuracy, and sustainability in the VA’s financial operations. Provide financial reports, forecasts, and guidance to support executive decision-making.
- **Financial Policy & Compliance:**
  Develop and maintain financial policies, procedures, and controls to ensure operational integrity. Monitor financial activity to maintain compliance with internal standards and ensure responsible stewardship of UVA resources.
- **Member Relations & Community Engagement:**
  Oversee the overall well-being, satisfaction, and engagement of UVA members. Ensure that the community remains welcoming, supportive, and aligned with UVA values.
- **Staff Development & Support:**
  Work closely with department leaders to support training, onboarding, retention, and performance development for all staff members. Provide guidance and resources to help teams operate effectively and collaboratively.
- **Organizational Culture & Policy Stewardship:**
  Maintain and evolve UVA’s culture by overseeing policy development, people-focused procedures, and community standards. Ensure fairness, professionalism, and consistency across all organizational interactions.
- **Conflict Resolution & Mediation:**
  Act as a neutral and supportive resource for resolving internal conflicts. Facilitate communication and promote constructive outcomes between members and staff.

Impact

The CFPO is essential to United Virtual Airlines (UVA)’s long-term stability and success by safeguarding financial integrity while fostering a positive, engaging organizational culture. This role ensures that both UVA’s people and financial operations are supported, aligned, and positioned for sustainable growth.

Reports to: Chief Executive Officer (CEO)



Jay D. | UAL5

Jay.D@flyuva.org

Board Member (BM)

Overview

The Board Member at United Virtual Airlines (UVA) serves as a strategic advisor and governance leader, providing long-term vision, oversight, and stability for the organization. As a founding figure, Jay supports the executive team by offering guidance on major initiatives, operational continuity, and organizational direction while ensuring UVA remains aligned with its mission and values.

- **Strategic Guidance & Long-Term Vision:**
  Provide high-level insight and recommendations to UVA leadership on major decisions, long-term planning, and organizational development. Help maintain consistency and direction as UVA evolves.
- **Governance & Oversight:**
  Review and advise on policy changes, structural adjustments, and major operational decisions. Ensure that UVA's leadership acts in the best interest of its members, community, and mission.
- **Continuity & Institutional Knowledge:**
  Leverage deep historical knowledge of UVA's systems, culture, and evolution to support stable operations. Assist in transitions and help preserve the core identity and values that define the organization.
- **Operational Support & Backend Assistance:**
  Offer expertise in backend systems, infrastructure, and administrative functions as needed. Collaborate with leadership to ensure that technical and procedural foundations remain reliable and effective.
- **Community Stewardship:**
  Serve as a respected representative of UVA's legacy within the community. Support leadership in fostering a positive environment, encouraging engagement, and upholding high community standards.

Impact

The Board Member plays a crucial role in ensuring long-term stability, strategic continuity, and the preservation of United Virtual Airlines' identity. By providing experienced oversight and

foundational support, this role helps guide UVA’s future while honoring its origins.

Reports to: Chief Executive Officer (CEO)

Executive Staff Team



Austin H. | UAL5

hr@flyuva.org

Director of Human Resources (DHR)

Overview

The Director of Human Resources holds a vital leadership role at United Virtual Airlines (UVA), overseeing staff relations, personnel management, and the development of a professional, respectful, and inclusive organizational environment. This position is responsible for maintaining the integrity of UVA's internal policies, supporting staff members, and ensuring that personnel matters are handled fairly, consistently, and in alignment with the airline's mission and values.

Key Responsibilities

- **Human Resources Leadership**: Oversees the administration of UVA's human resources functions, ensuring personnel practices, internal procedures, and staff relations align with the organization's policies, values, and strategic objectives.
- **Staff Recruitment and Onboarding**: Coordinates the recruitment, interviewing, selection, and onboarding of new staff members in collaboration with departmental leadership, ensuring candidates meet organizational expectations and are prepared for their responsibilities.
- **Employee Relations and Conflict Resolution**: Serves as a primary point of contact for staff-related concerns, interpersonal conflicts, and workplace grievances. Facilitates fair

and impartial resolutions while promoting professionalism, accountability, and mutual respect.
- **Policy Development and Compliance**: Develops, maintains, and enforces internal personnel policies, codes of conduct, and organizational standards. Ensures consistent application of these policies across all departments and leadership levels.
- **Performance Management and Accountability**: Works alongside executive and departmental leadership to address staff performance concerns, conduct evaluations when necessary, and implement corrective or disciplinary measures in accordance with established procedures.
- **Investigations and Disciplinary Actions**: Oversees internal investigations involving staff misconduct, policy violations, or other personnel-related concerns. Ensures matters are handled objectively, confidentially, and with appropriate documentation and due process.
- **Staff Development and Retention**: Supports the professional development and continued engagement of UVA staff by identifying opportunities for improvement, encouraging effective communication, and fostering a positive and collaborative working environment.
- **Confidentiality and Record Management**: Maintains accurate and confidential personnel records, including staff appointments, disciplinary actions, performance documentation, and other sensitive organizational information.
- **Executive Collaboration**: Advises executive leadership on personnel matters, organizational concerns, and opportunities to strengthen staff effectiveness, internal communication, and overall organizational culture.

Key Attributes

The Director of Human Resources is expected to demonstrate exceptional professionalism, integrity, discretion, and interpersonal communication skills. Strong leadership, sound judgment, impartiality, and the ability to navigate sensitive situations with fairness and diplomacy are essential to this position.

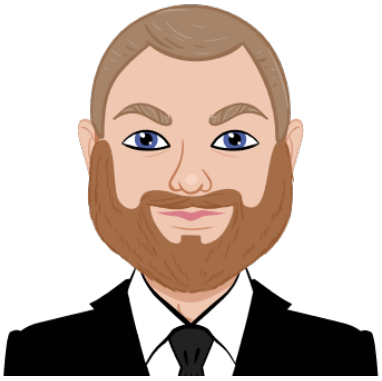
This role requires an individual capable of balancing the needs of staff members with the broader interests of the organization while maintaining confidentiality and consistently upholding established standards. The Director must remain approachable, objective, and committed to fostering an environment built on accountability, mutual respect, and collaboration.

Impact

By promoting effective personnel management, maintaining consistent organizational standards, and supporting a positive working environment, the Director of Human Resources plays a critical role in the long-term stability and success of United Virtual Airlines.

This position helps ensure that staff members are supported, leadership remains accountable, and internal matters are addressed professionally and fairly. Through these efforts, the Director of Human Resources strengthens UVA's organizational culture, improves staff retention, and contributes to the continued growth and reputation of the airline within the virtual aviation community.

Reports to: Chief Executive Officer (CEO)



Daniel S. | UAL6

dpo@flyuva.org

Director of Pilot Operations (DPO)

Overview

The Director of Pilot Operations holds a pivotal role at United Virtual Airlines (UVA), overseeing the intricacies of daily operations and ensuring the seamless functioning of the airline's pilot-related activities. This leadership position is central to maintaining operational excellence and upholding the high standards for which UVA is known.

Key Responsibilities

- **Operational Leadership**: Ensures the efficient management of the Operations Staff, overseeing their day-to-day activities and ensuring alignment with UVA's strategic goals and operational policies.
- **Compliance and Standards**: Vigilantly upholds and maintains the guidelines outlined in the Flight Crew Standard Operating Procedures (FCSOP), ensuring all operations adhere to these established protocols.
- **Pilot Recruitment**: Manages the entire lifecycle of pilot engagement, from processing new pilot applications to addressing inquiries from prospective pilots through various channels including social media and forums.
- **Staff Development**: Takes charge of interviewing, hiring, processing, and training new Operations Staff, ensuring they are fully equipped to meet the demands of their roles and contribute effectively to UVA's mission.
- **Community Engagement**: Serves as a primary point of contact for potential new pilots, providing timely and informative responses to queries, thereby fostering a welcoming and inclusive environment for newcomers.

Key Attributes

The Director of Pilot Operations is expected to exhibit a high level of leadership, organizational, and communicative skills, paired with a deep understanding of virtual aviation operations and pilot management. The ability to engage with both internal team members and the external pilot community effectively is crucial. This role demands a proactive approach to problem-solving, excellent decision-making capabilities, and a commitment to enhancing the pilot experience at UVA.

Impact

By ensuring the smooth operation of pilot activities and the professional development of the Operations Staff, the Director of Pilot Operations plays a critical role in advancing UVA's reputation as a leading virtual airline. This position directly contributes to the overall satisfaction of UVA's pilots and staff, thereby supporting the airline's growth and success in the virtual aviation community.

Reports to: Chief Operations Officer (COO)

Operations Staff Team



Now Hiring | UAL8

cp@flyuva.org

Chief Pilot (CP)

Overview

The chief pilot role at United Virtual Airlines (UVA) is pivotal in overseeing and supporting daily pilot operations. This position requires coordination with all staff members, ensuring pilots operate effectively and efficiently, promoting collaboration, and maintaining adherence to established

operational guidelines.

Key Responsibilities

- **Pilot Training:** Developing materials and organizing training sessions for pilots to attend, aimed at enhancing overall VA performance and skills.
- **Pilot Support:** Collaborating with the leadership team to create documentation, including checklists and procedural guides.
- **Discord Server Engagement:** Actively engaging with pilots and maintaining a prominent presence in the community Discord. The Chief Pilot will collaborate with the events team to organize challenges and activities that promote pilot participation and skill improvement.
- **Communication with Leadership:** Ensuring transparent communication with UVA leadership by providing regular updates on daily operations, pilot involvement, and addressing any emerging issues.

Key Attributes

The Chief Pilot position necessitates robust organizational and communication abilities, meticulous attention to detail, and the capacity to deliver prompt and efficient assistance to pilots. Proficiency in virtual aviation operations and procedures is crucial. Upholding a positive and collaborative environment within the VA is imperative

Impact

The Chief Pilot plays a pivotal role in the ongoing success of the VA. As our community expands and evolves, this role will be essential in expanding our pilot base and fostering continuous improvement within our community for the foreseeable future.

Reports to: Director of Pilot Operations (DPO)

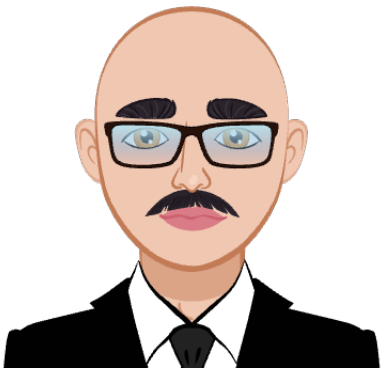
Events Staff



Russell H. | UAL12

events@flyuva.org

Events Coordinator - USA (EC)



Daniel R. | UAL6073

events@flyuva.org

Events Coordinator - USA (EC)

Overview

The Events Coordinator/s at United Virtual Airlines (UVA) holds a key role in enhancing the pilot experience by orchestrating and managing a variety of online group flights, events, and tours. This position is instrumental in maintaining a dynamic and engaging environment for UVA pilots, ensuring active participation in both internal and external virtual aviation events.

Key Responsibilities

- **Group Flights and Events**: Plans, organizes, and executes online group flights and events, fostering a sense of community among UVA pilots and providing opportunities for collaborative flying experiences.

- **United Virtual Tours**: Develops and implements new UVA tours, creating exciting and challenging routes that showcase the diversity of virtual aviation and encourage pilot participation.
- **Event Communication**: Keeps UVA pilots informed about upcoming VATSIM/VATUSA events by regularly updating information on the Discord server and the UVA website.
- **Collaboration with DPO**: Works closely with the Director of Pilot Operations (DPO) to align event planning with the overall pilot engagement strategy, ensuring a consistent and varied schedule of weekly, bi-weekly, and monthly group flights and events.
- **Partnership Engagement**: Collaborates with external organizations and networks to explore and participate in joint events, expanding UVA's presence in the virtual aviation community.

Reporting Structure

Reports directly to the Director of Pilot Operations (DPO), providing regular updates on event planning, execution, and participant engagement. Maintains open communication channels to ensure seamless coordination between Events and Pilot Operations teams.

Key Attributes

The Events Coordinator should possess strong organizational skills, creativity in event planning, and effective communication abilities. A passion for virtual aviation and a commitment to fostering a sense of community among UVA pilots are essential. Additionally, the ability to collaborate with various stakeholders, both internally and externally, is crucial for the success of this role.

Impact

The Events Coordinator contributes significantly to the vibrancy and engagement of the UVA pilot community, creating memorable experiences and reinforcing UVA's position as a dynamic virtual airline. By aligning with the broader pilot engagement strategy, this role plays a key part in enhancing the overall satisfaction and retention of UVA pilots.

Operations Staff

Vacant. | UAL0000

dpo@flyuva.org



Vacant. | UAL0000

dpo@flyuva.org



Flight Operations Specialist (FOS)

Overview

Flight Operations Specialists are responsible for keeping United Virtual Airlines' flight operations running smoothly behind the scenes. This role focuses on operational oversight within the Crew Center to ensure flights are processed accurately and consistently across the airline.

What They Do

- **Review and approve PIREPs** to ensure flights meet UVA standards and operational guidelines.
- **Monitor daily flight activity** to maintain accuracy, fairness, and consistency in flight processing.
- **Ensure compliance with procedures**, including adherence to the Flight Crew Standard Operating Procedures (FCSOP).

- **Resolve operational issues** related to flight submissions, routing, or system discrepancies.
- **Coordinate with leadership** to maintain smooth and reliable airline operations.

Reporting Structure

Flight Operations Specialists report directly to the Director of Pilot Operations (DPO), ensuring that daily operations within the VA align with the broader organizational objectives and guidelines.

How This Helps You

Flight Operations Specialists ensure that every flight you submit is handled professionally and consistently. Their work helps keep UVA organized, fair, and realistic—so pilots can focus on flying, not administrative issues

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Mark W. | UAL14

mark.wolf@flyuva.org

Crew Support Specialist (CSS)

Overview

Crew Support Specialists are here to support our pilot community and ensure a positive experience at United Virtual Airlines. This role replaces much of what was previously handled by Hub Managers, with a focus on member assistance and community support rather than base-specific management.

What They Do

- **Answer pilot questions** and help clarify procedures, policies, and general operations.
- **Provide community support and moderation**, helping maintain a respectful and welcoming environment.

- **Assist with common issues** and direct pilots to the appropriate resources or staff when needed.
- **Help reinforce community standards** and expectations in a friendly, supportive manner.
- **Act as a bridge** between members and leadership by surfacing common questions or concerns.

Reporting Structure

Crew Support Specialists report directly to the Director of Pilot Operations (DPO), ensuring that daily operations within the VA align with the broader organizational objectives and guidelines.

How This Helps You

Crew Support Specialists are your first line of help within UVA. Whether you have a quick question, need guidance, or run into an issue, they’re there to make sure you get pointed in the right direction and feel supported as part of the community.



Vacant | UAL0000

dpo@flyuva.org

Recruitment & Marketing Specialest (CSS)

Overview

The Recruitment & Marketing Specialist plays an essential role at United Virtual Airlines (UVA), supporting the organization's continued growth through strategic recruitment initiatives, community outreach, and promotional efforts. This position focuses on attracting new pilots, increasing brand awareness, and strengthening UVA's presence within the virtual aviation and flight simulation communities.

Working under the direction of the Director of Human Resources, the Recruitment & Marketing Specialist helps develop and execute initiatives that showcase UVA's unique offerings, promote community engagement, and encourage prospective pilots to become active members of the airline.

Key Responsibilities

- **Pilot Recruitment**: Develops and implements recruitment strategies designed to attract new pilots to UVA, highlighting the airline's features, opportunities, and benefits of membership.
- **Marketing and Brand Promotion**: Supports the development and execution of marketing campaigns that promote UVA's mission, services, events, and community while maintaining a consistent and professional organizational image.
- **Social Media Management**: Assists in managing UVA's presence across social media platforms, creating engaging content, responding to inquiries, and identifying opportunities to expand the airline's reach within the flight simulation community.
- **Community Outreach and Engagement**: Establishes and maintains positive relationships with prospective pilots, flight simulation enthusiasts, and relevant online communities to increase awareness of UVA and encourage participation.
- **Content Creation**: Develops promotional materials, recruitment announcements, social media posts, and other marketing content in coordination with organizational leadership, ensuring accuracy, professionalism, and consistency with UVA's branding standards.
- **Recruitment Campaign Development**: Plans and coordinates targeted recruitment initiatives, promotional activities, and outreach campaigns designed to support membership growth and increase engagement.
- **Prospective Pilot Support**: Serves as a point of contact for individuals interested in joining UVA, providing information about membership requirements, available resources, and the application process while directing administrative matters to the appropriate personnel.
- **Brand Representation**: Represents UVA professionally across public platforms, online communities, and promotional activities, ensuring communications reflect the organization's values, standards, and commitment to the virtual aviation community.
- **Performance Monitoring and Reporting**: Tracks recruitment trends, marketing engagement, and campaign effectiveness, providing feedback and recommendations to the Director of Human Resources to improve future recruitment and promotional strategies.
- **Departmental Collaboration**: Works closely with Human Resources, Operations, Events, and executive leadership to coordinate promotional initiatives, highlight organizational developments, and support UVA's broader growth objectives.

Key Attributes

The Recruitment & Marketing Specialist is expected to demonstrate strong communication, creativity, organizational skills, and a genuine enthusiasm for the flight simulation and virtual aviation communities.

This position requires an outgoing, approachable, and self-motivated individual capable of engaging with prospective members, developing compelling promotional content, and representing UVA in a positive and professional manner.

An understanding of social media platforms, digital marketing strategies, and community engagement practices is highly beneficial. The ability to work collaboratively, manage multiple

initiatives, and adapt recruitment strategies based on organizational needs is essential.

The Recruitment & Marketing Specialist must also demonstrate professionalism, sound judgment, and a commitment to maintaining UVA's reputation through respectful and effective public communication.

Impact

By expanding UVA's visibility, attracting new pilots, and strengthening connections within the virtual aviation community, the Recruitment & Marketing Specialist directly contributes to the airline's continued growth and long-term sustainability.

Through effective recruitment campaigns, consistent brand representation, and meaningful community outreach, this position helps introduce new members to the UVA experience while reinforcing the organization's reputation as a welcoming, innovative, and professionally managed virtual airline.

The Recruitment & Marketing Specialist serves as an important link between UVA and the broader flight simulation community, helping ensure that the organization continues to reach new audiences, grow its membership, and maintain an active and engaged pilot community.

Reports to: Director of Human Resources (DHR)

Staff Position Application Process

If you are interested in applying for a staff position currently listed as VACANT, we invite you to follow the outlined steps below:

1. **Visit the Staff Application Page:** Navigate to the Staff Application page on our crew website. The application page is designed to streamline the process and ensure that your submission is received promptly.
2. **Carefully Review Position Requirements:** Before applying, carefully review the specific requirements and responsibilities associated with the vacant staff position. This will help you understand the expectations and ensure your alignment with the role.
3. **Complete the Application Form:** Fill out the application form with accurate and relevant information. Provide detailed responses that showcase your qualifications, experience, and enthusiasm for the position.
4. **Submit Required Documentation:** Ensure that any required documentation or additional materials, such as a resume or cover letter, are attached as specified in the application form.

5. **Follow Submission Instructions:** Adhere to any specific submission instructions outlined on the application page. This may include specific formats, file types, or additional details requested by the hiring team.
6. **Confirmation of Submission:** After submitting your application, you may receive a confirmation message or acknowledgment of receipt. If not, please allow some time for the processing of applications.
7. **Application Review Process:** Our staff recruitment team will carefully review all applications. Shortlisted candidates may be contacted for further assessments or interviews.
8. **Notification of Outcome:** Once the review process is complete, all applicants will be notified of the outcome. Successful candidates will be provided with additional instructions regarding the onboarding process.

Thank you for expressing your interest in contributing to our team. We appreciate the time and effort you invest in your application. Should you have any questions or require further assistance, feel free to reach out to the designated contact person listed on the Staff Application page.

We look forward to receiving your application and potentially welcoming you to our dedicated team at United Virtual Airlines.



Registration Requirements

To ensure a streamlined and compliant registration process, please carefully review and adhere to the following requirements:

1. **Age Limitation:**
   - You must be at least fourteen (14) years of age to register with United Virtual Airlines.
2. **Use of Real Name:**
   - It is mandatory to use your real name during the registration process. Fake names or aliases are not permitted.
3. **Single Registration:**
   - Registering on our website and Discord is a one-time process. Multiple registrations using different email addresses are strictly prohibited.
4. **Flight Simulation Software:**
   - Ownership of a licensed copy of one of the following flight simulation platforms is required:
     - Microsoft Flight Simulator 2004
     - FSX (Flight Simulator X)
     - FSX:SE (Flight Simulator X: Steam Edition)
     - MSFS2020 (Microsoft Flight Simulator 2020)
     - X-Plane
     - Prepar3D
5. **Active Email Account:**
   - A regularly accessed and active email account is necessary for communication purposes.
6. **Regulatory Agreement:**
   - By registering, you agree to abide by the regulations outlined in our manuals, including NOTAMS, memos, and any other company-provided documents.
7. **Application Requirements:**
   - Essential application details include Country of Residence and Date of Birth.
8. **VATSIM ID (Optional but Recommended):**
   - While not mandatory for joining, having a VATSIM ID is recommended to fully participate in our group flights, primarily conducted on VATSIM.
9. **First Flight Commitment:**
   - A commitment to complete your first approved PIREP **within 30 days of registration** acceptance is required to remain on our roster. Rejected PIREPs do not fulfill this requirement.
10. **Transfer Hours Policy:**
    - Transfer hours will not be accepted, as our pilots have the flexibility to fly any preferred aircraft at any time.

We appreciate your commitment to complying with these requirements, ensuring a smooth onboarding process and a positive experience as a member of United Virtual Airlines.



Staff Requirements

To maintain the professionalism, integrity, and functionality of our staff team, we have established the following requirements for all staff members at United Virtual Airlines:

1. **Flight Commitment:**
   - Staff members are required to complete a minimum of four (4) flights every 30 days to retain active status.
2. **Exclusivity Clause:**
   - Staff members may not simultaneously hold a staff role with another virtual airline.
3. **Minimum Age Requirement:**
   - The minimum age for a staff member is **18 years old**.
4. **UVAcars Activity:**
   - Staff members must have a minimum of two months (60 days) with the airline and have submitted and had approved a minimum of ten (10) Pilot Reports (PIREPs) through UVAcars.
5. **Good Standing Requirement:**
   - Staff members must be in good standing with the airline, with no pending or active disciplinary actions.
6. **Discord Presence:**
   - Staff members are expected to be **active and sociable** participants on our Discord server both **prior to and upon placement** onto the staff roster.
7. **Probation Period:**
   - All staff new hires will undergo a probation period of one month (30 days) for performance evaluation. During this period, their position may be reconsidered if necessary.
8. **Group Flight/Event Participation:**
   - While not currently a requirement, staff members are encouraged to participate in at least one group flight or event per month. This is subject to change at the discretion of the Administrative and/or Executive teams based on staff participation levels.

These requirements are designed to ensure a committed, engaged, and professional staff team that contributes positively to the success of United Virtual Airlines. We appreciate your dedication to meeting these standards and fostering a collaborative and vibrant community within our virtual airline.

UAL | VIRTUAL AIRLINES

Code of Conduct

To uphold a professional and respectful environment, all Staff Members and Pilots of United Virtual Airlines (UVA) are expected to adhere to the following Code of Conduct across all communication channels and representations of UVA:

Prohibited Actions:

1. **Verbal Abuse and Bullying:**
   - No engaging in verbal abuse or bullying of any UVA member or member of partner organizations while representing United Virtual.
2. **Harmful Activities:**
   - Prohibited from participating in any activity that is harmful to the virtual airline.
3. **Inappropriate Messages:**
   - Sending explicit, controversial, or degrading messages related to race, color, religion, gender, sexual orientation, gender identity, national origin, veteran or disability status, or any other protected classifications is strictly prohibited.
4. **Offensive Language:**
   - Usage of vulgar profanity or offensive language is prohibited on UVA's and partner's public-facing Discord channels.
5. **Advertising Products/Services:**
   - Sending any form of advertisements for the sale of products or services on UVA’s communication outlets, including Discord, is not allowed.
6. **Discussion of Piracy:**
   - Discussing or promoting the pirating or distribution of entertainment without proper legal purchases is strictly prohibited.
7. **Use of @everyone/@here Commands:**
   - Using @everyone/@here commands in UVA's Discord server is not allowed.
8. **Exploitative Activities:**
   - Performing or promoting the intentional use of glitches, hacks, bugs, or other exploits that may cause incidents within the community and among pilots is strictly forbidden.
9. **Spamming and Flooding:**
   - Spamming or flooding any communication outlet within or used by UVA is not permitted.
10. **Multiple Registrations:**
    - Registering on the website or Discord with more than one email account/Pilot ID is strictly prohibited.
11. **Promotion of Other Airlines:**
    - Advertising or promoting any other virtual airline on UVA’s communication outlets is not allowed.
12. **Use of Aliases or Fake Names:**

- Use of aliases or fake names on UVA's website or communication outlets, including Discord, is not permitted.

13. **Nuisance Behavior:**
    - Causing a nuisance at United Virtual is not tolerated. Repeated complaints may lead to administrative action, including termination, after a formal investigation.

Warning Levels:

- **Level 1 Warning:**
  - Issued with a clear definition of the grievance/violation and corrective actions to be taken. Probation or suspension may follow if corrective action is not implemented.
- **Level 2 Warning:**
  - Formal written notice with defined grievance/violation and corrective actions. May include probation, suspension, or termination, based on the severity.
- **Level 3 Warning:**
  - Formal written notice with defined grievance/violation and corrective actions. May result in suspension or termination, depending on severity.
- **Level 4 Warning:**
  - Formal termination from UVA with a ban set for future membership.

Warning Level Progression:

- If a member is on a Warning Level of discipline, the next applicable Warning Level will be issued for any violations within the rolling 12-month period from the date of issuance.
- Appeals for Warning Levels or terminations may be addressed to the Chief Operations Officer (COO) at coo@flyuva.org and/or the Chief Executive Officer (CEO) at ceo@flyuva.org.

For detailed information, refer to Code of Conduct Document.

Voice Channel Code of Conduct:

- Our voice channels (VC) are enjoyable spaces to connect and share our passion for flying, but it’s essential that we uphold mutual respect in these interactions.
- When participating in general VC channels, be mindful of the atmosphere and ongoing dynamics. If a VC is hosting a large group, minimize background noise to maintain respect for others.
- During group flights, we often implement a push-to-talk protocol. This is because many pilots, including ourselves, manage multiple audio sources simultaneously, especially when flying on VATSIM.
- As part of pre-, in-, and post-flight routines, going through checklists is vital. However, given that we may be at different stages of our flights or using different aircraft, we ask that you conduct these checklists privately within your own cockpit.
- We also remind you that the use of vulgar profanity & pervasive language is prohibited, and all language should be kept at a PG-13 level.

Warning Level Progression

- **First offence:** Verbal warning
- **Second offense:** 10 minute time out in Discord
- **Third offence:** 24 hour time out in Discord and an official written pilot misconduct.



Pilot Requirements

Pilot Requirements:

1. **Monthly PIREP Submission:**
   - Pilots are required to submit at least one (1) Pilot Report (PIREP) per month. The submission must be made using the smartCARS flight logging and monitoring software provided by United Virtual. If unable to comply due to smartCARS failure, pilots may submit a manual PIREP through the Crew Center website, with a link from an approved source (VATSIM, ProjectFLY, etc.) to verify the flight's completion.
2. **Responsibility for Compliance:**
   - It is the pilot’s responsibility to ensure they fly at least one (1) flight every 30 days to remain active.

Pilot Inactivity Warnings:

1. **Warning Emails:**
   - United Virtual will send warning emails at 30 days and 90 days if a pilot becomes inactive.
2. **Inactivity Periods:**
   - Pilots are required to complete one (1) flight every thirty (30) days to remain active.
   - At **30 days** of inactivity, a reminder email will be sent.
   - At **90 days** of inactivity, the pilot will be marked **Inactive**.
3. **Return from Inactivity**
   - Pilots marked as **Inactive** can immediately return to **Active** status by completing and submitting a flight through **UVAcars**. No staff intervention or manual reactivation request is required.

Roster Purges:

- **First PIREP Approval:**
  - Roster purges occur daily for pilots who do not get their first PIREP approved within 30 days of joining UVA.
- **12-Month Inactivity Purge:**
  - After 12 months (365 days) of inactivity, pilots will be removed from the roster, deleted from the database, and their previous profile cannot be retrieved.


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Auto PIREP

Purpose

The AutoPIREP & Points System is designed to streamline PIREP processing by automatically evaluating flights, rewarding good flying practices, and reducing the need for manual staff intervention—while still allowing flexibility for pilots when needed.

How AutoPIREP Works

AutoPIREP automatically evaluates SmartCARS PIREPs on a recurring basis to determine their outcome based on flight behavior and performance data.

- Flights are submitted normally via **SmartCARS**
- All newly submitted PIREPs initially appear as **Pending**
- AutoPIREP evaluates new SmartCARS PIREPs **every 5 minutes**
- Based on the evaluation, a PIREP will:
  - **Auto-Accept** — Clean, well-flown flights
  - **Auto-Reject** — Crashes, slewing, or extreme landing events
  - **Remain Pending** — Borderline cases or sim-rate usage
- You do **not** need to wait for evaluation before starting your next flight

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Manual & Offline PIREPs

Manual or offline PIREPs are excluded from automatic evaluation and require staff review.

- Manual or offline PIREPs are **not auto-evaluated**
- These PIREPs will remain **Pending** until reviewed by staff

---

Points System Overview

Each flight is scored using a simple points-based system that reflects overall flight quality and behavior.

- Every flight begins with a **base score of 100**
- Your score may **increase or decrease** based on how you fly
- Factors include:
  - Landing quality
  - Sim-rate usage

    - Stall events
    - General flight behavior
- Your **final score** determines:
    - How many points you earn
    - The PIREP's final outcome

Using Points to Force-Accept a PIREP

When eligible, pilots may use accumulated points to immediately approve a PIREP.

- A **"Use Points to Accept"** button appears on eligible PIREPs
- The button is only visible when eligibility requirements are met
- **Point Costs:**
    - Pending PIREP — **150 points**
    - Auto-Rejected PIREP — **500 points**
- Using points immediately approves the PIREP
- All point usage is **logged for auditing purposes**

Pending PIREPs & Review Window

Pending PIREPs provide a short review window before staff action is taken.

- Pending PIREPs may remain pending for up to **48 hours**
- This allows pilots time to decide whether to use points
- After 48 hours, staff may review and finalize the PIREP if no action was taken

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PIREP Approval Criteria

To maintain consistency and uphold standards, United Virtual Airlines (UVA) follows specific criteria for Pilot Report (PIREP) approval. Pilots are required to adhere to the following guidelines: Note: Any PIREP routed for staff will be reviewed within 48 hours. If your PIREP has not been reviewed within that time please create a support ticket in the discord or email dpo@dlyuva.org.

Simulation Rate:

1. **CRUISE Phase Time Acceleration:**
   - Pilots may use any simulation rate (time acceleration) during the CRUISE phase only, from top-of-climb (TOC) to top-of-descent (TOD).
   - Time acceleration is strictly prohibited during taxi, take-off, climb, descent, approach, and landing.
2. **ATC Permission on VATSIM:**
   - Pilots on VATSIM must receive permission from ATC before using time acceleration.
3. **Phases Jumping Prohibition:**
   - Use of any feature allowing jumping between flight phases (e.g., to the next waypoint, top of descent, slewing) is strictly prohibited.

Landing Rate:

1. **Maximum Landing Rate:**
   - Landing rate must not exceed -600 feet per minute (fpm).
   - Multiple touchdowns must not exceed -600 fpm each.

Routing:

1. **smartCARS Routing Requirement:**
   - Routing must be entered in smartCARS.
   - Direct (airport to airport) routes are not permitted.

Flight Errors:

1. **Stalls, Overspeeds, Violations:**
   - Stalls, overspeeds, and >250kts below 10,000 ft. MSL violations may lead to PIREP rejection, based on severity and/or duration. Exemptions to this must be documented and a reason given, reasons for exemptions are to include but not limited to:
     - On departure in a heavy aircraft where the climb out speed V2 +10-20kts is greater than 250kts (265kts or greater will flag a violation in smartCARS)

    - ATC instructions
- **MSFS2020/2024 users:**
    - note that using “Active Pause” registers as a stall; avoid using this feature during flight recording.

Fuel Guidelines:

1. **Minimum Fuel at Landing:**
    - At landing, fuel must be more than 2000 lbs. for all passenger transport aircraft.
2. **Reserve Fuel:**
    - Reserve fuel should be added before departure for emergency, holding, or unforeseen circumstances.
    - Using "Unlimited Fuel" option in any simulator is strictly prohibited.
    - In-flight refueling is NOT permitted and any PIREPs submitted with a logged inflight refueling will be rejected (at Hub Manager/Executive/Admin Staff discretion).

Staff:

1. **Discretionary Approval/Rejection:**
    - Staff may approve or reject a PIREP at their discretion.
    - A reason for rejection will always be provided in the comments section.
    - Any administrative team member may overrule a rejection if found unnecessary.
    - Pireps of any staff member must be reviewed by a member of the executive or administrative team.
2. **Self-Approval Prohibition:**
    - No staff member may accept their own PIREP.

Diversions:

1. **Notation Requirement:**
    - Pilots must note the diversion airport and reason in the “Comments” section of smartCARS if flight conditions are unsafe or in case of an emergency.

Slew Mode:

1. **Slew Mode Restriction:**
    - PIREPs showing slew mode toggled on at any time will be rejected.

Double Dipping:

1. **Hours Accrual Limitation:**
    - Accruing hours for another virtual airline during the same flight is strictly prohibited.
    - Violators may face PIREP rejection and possible disciplinary action by the Executive/Administration Team.

Airline & Aircraft Type Restrictions:

1. **General Requirements:**
   - Pilots may fly any airline and aircraft type, considering fuel range, appropriate aircraft size for departure and arrival airports, and runway length.
   - Substituting aircraft is allowed, but pilots must leave a comment in the “Comments” section of smartCARS before PIREP submission.

Charter Operations:

1. **Charters Creation Limitation:**
   - Charters (also known as **Free Flights**) can only be created for routes not already in the scheduling system.
   - Aircraft substitutions can be made through smartCARS, so charters/free flights should not be created solely for changing aircraft type.

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Pilot Ranks

At United Virtual Airlines (UVA), we champion the freedom of our pilots to select their preferred aircraft types, regardless of their experience level. Whether you're embarking on your journey with us or are a seasoned pilot, our philosophy encourages flying the aircraft you love. However, Pilot Reports (PIREPs) undergo evaluation by our system and/or staff, emphasizing the importance of choosing aircraft in which pilots are competent and comfortable. Failure to do so may lead to rejection of PIREPs.

Rank assignments at UVA are based on the cumulative hours flown, providing a source of pride, bragging rights, and determining payroll. The table below outlines the breakdown of hours required for each rank:

Rank	Hours Range	Pay Rate
Regional Pilot	0-49 hours	$50/hr
First Officer	50-149 hours	$150/hr
Captain	150-299 hours	$250/hr
Senior Captain	300-499 hours	$300/hr
ATP Captain	500 hours	$350/hr

This ranking system serves to acknowledge and reward pilots for their dedication while offering a flexible and enjoyable flying experience for all.

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Bonus Hours & Incentives

At United Virtual Airlines, we appreciate the engagement and efforts of our pilots. To further enhance your experience, we offer various bonus hours and incentives:

1. Advertise United Virtual:

- Promote United Virtual on social media or public flight simulation forums.
- Live-stream or record a flight, mentioning UVA by name, and direct viewers to our website and promo video.
- Earn double (x2) hours for the flight by submitting a PIREP through smartCARS. Provide a link to the recorded video for verification on our Discord server.

2. Monthly Focus Airport:

- Check the main page of the crew center for the monthly focus airport.
- Fly in or out of this airport during the specified month to receive bonus MileagePlus miles on approved PIREPs (bonus details available in the NOTAMs channel on Discord, typically +200).

3. Group Flights/Events:

- Participate in group flights or events hosted by United Virtual.
- Earn double (x2) hours on approved PIREPs for participating.
- Stay informed about upcoming events through the events section on the website and our Discord event channel.

4. Refer-a-Friend:

- Refer a friend or family member to sign up with UVA.
- Instruct them to include your name and pilot ID in the reference/comments box of their initial pilot application.
- Receive 25 additional hours as a thank you for the referral.

These incentives are our way of recognizing and rewarding the dedication and involvement of our pilots.


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VATSIM Account Policy

As a proud partner Virtual Airline (VA) of the VATSIM network, United Virtual Airlines (UVA) supports and encourages participation in online network flying. However, it is **not a requirement** for our pilots to hold or operate a VATSIM account in order to fly with UVA.

That said, for pilots who **do** choose to have a VATSIM account:

1. You are required to **maintain your VATSIM account in good standing** at all times.
2. This includes compliance with all VATSIM rules, regulations, and codes of conduct.
3. UVA reserves the right to **review the status of your VATSIM account** at any time.

If your VATSIM account becomes **suspended or permanently terminated** for any reason, you may be subject to **disciplinary action** within UVA, up to and including **suspension or removal** from the Virtual Airline.

We hold our partnership with VATSIM in high regard and expect any pilot representing UVA on the network to do so professionally and respectfully.



Code of Conduct

Code of Conduct - Pilot Regulations:

At United Virtual Airlines, we uphold a high standard of conduct from our pilots. Please adhere to the following regulations:

1. **Respectful Interaction:**
   - Avoid verbal abuse or bullying of any member.
   - Do not engage in activities deemed harmful to the airline.
   - Refrain from sending explicit or degrading messages based on protected classifications.
2. **Profanity and Advertising:**
   - Profanity is strictly prohibited.
   - Advertisements or links to other sites/discord servers are allowed only when streaming on Twitch and in the designated streamer channel.
3. **Ethical Conduct:**
   - Do not discuss or promote illegal activities, including pirating or unauthorized distribution of entertainment.
   - Avoid intentional use of glitches, hacks, or exploits.
4. **Communication Etiquette:**
   - Do not use the @everyone/@here command in our Discord server.
   - Refrain from spamming or flooding any communication outlet within or used by United Virtual.
5. **Registration and Identity:**
   - Only one pilot registration and one Discord registration are permitted.
   - Real names must be used, and aliases or fake names are not allowed.
6. **Positive Community Engagement:**
   - Treat others with respect, and avoid causing a nuisance.
   - Repeated complaints may lead to administrative action, including termination.

Legal Information:

1. **Affiliation Disclaimer:**
   - United Virtual is not affiliated with, endorsed, or sponsored by United Airlines, Inc.
2. **COPPA Compliance:**
   - Complies with the Children's Online Privacy Protection Act (COPPA).
   - No child under 16 may join without parental consent.
   - Applicants under 16 must verify parental consent during registration.
3. **Verification and Compliance:**
   - United Virtual maintains compliance with COPPA and its amendments.
   - No applicant under 14 will be accepted.
   - Misrepresentation may lead to termination and a permanent ban.

4. **Parental Inquiries:**
    - Parents can request information about their child by contacting the CEO at ceo@flyuva.org.



VATSIM Setup

The VATSIM Network

Founded in July 2001, VATSIM emerged from the collective vision of a group of individuals dedicated to fulfilling the needs of flight simulation enthusiasts worldwide. The initiative aimed to establish an inclusive online community, providing a platform for enthusiasts to connect, while fostering a global community dedicated to learning, sharing experiences, and exploring new opportunities within the virtual aviation realm. This pioneering group is now recognized as the VATSIM Founders, continuing to guide the network's strategic direction.

Organizational Structure

The governance of VATSIM is entrusted to the Board of Governors, comprising individuals tasked with overseeing specific aspects of the network's operations. This board includes Regional Vice Presidents, each representing one of VATSIM's regions, supported by a comprehensive local staff structure. It is noteworthy that all positions within VATSIM are filled by volunteers.

VATSIM's global community is organized into Regions, Divisions, and then local facilities, the names of which vary by location. This hierarchical structure is designed to cultivate and support communities worldwide, providing resources, training, and a forum for sharing the VATSIM experience. Additionally, VATSIM serves as the principal network for numerous established Virtual Airlines and other virtual flying organizations, enriching our skies daily with hundreds of flights.

Our Members: The Core of VATSIM

At the heart of VATSIM are our members, whose participation and engagement are paramount. Members have the freedom to experience VATSIM in their preferred manner, whether through flying, controlling, or both. VATSIM is a platform for everyone, embodying a network that is as diverse and enriching as the members who make it vibrant.

Welcome to VATSIM, a community where your aviation aspirations can soar.



Essential VATSIM Tools

As you prepare to embark on your flight simulation journey, consider integrating a selection of pivotal tools that are extensively utilized by the flight sim community. While the adoption of these tools is at your discretion and not obligatory, they are designed to significantly enhance your flight simulation experience. It's important to note that while some tools offer free versions, others may require a subscription fee.

Navigraph Charts

Navigraph Charts stands out as a premier tool among flight simulation aficionados, compatible with a variety of platforms such as X-Plane 11, X-Plane 12, P3D, and MSFS2020. It offers an exhaustive array of VFR maps, IFR charts, airport diagrams, and interactive enroute charts, serving as an indispensable resource for meticulous flight planning. The Navigraph team commits to regular updates, underscoring its value as a subscription service within the flight simulation ecosystem.

Chartfox

Chart Fox offers a free chart service that includes a broad selection of navigational charts. While it provides extensive coverage in Europe and the United States, it's worth noting that some global regions may not be as thoroughly covered. For pilots who frequently navigate the skies of these well-serviced areas, Chart Fox presents an ideal solution.

Flowpro (MSFS)

FlowPro reimagines the MSFS user interface by eliminating the standard toolbar and introducing an innovative custom wheel feature. This tool simplifies access to functionalities with a straightforward click, enabling you to customize wheels for different aircraft types. For those looking to further refine their MSFS experience, additional FlowPro widgets are available at flightsim.to, offering enhanced utility and immersion.

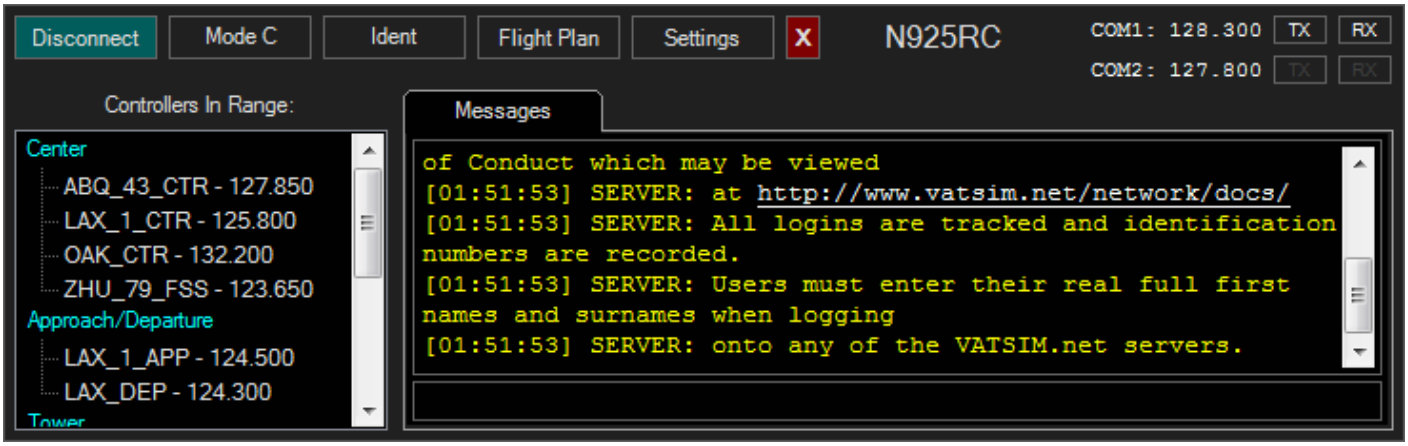
Ground Services X (GSX)

GSX offers a highly realistic ground crew simulation, encompassing catering, refueling, boarding, and pushback operations. To achieve a truly immersive experience, users can download specific airport profiles from flightsim.to, ensuring that each airport setup is tailored to the unique requirements of your simulation environment.

Integrating these tools into your VATSIM experience can greatly enrich your flight simulation, providing you with the resources and functionalities needed to elevate your virtual aviation journey.


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Setting Up Your Pilot Client



Upon initiating your flight simulation session, a crucial first step involves seamlessly integrating into the VATSIM network through your pilot client, such as vPilot or xPilot. This integration is pivotal for engaging with air traffic control (ATC) and ensuring a realistic flight experience. Here's a guide to effectively setting up your pilot client and initiating communication with ATC.

Initial Steps in Your Simulator:

1. **Log into vPilot/xPilot**: Start by logging into your chosen pilot client. This is your gateway to accessing the VATSIM network and its array of online controllers.
2. **Interface Overview**: Upon successful login, you will be presented with an interface that lists available controllers. This interface is intuitive and designed to give you a comprehensive overview of ATC services available in your immediate vicinity.

Establishing Communication with ATC:

The process for identifying which controller to contact depends significantly on the specific airport and its available ATC services. Follow this structured approach to determine the correct point of contact:

1. **Ground Controllers**: Initially, scroll through the list to check for the presence of ground controllers at your location. If available, promptly set your aircraft's radio to the frequency assigned to the ground controller.
2. **Tower Controllers**: In the absence of ground control, your next step should be to look for a tower controller. If a tower controller is listed, adjust your radio frequency accordingly to establish contact.
3. **Approach/Departure Controllers**: If neither ground nor tower controllers are available, the appropriate action is to reach out to approach or departure control. They will guide you in airspace management around the airport.

4. **Center Controllers**: In scenarios where only the center controller is active, it is imperative to communicate with the center. The center controller will provide instructions for your flight across larger sections of airspace.

Summary:

Navigating the ATC communication setup within VATSIM requires a methodical approach, starting with ground control and moving up through tower, approach/departure, and finally, center controllers, based on availability. This structured method ensures that pilots can effectively communicate with ATC, fostering a realistic and immersive flight simulation experience. Remember, clear and proper communication with ATC enhances safety and efficiency, making your VATSIM experience more enjoyable and authentic.



Obtaining Pre-Flight Clearance on VATSIM

Securing pre-flight clearance is a pivotal step before boarding and starting your aircraft from a cold state on the VATSIM network. This section outlines the procedure for obtaining clearance, ensuring you're ready for an immersive and procedurally accurate flight experience. Click here for our useful VATSIM Que Card.

Preparing for Clearance:

1. **ATIS Information**: Before reaching out for clearance, it's crucial to acquire the latest Automatic Terminal Information Service (ATIS) details. This can be done directly through your pilot client, such as vPilot, or by visiting https://datis.clowd.io for real-time ATIS updates.
2. **Contacting the Controller**: With the ATIS information at hand, you are now ready to request clearance from the available controller, typically ground control at your departure airport.

Requesting Clearance:

The format for requesting IFR clearance is straightforward:

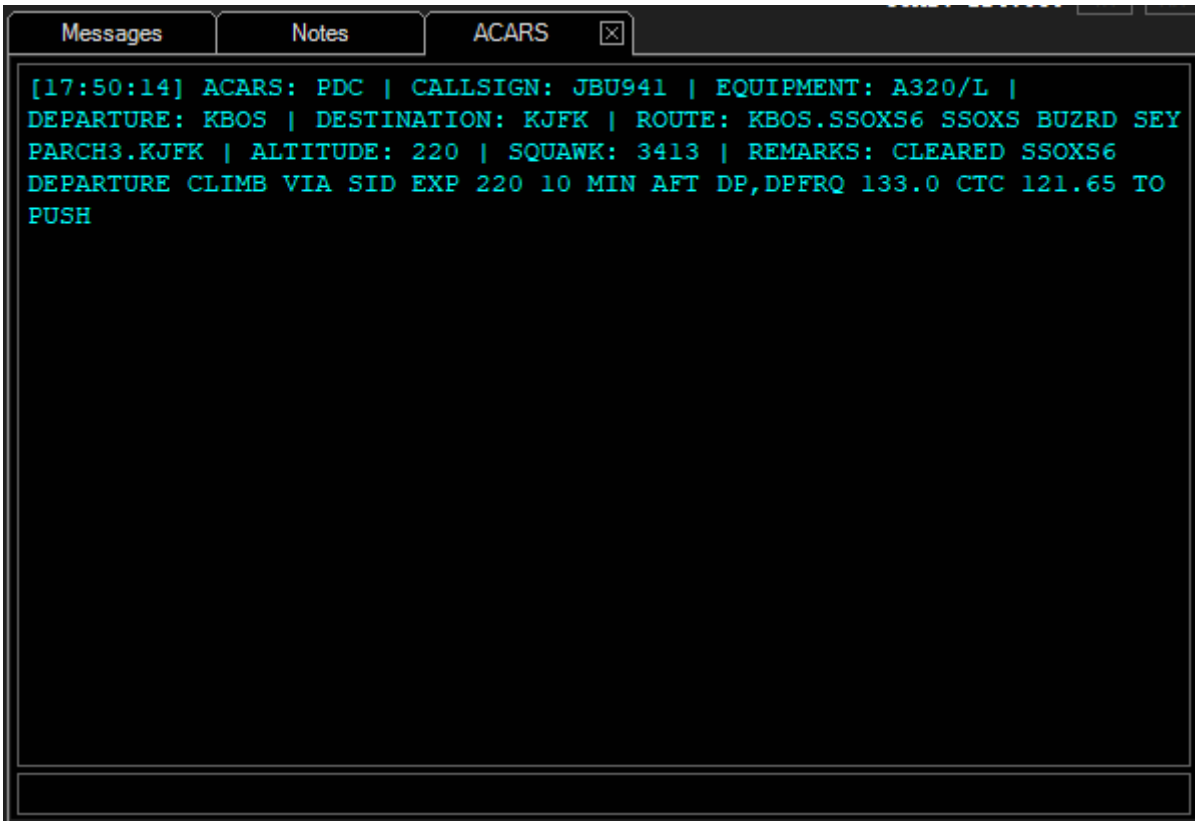
`[Controller ID], [Your Callsign] requesting IFR to [Destination], with [ATIS code].`

Example:

`"Las Vegas Ground, UAL1179 requesting IFR to George Bush Intercontinental, with Echo."`

Upon your request, the controller may provide verbal clearance or issue a Pre-Departure Clearance (PDC) via your pilot client.

Example PDC:



Clearance Read-back:

The clearance provided by the controller typically follows this structure:

`Cleared to [destination airport], via [departure procedure] [transition or radar vectors], then as filed. Climb [via SID/instructions], expect [cruise altitude] [time] minutes after departure, departure frequency [frequency], squawk [squawk code].`

While receiving clearance, it's a good practice to jot down the details in your pilot client's notes. If clarity is needed, don't hesitate to request the controller to repeat the clearance.

Example Read-back:

`"Cleared to Houston Intercontinental, via NIITZ3 departure, SSKEE transition, then as filed. Climb via SID, expect flight level 370, 10 minutes after departure. Departure frequency 125.8, squawk 4733."`

Following your read-back, the controller will confirm with "readback correct" or provide necessary corrections.

Final Steps:

- After the clearance read-back is confirmed, the controller will instruct you on the next steps, typically to "contact when ready for pushback and start" or "contact when ready for taxi."
- If instructed to "contact when ready for taxi," you have the discretion for pushback. Conversely, if the controller specifies "Call for push and start," you must obtain ATC approval before pushback to ensure coordination and safety on the ground.

This process underscores the importance of clear communication and adherence to ATC instructions for a seamless pre-flight setup on VATSIM, enhancing the realism and enjoyment of your virtual flight experience.



Requesting Taxi Clearance on VATSIM

Requesting Taxi Clearance on VATSIM

Once your pushback is complete and you've coordinated with the ground crew (if using GSX for ground services), your next step is to request taxi clearance from ATC. This procedure is vital for integrating seamlessly into the active airport environment and proceeding to the runway in a manner that ensures both your safety and the efficiency of airport operations. Below is a guide to properly request and confirm your taxi clearance on VATSIM.

Before Requesting Taxi:

- **Squawk Mode C**: Ensure your transponder is set to "Mode C" to transmit your altitude information. This setting is crucial for ATC to track your aircraft on ground radar accurately.
- **Format for Request**: Your request should succinctly communicate your readiness to taxi, including your current location and the ATIS information you've received.

`[Controller ID], [Your Callsign], at [location/gate], with Information [ATIS letter], ready to taxi.`

Example Request Controlled Airports:

`"Las Vegas Ground, UAL1179, at gate D9, with Information Delta, ready to taxi."`

Example Announcement for Uncontrolled Airports:

`"Las Vegas traffic, UAL1179, at gate D9, taxing to runway 8L, Las Vegas Traffic."`

Receiving Taxi Instructions:

- The controller will respond with your taxi clearance, outlining your path to the assigned runway. It's essential to note these instructions in your pilot client for reference.
- Pay careful attention to any instructions regarding hold shorts or runway crossings, as these are critical for maintaining safe ground operations.

Example Instruction and Readback:

Instruction from ATC:

`"UAL1179, taxi to Runway 19R via taxiways Charlie, Golf, Delta, hold short of Runway 19L."`

Your Readback:

`"Taxi to Runway 19R via Charlie, Golf, Delta, hold short of Runway 19L, UAL1179."`

During Taxi:

- As you taxi, remain vigilant for other aircraft on your path and any intersecting taxiways. Adhering to your assigned route and any hold short instructions is paramount for safety.
- Approaching the runway, ATC may direct you to switch to another controller (e.g., tower) for takeoff clearance or provide further instructions.

Transition to Takeoff:

- Upon nearing the runway, if instructed by ATC to change frequency, acknowledge the handoff with a readback of the new frequency and proceed to contact the next controller.

Key Takeaways:

Requesting and receiving taxi clearance on VATSIM requires clear communication and adherence to ATC instructions. By following the established protocol and maintaining awareness during taxi, pilots contribute to the smooth operation of virtual airport environments, enhancing the realism and enjoyment of the VATSIM experience for all participants.

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Pre-Departure and Takeoff Procedures on VATSIM

Following the transition from Ground to Local frequency and completion of your final pre-departure checks, it's time to initiate contact with the tower for takeoff clearance on VATSIM. The process involves precise communication and adherence to the instructions provided by the air traffic controller. Here's a step-by-step guide to the pre-departure and takeoff procedures:

Initial Contact with Tower:

1. Tune into the tower frequency as instructed by the ground controller. Pay attention to any specific instructions given by the ground controller, such as "Monitor Tower," which indicates that you should wait for the tower controller to initiate contact.
2. When initiating contact, adhere to the following format:

`[Controller ID], [Your Callsign], short of/coming up on [runway], ready for departure.`

Example Contact:

`"Las Vegas Tower, UAL1179, short of 19L, ready for departure."`

Takeoff Clearance Format:

1. The tower controller will respond with your takeoff clearance, providing essential information for a safe departure.

`[Callsign], [Controller ID], Wind [wind direction + speed], [after takeoff instruction], runway [runway], cleared for takeoff.`

Example Takeoff Clearance:

`"UAL1179, Las Vegas Tower, wind 170 at 6, RNAV to DEREW, runway 19L, cleared for takeoff."`

2. Ensure you read back the entire takeoff clearance, including any after-takeoff instructions, headings, or RNAV points specified by the controller.
3. The typical format for a takeoff clearance includes details like wind direction and speed, after-takeoff instructions, assigned runway, and the explicit clearance to take off.

Example Readback:

`"RNAV to DEREW, runway 19L, cleared for takeoff, UAL1179"`

Execute Takeoff:

1. After receiving the takeoff clearance and confirming with a readback, execute your takeoff procedures, including engaging the Takeoff/Go-Around (TO/GA) mode.
2. Follow any specific instructions provided by the tower, such as flying RNAV to a designated point or adhering to a specified heading.

Important Note:

- Always pay attention to the controller's instructions and read them back accurately to ensure a smooth and coordinated departure.
- Be prepared to comply with any additional instructions or clearances that may be issued by the tower during the departure phase.

By following these procedures, you contribute to the realistic and organized flow of traffic on VATSIM, enhancing the overall experience for yourself and fellow virtual aviators.



Post-Takeoff Procedures and Transition on VATSIM

As you ascend into the skies, your interaction with air traffic control (ATC) evolves, transitioning from departure control to en-route Center controllers on VATSIM. The following outlines the procedures and communication formats during and after takeoff:

Contacting Departure Controller:

1. **Post-Takeoff Contact:**
   - Once airborne, you'll receive instructions to contact the departure controller. Tune into the provided departure frequency from your preflight clearance and wait for an appropriate moment to initiate your call.
   - Format for initial contact with Departure:

`"UAL1179, Las Vegas Departure, radar contact, climb and maintain FL190."`

2. **Handoff to Center:**
   - Departure will guide you to a certain altitude, at which point you'll be handed off to a Center controller.
3. **Contacting Center Controller:**
   - Upon handoff, readback the new frequency and initiate contact with the Center controller.
   - Format for contacting Center:

`[Controller ID], [Your Callsign], climbing through [current altitude] for [assigned altitude], [SID name or D-TO].`

4. **Cruise Level Instructions:**
   - The Center controller will instruct you to climb to your assigned cruise level. If necessary, you can request a different cruise altitude or heading deviation due to weather conditions.
   - Example Request and Acknowledgment:

`"Pacific Center, UAL1179, requesting FL350 due to turbulence."`
`"UAL1179, climb and maintain FL350, approved."`

5. **Handoff to Subsequent Centers:**
   - As you approach the boundary of the current Center's airspace, you'll be handed off to the next Center, either within the same FIR/ARTCC or a neighboring one.
   - For each handoff, follow the same procedure of reading back the new frequency and initiating contact.

6. **Unicom Frequency Transition:**
    - In instances where the next controller is not online, Center will hand you off to Unicom on frequency 122.800.
    - During this phase, no specific calls are required until you reach the approach/landing phase.

Key Notes:

- **Clear and Concise Communication:**
    - Maintain clear and concise communication with ATC, adhering to their instructions and promptly responding to any queries.
- **Proactive Request for Changes:**
    - Feel free to request changes in altitude or heading if needed, and the controller will either approve the request or provide an alternative.
- **Smooth Handoff Process:**
    - The handoff process between controllers ensures a seamless transition and organized airspace management.

By following these procedures, you contribute to the realism and efficiency of the VATSIM network, enhancing the overall experience for yourself and fellow virtual aviators.



Descent and Approach Procedures on VATSIM

As you commence your descent towards the destination airport, adherence to proper procedures and effective communication with air traffic control (ATC) is essential. Below are guidelines for navigating the descent and approach phases on VATSIM:

Transition from Center to Approach:

1. **Top of Descent (TOD) Instructions:**
   - As you approach the Top of Descent, the Center controller will issue either a 'descend via' instruction, instructing you to follow published procedures, or provide specific altitudes for descent.
   - Example 'Descend Via' Instruction:

`"UAL1179, descend via the DRLLR5 arrival, the Houston altimeter, 29.81."`

2. **Handoff to Approach:**
   - When nearing a certain altitude, the Center controller will instruct you to contact Approach.
   - Format for Approach Check-In:

`[Controller ID], [Your Callsign] descending [current altitude] for [assigned altitude], Information [ATIS]" OR "descending via [STAR name], Information [ATIS].`

   - Example Check-In:

`"Houston Approach, UAL1179 descending through 10,000 for 3,000, Information Echo."`

3. **ATIS Verification:**
   - Prior to approach handoff, ensure you have the current ATIS information for your destination airport. This is crucial for selecting the correct approach runway and verifying the arrival procedure endpoint.

Approach Clearances:

1. **Approach Information:**
   - Approach will respond with the current altimeter setting and the expected approach procedure.
   - Example Response:

`"UAL1179, Houston Approach, expect ILS 26R, the Houston altimeter, 29.81."`

2. **Final Approach Clearance:**
   - As you near the final approach corridor, Approach will issue your final approach clearance, including position, turn, altitude, and the overall approach clearance.
   - Example Final Approach Clearance:

`"UAL1179, 6 miles from CHUBS, turn right heading 240, maintain 3,000 until established on the localizer, cleared ILS 26R approach."`

3. **Readback Procedure:**
   - Read back the turn, altitude, and clearance components of the approach clearance.
   - Example Readback:

`"Turn right heading 240, maintain 3000 until established, cleared ILS 26R approach."`

Handoff to Tower:

1. **Handoff from Approach to Tower:**
   - Approach will hand you off to the Tower controller sometime before reaching the final approach fix.
2. **Acknowledgment and Contact with Tower:**
   - Acknowledge the handoff and make contact with the Tower controller for further instructions.

By diligently following these procedures and maintaining effective communication, you contribute to the realism and efficiency of VATSIM airspace management, ensuring a safe and enjoyable virtual flight experience.

UAL | VIRTUAL AIRLINES

Landing and After-Landing Procedures on VATSIM

Successfully completing your flight on VATSIM involves careful execution of landing and post-landing procedures. The following outlines the steps to be taken during and after landing, ensuring a smooth conclusion to your virtual flight:

Landing Procedures:

Prior to landing, Tower will issue your landing clearance, including wind information and the cleared runway once you have contacted them.

Example Contact From Pilot:

`[Controller ID], [Your Callsign], [What approach and runway you are flying].`

`Houston Tower, UAL1179, established ILS runway 08R`

Example Instruction From Tower:

`[Pilot Callsign], [Controller ID], [wind information], [Runway], [landing clearance/instructions]`

`UAL1179, Houston Tower, winds are 170 at 5, runway 08R, Cleared to land.`

Example Readback From Pilot:

`[Clearance], [Runway], [Any instructions if given], [Pilot Callsign]`

`Cleared to land, Runway 08L, UAL1179`

`Cleared to land, Runway 08,Exit left and Hold short taxiway FA, UAL1179`

Contact with Tower after Landing:

After landing and rollout, promptly exit the runway as directed by ATC. Tower will then instruct you to contact Ground or provide temporary instructions for runway crossings. Instructions may be given on the initial contact with tower, or they may wait until you touch down.

Example Instruction From Tower on Rollout:

`[Callsign], [left/right] when able, [taxi instructions], contact ground [frequency].`

`UAL1179, exit left when able, hold short FA, Contact ground on 121.625`

Example Readback From Pilot:

`[Vacating Instructions], [Taxi instructions], [Freq. Instruction], [Callsign]`

`Exit left when able, hold short FA, contact ground on 121.625, UAL1179`

After Exiting Runway:

- Upon exiting the runway, initiate contact with Ground using the following format:

`[Controller ID], [Your Callsign], just exited [runway], parking at [Gate or Terminal].`

`Houston ground, UAL1179, holding short AE, parking at C5`

Gate Selection:

- When handed over to Ground, be prepared to state your preferred gate or terminal. Having a specific location in mind streamlines the taxiing process.

Taxi Instructions to Parking:

- Ground will issue taxi instructions to guide you to the designated parking location.

`[Callsign], [Controller ID], taxi to [Gate or terminal] via [taxi instructions].`

After-Landing:

1. **Taxi to Parking:**
   - Follow Ground's instructions to taxi your aircraft to the designated parking spot.
2. **Shutdown Procedures:**
   - Once parked, initiate shutdown procedures for your aircraft.
3. **PIREP Filing:**
   - File a Pilot Report (PIREP) on SmartCARS or the applicable platform used by your virtual airline.

Conclusion:

By meticulously following these procedures, you wrap up your virtual flight on VATSIM in a realistic and professional manner. These steps contribute to the overall efficiency and immersion of the virtual airspace, enhancing the experience for both pilots and controllers. Congratulations on

completing another successful flight for FlyUnitedVirtualAirlines!



Oceanic Procedures on VATSIM

Obtaining Oceanic Clearance:

1. **Filing Flight Plan:**
   - Before entering Oceanic airspace on VATSIM, file your flight plan with either Gander (Atlantic Eastbound) or Shanwick (Atlantic Westbound) Oceanic Centers.
2. **Clearance Filing Links:**
   - Use the following links to directly access the clearance filing pages:
     - Atlantic Eastbound Clearance
     - Atlantic Westbound Clearance

Special Oceanic Procedures: SELCAL:

1. **SELCAL System:**
   - Aircraft flying transatlantic or transpacific routes must be equipped with an HF radio due to VHF limitations over the ocean.
2. **SELCAL Code Entry:**
   - Enter your aircraft's SELCAL code in the pilot client or refer to the real SELCAL at rzjets.net.
   - 

3. **ATC Contact Using SELCAL:**
   - Ensure your SELCAL is entered in your flight plan, allowing ATC to contact you using this unique identifier.

Special Oceanic Procedures: Position Reports:

1. **Position Reports in Oakland Oceanic Airspace:**
   - In areas without radar coverage, pilots must make occasional position reports to maintain separation.
2. **Oakland ARTCC Format Generator:**
   - Use the Oakland ARTCC format generator for position report message generation.

Special Oceanic Procedures: Radio Telephony:

1. **ATC Communication in Oceanic Airspace:**
   - Within Oceanic Airspace, pilots communicate with a messenger, often referred to as "Radio," who relays instructions from enroute controllers.
2. **Sample Communication:**
   - Use phrases like "Gander Radio, UAL948 Heavy is overhead 50N040W, time 1840 Zulu" when contacting "Radio."

North Atlantic (NAT) Oceanic Procedures:

1. **Advisories for Crossing the Atlantic:**
   - Be alert to SELCALs, traffic advisories, and weather. Request climbs or descents to avoid weather.
2. **Check-Ins with Gander/Shanwick:**
   - Regularly check in with Gander/Shanwick to avoid missed handoffs, especially when approaching 030 West.
3. **Handoffs Between Gander and Shanwick:**
   - Be prepared for handoffs between Gander and Shanwick approaching 030 West.

Pacific Oceanic Procedures:

1. **Continuous Contact with San Francisco Radio:**
   - Unlike the Atlantic, expect continuous contact with "San Francisco Radio" without frequent handoffs.
2. **Position Reports for Oakland Oceanic:**
   - In Oakland Oceanic airspace, inquire with San Francisco Radio about the need for position reports.
3. **Hawaiian Islands Clearance:**
   - Oakland Oceanic does not control the Hawaiian Islands; do not request clearance from them.
4. **Radio Check and CPDLC:**
   - If you lose radio communication with San Francisco Radio, request a radio check. If issues persist, switch to CPDLC services.

By adhering to these procedures, pilots contribute to the orderly and safe flow of traffic over oceanic airspace on VATSIM, enhancing the realism of their virtual flights.



Privacy Policy

Fly UVA, Inc. (“Fly UVA”, “UVA”, “we”, “us”)

This notice explains what personal data Fly UVA collects, why we collect it, who we share it with, how long we keep it, and the rights you have over it — including your rights under the EU General Data Protection Regulation (Regulation (EU) 2016/679).

Effective: 5 August 2026 | **Version:** 2.0 | **Last reviewed:** 5 August 2026
Applies to: flyuva.org, crew7.flyuva.org, docs.flyuva.org
This document is a GDPR Article 13 and 14 notice.

The short version

We are a non-profit flight-simulation community. We collect the information we need to run a pilot roster and record your simulated flights — nothing more. This summary is here to make the notice readable; it does not replace the detail below, and the sections that follow are what actually govern how we handle your data.

- **We collect what the roster needs.** Your name, email, date of birth, the flights you file, and the technical data our website records to stay online and secure.
- **We never sell your data.** No sale, no rental, no trade, no advertising networks — ever. Section 5 names every party that does receive data and why.
- **Your data is stored in the United States.** We are a US organization on US hosting. If you are in the EEA or UK, section 6 explains exactly what that means for you.
- **You can get a copy, a correction, or a deletion.** Email **hr@flyuva.org**. We respond within one month, free of charge. Section 8 lists every right you have.

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1. Who We Are

For the purposes of the GDPR, the **data controller** — the organization that decides why and how your personal data is used — is:

Legal entity	Fly UVA, Inc., a non-profit corporation
Incorporated in	Oregon, United States

Entity number	EIN 41-2934756
Registered office	Springfield, Oregon 97477, United States
Privacy contact	**hr@flyuva.org**
Websites covered	flyuva.org, crew7.flyuva.org, docs.flyuva.org

Data Protection Officer

We are not required to appoint a Data Protection Officer under Article 37 GDPR: we are not a public authority, our core activities do not involve large-scale systematic monitoring, and we do not process special categories of data at scale. Privacy requests are handled by our Human Resources department via the privacy address above.

EU representative (Article 27)

We have **not appointed a representative in the European Union**. We are a small volunteer non-profit with a limited number of EEA members, and we have recorded a documented assessment of this position which we review annually. This does not limit your rights in any way: EEA and UK members can reach us directly at **hr@flyuva.org**, and you retain the right to complain to your national supervisory authority as set out in section 14.

> **Why this notice mentions EU law.** We are established in the United States, but we accept members who live in the European Economic Area and the United Kingdom. Article 3(2) GDPR applies to organizations outside the Union that offer services to people inside it, so the GDPR applies to how we handle those members' data — regardless of the fact that membership is free. Where this notice describes a GDPR right, that right is available to you as a matter of law if you are in the EEA or UK.

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2. What Personal Data We Collect

The tables below list every category of personal data our systems hold about you. Items marked **Required** must be provided to hold membership; everything else is optional and there is no consequence if you leave it out.

2.1 Data you give us

Data	Where it comes from	Status
First and last name	Membership application	Required
Email address	Membership application	Required

Data	Where it comes from	Status
Date of birth (used to confirm you are 14 or over)	Membership application	Required
Password (stored only as a one-way hash — we never see it)	Registration	Required
Home hub / base airport	Membership application, or a later hub transfer request	Required
VATSIM ID (CID)	Membership application or profile	Optional
IVAO ID	Membership application or profile	Optional
Country and timezone	Profile	Optional
Discord username and Discord account ID	Profile, or the optional Discord account link	Optional
Profile avatar image	Profile upload	Optional
“How did you hear about us”	Membership application	Optional
Messages you send us	Contact form, email, support requests	Optional
Newsletter / event mailing preference	Your opt-in choice	Optional

> **Why we ask for your real name.** We ask for a real first and last name so that we can be reasonably confident members are who they say they are — it keeps our roster accountable, keeps your record consistent with any VATSIM or Discord account you choose to link, and lets our staff verify who they are dealing with if a membership question or dispute arises. Your full name is not shown publicly — our roster, leaderboards and public pages display your first name and last initial only.

2.2 Data created by your use of UVA

Data	Detail
Pilot ID	The member identifier we assign to you (e.g. UAL1234), plus your airline, rank, hub and membership status.
Flight reports (PIREPs)	Departure and arrival airports, aircraft, route, flight time, fuel, landing rate, on-time performance, remarks, and any log or telemetry submitted by an ACARS client.
Aggregate flight statistics	Total flights, total and transferred flight hours, awards, rank progression, tour and event participation.
Aircraft and route usage	Which aircraft and routes you fly, used for fleet and network planning.
API key	A credential issued to your account so an ACARS client can file reports on your behalf.
Application and moderation records	Who reviewed your application, when, the outcome, and — if declined — the reason recorded.

Data	Detail
Staff notes	Free-text notes our staff may add to your member record for continuity (for example, an approved leave of absence or the outcome of a support request). **These notes are part of your personal data and are disclosed to you if you make an access request under section 8.** Our staff are instructed not to record health, beliefs, or other sensitive information.
Consent and acceptance records	Whether you accepted our terms, whether you opted in to mailings, and when.

2.3 Technical data collected automatically

Data	Detail
IP address	Recorded when you register and updated at each login. IP addresses are personal data under EU law and we treat them accordingly.
Login timestamps	The date and time of your most recent sign-in.
Web server access logs	IP address, date and time, the pages requested, referring page, browser and operating system identifier (user agent), and response status.
Session and security cookies	See section 10.
Anti-spam signals	Data processed by hCaptcha when you submit our registration form. See sections 5 and 10.
Error and diagnostic logs	Technical detail recorded when something goes wrong, which can include the request that failed and the account associated with it.

2.4 Data we do not collect

We do not collect payment card details, government identification, or any special category of data under Article 9 GDPR — that is, data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic or biometric data, health data, or data concerning sex life or sexual orientation. Please do not send us this kind of information; if you do, we will delete it.

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3. Data We Receive From Other Sources

Not all of the data we hold comes directly from you. Article 14 GDPR requires us to tell you where the rest of it comes from.

Source	What we receive	Why

VATSIM public data feed	Your VATSIM CID, the name registered on your VATSIM account, callsign, and live network activity while you are connected under a UVA callsign.	To confirm your VATSIM membership is valid and to credit network flights to your UVA record. This is drawn from VATSIM's publicly published network data feed.
ACARS flight tracking clients	Flight telemetry — position, altitude, speed, fuel, phase of flight, landing rate — submitted through the client you choose to install.	To record your flight automatically instead of requiring a manual report.
Discord	Your Discord account ID and server nickname, only if you choose to link your Discord account.	To apply your pilot ID, rank and hub roles automatically in our Discord server.

4. Why We Use Your Data, And Our Lawful Basis

Article 6 GDPR requires us to have a specific lawful basis for every purpose we use your data for, and Article 13(1)(c) requires us to tell you what it is. This table is that disclosure. Where we rely on **legitimate interests**, we also name the interest, as Article 13(1)(d) requires.

Purpose	Lawful basis	Explanation
Reviewing your membership application	Article 6(1)(b) — steps taken at your request before entering into a contract	You ask to join; we need your application data to decide. Applications are reviewed by a person, not by a machine.
Creating and running your member account	Article 6(1)(b) — performance of a contract	Our membership terms form a contract between us, even though membership is free. We cannot maintain a roster without an account record.
Recording your flights, hours, ranks and awards	Article 6(1)(b) — performance of a contract	This is the service you signed up for. A virtual airline that does not record your flights is not providing it.
Operating ACARS flight tracking	Article 6(1)(b) — performance of a contract	Applies only if you install and use an ACARS client, which is your choice.
Sharing member and flight data with VATSIM for verification and compliance audits	Article 6(1)(f) — legitimate interests	**Our interest, and VATSIM's:** maintaining the integrity of a shared simulation network, confirming that members flying under our callsigns are in good standing, and responding to a VATSIM compliance query. We have assessed this against your interests and consider the impact minimal, since the data involved is the same identity and flight data VATSIM already holds about you as its own member.
Service and account emails — password resets, flight report accepted or rejected, rank changes, hub transfers, membership status, changes to this policy	Article 6(1)(b) — performance of a contract	These are not marketing and you cannot unsubscribe from them while you hold an account, because they are how we administer your membership. Closing your account stops them.

Purpose	Lawful basis	Explanation
Event announcements, newsletters and community mailings	Article 6(1)(a) — consent	Sent only if you opt in. You can withdraw at any time using the unsubscribe link in every message or by emailing us; withdrawal is as easy as opting in, and does not affect the lawfulness of anything we sent before you withdrew.
Site security, anti-spam and abuse prevention — hCaptcha, IP logging, login records, rate limiting, ban enforcement	Article 6(1)(f) — legitimate interests	**Our interest:** preventing automated account creation, credential-stuffing and abuse of our registration form, and keeping the site available. Recital 49 GDPR expressly recognizes network and information security as a legitimate interest. We enabled these controls in response to a real, documented spam campaign against our registration form.
Fleet and route planning — analyzing which aircraft and routes are flown	Article 6(1)(f) — legitimate interests	**Our interest:** deciding which aircraft to add to the virtual fleet and which routes to schedule. Outputs are aggregated across the membership; we are not profiling you individually.
Website traffic analysis — server log statistics	Article 6(1)(f) — legitimate interests	**Our interest:** understanding how the site is used and diagnosing faults. See section 10 — this is server-log analysis, not tracking software on your device.
Discord role and nickname synchronisation	Article 6(1)(a) — consent	Entirely optional. Linking your Discord account is an affirmative action you take, and unlinking it withdraws that consent — we then delete the stored Discord identifiers from your member record.
Staff notes on member records	Article 6(1)(f) — legitimate interests	**Our interest:** continuity of staff decisions across a volunteer team, and fair handling of disputes. You can see these notes at any time by making an access request.
Age eligibility checks and birthday recognition	Article 6(1)(f) — legitimate interests, with the Article 8 conditions in section 11	**Our interest:** confirming applicants meet our minimum age of 14, and recognizing members' birthdays within the community. Your date of birth is not shown on your public roster entry.
Keeping records of removed or banned members	Article 6(1)(f) — legitimate interests	**Our interest:** preventing a removed member from rejoining under a new identity, and defending ourselves if a decision is challenged. Article 17(3)(e) GDPR permits retention for the establishment, exercise or defense of legal claims. We keep only an identifier, the reason and the date — not the full account.
Backups and disaster recovery	Article 6(1)(f) — legitimate interests	**Our interest:** being able to restore the site after a failure. Article 32 GDPR requires us to be able to do this.

> **If you object to a legitimate-interests purpose.** Where we rely on legitimate interests, you have the right under Article 21(1) GDPR to object on grounds relating to your particular situation. We will stop that processing unless we can demonstrate compelling legitimate grounds that override your interests, or we need the data to establish, exercise or defend legal claims. Email hr@flyuva.org and tell us which purpose and why. You can also ask us for our assessment of any of these interests.

Providing your data. Your name, email address, date of birth, home hub and a password are a contractual requirement of membership, along with acceptance of our terms: without them we

cannot create or maintain your account, and your application cannot be granted. Every other field described in section 2.1 — including your VATSIM ID — is optional, and declining to provide it has no effect on your membership.

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5. Who We Share Your Data With

This is the complete list. We do not share your personal data with anyone else, and we will update this section before adding a recipient to it.

Recipient	Relationship	What they receive, and why
Our web hosting provider	Processor	Hosts our websites, databases, backups and email. They can technically access all data we hold, but may only act on our documented instructions and may not use it for their own purposes.
VATSIM vatsim.net	**Independent controller**	Your name, pilot ID, VATSIM CID and flight records, where needed for verification or a compliance audit. VATSIM decides independently how it uses data you hold with them, under their own privacy policy.
hCaptcha Intuition Machines, Inc., US	Processor	Your IP address, browser data and interaction signals when you submit our registration form, used to tell a person from an automated script. See their privacy policy.
ACARS client vendors vmsACARS (phpVMS), smartCARS 3 (TFDi Design)	Processor	Only if you install that client: your account credentials for the client, and the flight telemetry it transmits. Each vendor also operates its own privacy policy for the software itself.
Discord Discord Inc., US	**Independent controller**	Only if you link your account: your pilot ID, first name and last initial, and hub — used to set your server nickname and roles. Everything you do on Discord itself is governed by Discord's privacy policy, not this one.
vaCentral phpVMS central statistics	Independent controller	Aggregate airline statistics and, where enabled, pilot flight totals shared with the phpVMS virtual airline directory.
Law enforcement or a regulator	—	Only where we are legally compelled to disclose, or where disclosure is necessary to establish, exercise or defend legal claims. We will tell you if this happens unless we are prohibited from doing so.
A successor organization	Controller	If UVA merges with or transfers its operations to another organization, member records may transfer with it. We will notify you in advance and this policy will continue to apply until you are given a new one.

We do not sell, rent or trade your personal information — under any circumstances. We do not use advertising networks, we do not share data with data brokers, and we do not permit any recipient above to use your data for their own marketing.

Public visibility. Your first name, last initial, pilot ID, rank, hub and flight statistics appear on our public roster, leaderboards and live map. Your email address, full surname, IP address and staff notes are never published.

6. International Transfers

Fly UVA is established in the United States and all of our systems — website, database, backups and email — are hosted in the United States. If you are in the EEA or the UK, this section explains what that means and what protects you.

6.1 Data you send us directly

When you complete our registration form or update your profile, you are sending your data to us on your own initiative. Under the European Data Protection Board's Guidelines 05/2021, that is not a "transfer" under Chapter V GDPR, because you are the one sending it and a data subject is not an exporter. Every other obligation in the GDPR still applies to us in full — this notice, your rights, our security duties and our breach duties are all unaffected.

6.2 Onward disclosures to our vendors and partners

When we pass data on to a recipient listed in section 5, that *is* a restricted transfer and we must provide an appropriate safeguard for it. We rely on the following, in this order:

- **The EU–US Data Privacy Framework.** Where a recipient is self-certified under the Framework, the European Commission's adequacy decision of 10 July 2023 covers the transfer and no further safeguard is needed.
- **Standard Contractual Clauses.** Where a recipient is not certified, we rely on the European Commission's standard contractual clauses as incorporated into our agreement with that recipient, together with an assessment of the risk of the transfer.

You have the right under Article 13(1)(f) GDPR to obtain a copy of the safeguards we rely on for any specific recipient. Email **hr@flyuva.org** and name the recipient and we will provide it.

> **Being straight with you about what this means.** The United States has not been found to provide a general level of data protection equivalent to the EU's. In practice, the data we hold is a hobby flight-simulation roster: names, email addresses, simulated flights and IP addresses. It contains no financial data, no identity documents and no special category data. We think the risk to you is low, but you are entitled to know the position rather than be reassured about it. If you would prefer not to have your data stored in the United States, we are not able to offer EEA hosting, and the honest answer is that UVA membership is not right for you.

7. How Long We Keep Your Data

Article 5(1)(e) GDPR requires that we keep personal data no longer than necessary. These are our retention periods.

Data	Retention	Why
Active member account	For as long as you are a member	Needed to provide the service.
Account after you leave or are removed	**12 months**, then anonymized	A grace period so returning members keep their history and pilot ID. After that, identifying fields are permanently removed.
Declined applications	**24 hours**	Long enough for our staff to reverse a decision made in error. Deleted automatically the next day, including the reason recorded. We keep nothing about applicants who never became members.
Flight reports and flight statistics	Retained indefinitely, **detached from your identity** once your account is anonymized	Historic fleet and route statistics survive without remaining personal data.
IP address and login timestamps on your account	For as long as your account is open	Used to detect unauthorized access to your account. Removed together with the rest of your record when your account is closed.
Web server access logs	**30 days**	Security monitoring and fault diagnosis only.
Error and diagnostic logs	**30 days**, then rotated out	Long enough to investigate a fault.
Traffic statistics	Retained as aggregate monthly totals	Aggregates only; individual-level detail is purged on the log schedule above.
Removal and ban records	**3 years**	Minimal record only — identifier, reason and date — under Article 17(3)(e) GDPR.
Correspondence with us	**2 years** after the matter is closed	So we can pick up a thread and evidence what was agreed.
Backups	Until they age out of our hosting provider's rotation	A deletion takes effect immediately in our live systems and works its way out of backups as those backups are cycled. We do not restore deleted data from a backup.

When we say **anonymized**, we mean your name, email address, IP address, VATSIM ID, Discord identifiers and staff notes are permanently removed and cannot be recovered — not that your record is hidden or flagged inactive.

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8. Your Rights

If you are in the European Economic Area or the United Kingdom, **you have all of the following rights**. They are not conditional and you do not need to give a reason to ask us about them. We extend the same rights to every member wherever they live, as a matter of policy.

Right	What it means
Access — Article 15	Ask whether we hold data about you, and get a copy of it along with the information in this notice. The first copy is free.
Rectification — Article 16	Have inaccurate data corrected and incomplete data completed. Most profile fields you can correct yourself in the Crew Center.
Erasure — Article 17	Have your data deleted where it is no longer needed, where you withdraw consent and there is no other basis, or where you successfully object. Limited exceptions apply — see the retention table for ban records.
Restriction — Article 18	Have us pause processing while a dispute about accuracy or a legitimate-interests objection is resolved.
Portability — Article 20	Receive the data you gave us, and your flight history, in a structured, commonly used, machine-readable format, and have it sent to another organization where technically feasible. We provide this as a CSV export.
Objection — Article 21	Object to any processing we base on legitimate interests, on grounds relating to your situation. See the note in section 4.
Withdraw consent — Article 7(3)	Where we rely on consent — mailings and Discord linking, and nothing else — withdraw it at any time. Withdrawal is as easy as giving it, and **does not affect the lawfulness of processing carried out before you withdrew**.
Complain — Article 77	Lodge a complaint with a supervisory authority. See section 14.

> **Your right to object to marketing is absolute.** You may object at any time to our use of your data for direct marketing — including our newsletter and event announcements — and **we must stop immediately**. There is nothing to weigh up and no reason required. Use the unsubscribe link in any message, turn the preference off in your Crew Center profile, or email hr@flyuva.org. You will still receive essential service emails about your account.

How to exercise your rights

Email **hr@flyuva.org** from the address registered on your account, and tell us what you want. There is no form to complete.

- **Timescale.** We will respond without undue delay and in any event **within one month** of receiving your request. If your request is complex, we may extend by up to two further months — we will tell you within the first month if that happens, and why.
- **Cost.** Free. We may charge a reasonable fee, or refuse, only if a request is manifestly unfounded or excessive — for example repeated identical requests — and we will explain our reasoning if we do.
- **Identity.** If we have genuine doubt about who is asking, we may ask you to confirm your identity — normally by replying from your registered email address. We will not use this as an obstacle.

- **Onward notification.** Where we correct or delete your data, we will tell each recipient it was disclosed to, unless that proves impossible or disproportionate. You can ask us who those recipients were.
- **If we refuse.** We will tell you within one month, explain why, and tell you that you can complain to a supervisory authority and seek a judicial remedy.

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9. How We Protect Your Data

Article 32 GDPR requires security measures appropriate to the risk. Rather than a general assurance, here is what we actually do.

Measures in place

- All connections to our websites are encrypted in transit with TLS.
- Passwords are stored only as salted one-way hashes. We cannot read your password and will never ask you for it.
- Administrative access is role-based: staff accounts are granted only the permissions their role requires, and access to member records is limited to staff who need it.
- Automated spam and abuse controls on registration and login.
- Regular backups, held for the period stated in section 7.
- Log rotation and enforced retention limits so old records do not accumulate.
- A periodic internal review of accounts, access and these measures.

If something goes wrong

If a personal data breach occurs, we will notify the competent supervisory authority **within 72 hours** of becoming aware of it, unless the breach is unlikely to result in a risk to your rights and freedoms (Article 33 GDPR). Where a breach is likely to result in a **high risk** to you, we will contact you directly and without undue delay, describe what happened and what we are doing about it (Article 34 GDPR). We keep an internal record of all breaches, including those we are not required to report.

> **No system is completely secure.** We do not claim our measures are impenetrable, and no method of transmitting or storing data online can be guaranteed. Please use a strong, unique password for your account and tell us at hr@flyuva.org if you believe your account has been compromised or if you have found a security issue on our site.

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10. Cookies And Website Analytics

We use a small number of cookies, all of them strictly necessary to operate the site or to keep it secure. We do not use advertising cookies, tracking pixels or cross-site profiling, and we do not deploy any third-party analytics software on your device.

Cookie	Set by	Purpose	Duration
`uva_session` / `laravel_session`	UVA (first party)	Keeps you signed in to the Crew Center and links your browser to your session.	2 hours of inactivity
`XSRF-TOKEN`	UVA (first party)	Protects forms against cross-site request forgery.	Session
`remember_web_*`	UVA (first party)	Set only if you tick “remember me” at login.	Up to 5 years, or until you sign out
hCaptcha storage	Intuition Machines, Inc. (third party)	Set when the anti-spam challenge loads on our registration form, to distinguish a person from an automated script. We do not control what hCaptcha stores; see their privacy policy .	Set by hCaptcha

Because these cookies are strictly necessary to deliver a service you have asked for, we do not need your consent to set them and we do not show a cookie banner. You can block or delete cookies in your browser settings, but the Crew Center will not be able to keep you signed in if you block the session cookie.

Website statistics

Our traffic statistics are produced by **AWStats and Webalizer**, which analyze the access logs our web server already writes. They do not place anything on your device, do not read your device storage, and cannot follow you to another website. They do process IP addresses, which we rely on legitimate interests for (section 4) and retain for the period in section 7. We have made a deliberate decision not to use Google Analytics or any comparable client-side analytics product.

Do Not Track

We do not track you across other websites, so there is nothing for a Do Not Track signal to disable. We honor it by default simply by not doing the thing it asks us to stop.

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11. Age Requirements And Younger Members

Minimum age

You must be at least **14 years old** to hold a UVA membership, anywhere in the world. This is why we ask for your date of birth when you apply.

If you are in the EEA or the UK

Article 8 GDPR sets an age of digital consent of **16**, which individual countries may lower to no less than 13. The age that applies to you is the one set by **your own country**, not ours — it is 16 in some member states, and 15, 14 or 13 in others.

Our minimum age of 14 sits below that threshold in several countries. So if you are 14 or 15 and your country sets its age of digital consent higher, you can still join — but we need a parent or guardian's consent for anything we rely on consent for, as set out below.

If you are under the age of digital consent in your country, we require **verifiable consent from your parent or guardian** before you can opt in to our mailings or link a Discord account, and before we process your data on the basis of consent for any other purpose. In practice we do this by asking for a parent or guardian's email address and obtaining their confirmation directly. Article 8(3) GDPR also preserves your country's own rules on whether a minor can enter into a contract, which may independently affect membership.

A parent or guardian can contact us at **hr@flyuva.org** at any time to review what we hold about their child, have it corrected, have it deleted, or withdraw their consent.

If you are in the United States

Separately from the above, the **Children's Online Privacy Protection Act (COPPA)** applies to us as a US organization. COPPA governs the collection of personal information from children under 13; our minimum age of 14 sits above that threshold, and we do not knowingly collect personal information from anyone under 13. If we learn that we have, we will delete it promptly.

> **If you are a younger member reading this.** Here is the short version: we keep your name, your email, and a record of the flights you fly with us. We do not sell it and we do not show it to advertisers. If you want to know what we have about you, or you want it deleted, ask a parent or guardian to email us and we will sort it out.

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12. Automated Decision-Making

We do not make decisions about your membership based solely on automated processing. Every application is reviewed by a member of our staff, and so is every decision to suspend or remove a member.

Some parts of the site are automated, and we mention them so the picture is complete: our registration form uses an automated anti-spam check that can reject a submission; flight reports may be automatically accepted or flagged against our flight rules; and rank progression and awards are calculated automatically from your flight hours. None of these produce legal effects or similarly significant effects for you, but if an automated outcome looks wrong you can ask a person to review it — email **hr@flyuva.org** or contact staff in the Crew Center, and we will look at it manually.

We do not profile you for marketing purposes and we do not build behavioral profiles of members.

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13. Changes To This Policy

We will update this notice when our practices change. When we do:

- We will post the new version here with an updated effective date and version number.
- For a **material change** — a new purpose, a new recipient, a new lawful basis, or a longer retention period — we will **email members at least 30 days before it takes effect**.
- Where a change requires your consent, **we will ask you for it separately**. We will not treat your continued use of the site or your silence as agreement to anything.

Version history

Version	Date	Summary of changes
2.0	5 August 2026	Rewritten as a GDPR Article 13 and 14 notice. Added lawful bases for each purpose, the full recipient list, an international transfers section, specific retention periods, the complete set of data subject rights including restriction, portability and objection, a cookie table, an automated decision-making statement, and breach notification commitments. Corrected the age statement for the EEA, removed the incorrect COPPA justification for collecting legal names, and removed the statement that continued use of the site constitutes acceptance.
1.0	2025	Initial privacy policy.

This notice was last reviewed on 5 August 2026.

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14. Contact Us, And How To Complain

Talk to us first

Any question about this notice, and any request to exercise a right in section 8:

Privacy requests	**hr@flyuva.org**
Membership & HR	**hr@flyuva.org**

Post	Fly UVA, Inc. Springfield, Oregon 97477 United States We are a volunteer organization without a staffed office. If you need to serve a document or send correspondence by post, email us first at hr@flyuva.org and we will provide a full postal address for delivery.
Website	www.flyuva.org

We would genuinely rather fix a problem than have you take it elsewhere — but the route below is your right and using it costs you nothing with us.

Complain to a supervisory authority

If you are in the EEA, Article 77 GDPR gives you the right to lodge a complaint with the supervisory authority in the member state of your **habitual residence**, your **place of work**, or the **place of the alleged infringement** — without prejudice to any other administrative or judicial remedy. A list of national authorities is published by the European Data Protection Board.

If you are in the United Kingdom, you may complain to the Information Commissioner's Office.

You also have the right under Articles 78 and 79 GDPR to an effective judicial remedy against a supervisory authority or against us.

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