



Moving the world of virtual aviation forward



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Introduction

This document has been developed by the Founders and Executive Members of Virtual United Social Club, Inc. in order to familiarize members with Virtual UA's expectations for members and their membership, and provide information about policies and procedures affecting daily operations here at Virtual UA.

History of VirtualUA, Inc.

Virtual United Social Club, Inc. began its operations March 24, 2013. After several differences in opinions at a previous virtual airline, Robert Sayles, Shelton McCallop, Dimitri Trofimuk and Jay Khanis decided that they would depart to create what is now know today as Virtual United Social Club, Inc. All members of Virtual UA are aviation enthusiasts who have a passion for the hobby. Virtual UA is a registered non-profit organization in registered in the city of Irving, in the state of Texas.

Changes in Policy

While every effort is made to keep the contents of this document current, Virtual United Social Club, Inc. reserves the right to modify, suspend, or terminate any of the policies, procedures described in the manual with or without prior notice to its members.

Mission Statement

The mission of Virtual UA is to provide our members an environment in which the individuals can experience, learn, and have fun while conducting basic to advanced piloting skills on flight simulation software.

Vision Statement/Goals

Virtual UA will always be responsive to our members and ensure all their experiences will be convenient, efficient and pleasing. Virtual UA, Inc.'s goals are to provide a successful organization that continues to aid realistic operation as real-world airlines. Virtual UA will be the breeding ground of tomorrow's members. Virtual UA will instill the same professional attitude upon its members as real world airlines have upon its own employees and customers.



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Section 1 Legal Disclaimer

1.01 Online Privacy Protection Act

Virtual UA, Inc, complies with the Children’s Online Privacy Protection Act and VirtualUA, Inc. complies with the Children Online Privacy Protection Act and United States Patriotic Act. Under the Children’s Online Privacy Protection Act, website operators are not permitted to require a child under the age of 13 to disclose identifiable information. VirtualUA, Inc. does not endorse in terrorism activity. VirtualUA, Inc. complies with the United States Patriotic Act and will comply with the federal government investigation if terrorism is suspected. VirtualUA, Inc. will report any suspicion activities to the Terrorism Information and Prevention System (TIPS).

Your privacy is very important to us. Accordingly, we have developed this Policy in order for you to understand how we collect, use, communicate and disclose and make use of personal information. The following outlines our privacy policy. Before or at the time of collecting personal information, we will identify the purposes for which information is being collected. We will collect and use of personal information solely with the objective of fulfilling those purposes specified by us and for other compatible purposes, unless we obtain the consent of the individual concerned or as required by law.

We will only retain personal information as long as necessary for the fulfillment of those purposes. We will collect personal information by lawful and fair means and, where appropriate, with the knowledge or consent of the individual concerned. Personal data should be relevant to the purposes for which it is to be used, and, to the extent necessary for those purposes, should be accurate, complete, and up-to-date

We will protect personal information by reasonable security safeguards against loss or theft, as well as unauthorized access, disclosure, copying, use or modification.

We will make readily available to members any information about our policies and practices relating to the management of personal information.

We are committed to conducting our operations in accordance with these principles in order to ensure that the confidentiality of personal information is protected and maintained.



1.02 Piracy Prevention

VirtualUA, Inc. actively and aggressively enforces its piracy policy. What is piracy? The illegally obtaining or copying of software programs. It has become a worldwide problem — more than \$11 billion is lost to piracy every year. Because software is valuable, and it is easy to create an exact copy of a program from a single computer, software piracy is widespread. The illegal copying of software programs is a crime, and is also against policy here at Virtual United Social Club! In the United States and many other countries, copyright law provides for severe civil and criminal penalties for the unauthorized reproduction or distribution of copyrighted material. We do not allow the use of illegally obtained copyrighted materials in our organization, doing so is ground for immediate suspension. Copyrighted material includes, but is not limited to, computer programs and accompanying sounds, images and text. Under U.S. law, infringement may result in civil damages of up to \$150,000 and/or criminal penalties of up to five years imprisonment and/or a \$250,000 fine. Please join VirtualUA, Inc. in its piracy prevention efforts. You can report incidents of software piracy by emailing our Corporate Security Department at legal@virtualua.org. If any staff or members are guilty of piracy you will be terminated immediately from the organization.

Contact us regarding the Piracy Policy at legal@virtualua.org.

1.03 Legal Disclaimer

Disclaimer: VirtualUA, Inc. is a non-profit Virtual aviation organization for simulation members, operating solely for the education of flight simulations enthusiasts. All content found on this site is copyrighted, and any files on this site that VirtualUA, Inc. does not own copyrighted privileges to are being used with permission from their respective authors. The use of copyrighted VirtualUA, Inc. material found on this site, which includes, but not limited to, names and logo, is restricted and may not be used by anyone without the express written consent of VirtualUA, Inc.. Redistribution or any other use of such content found on this site is strictly prohibited. All information contained on this website is not intended to be used for real world aviation purposes.



Section 2 Airline Policies

2.01 Airline Objective

The purpose and objective of Virtual UA is to provide a friendly environment where members and staff can have fun and learn the ins and outs of virtual airlines and achieve some of the following:

- Learn basic and advanced aviation skills to progress within the airline and watch their overall progress
- Simulate realism and be as professional as possible
- Be part of a growing "Virtual United Family"

2.02 Document Acknowledgements

This original document was created by founders Shelton McCallop and Robert Sayles. This document is to be used only at Virtual UA and will not be copied by any other virtual airline without written the consent of either founder.

Founders Message

Greetings,

Welcome to Virtual United Social Club, Inc.! Also known as "Virtual UA." We thank for choosing to be a part of this growing family to take your flight simulation skills to the next level. This document is here for your benefit so that you understand the rules and regulations of the VA so that you can maximize your experience and enjoyment here. If you have any questions, please feel free to reach out to one of our friendly staff members and they will be sure to help.

Thank you for choosing "Virtual UA" and Welcome Aboard.



Section 3 Corporate Structure

Remaining Founders

Robert Sayles | Shelton McCallop
robby@virtualua.org | shelton@virtualua.org

Robert and Shelton are the two original founders remaining at Virtual UA, Inc. They oversee every aspect of the airline. Anything pertaining to VirtualUA, Inc. is owned by the founders.

3.01 Vice Presidents of Staff

President

The President is responsible for creating, communicating, and implementing the organization's vision, mission, and overall direction; Leading, guiding, directing, and evaluating the work of other executive leaders including senior vice presidents, vice presidents and directors. He is also responsible for formulating and implementing the strategic plan that guides the direction of the airline.

Chief Executive Officer

The Chief Executive Officer is responsible for the oversight of the entire organization. He must ensure that all policies, procedures, and regulations are set in place and effective to ensure the wellbeing of the airline community.

Chief Operations Officer

The Chief Operations Officer is responsible for the oversight of the entire organization. He must ensure that all policies, procedures, and regulations are set in place and effective to ensure the wellbeing of the airline community.



Vice President of Member and Staff Relations

The Vice President of Member and Staff Relations is responsible for carrying out the strategic plan through overseeing operations, developing functional roles, and assigning responsibilities to staff members, focusing mainly on Member and Staff Relations. They are also responsible for developing corporate policy, communicating their expectations and the organization's mission to colleagues and their department directors.

Vice President of Technology

The Vice President of Technology reports to the CEO. As the VPT for Virtual UA, they oversees information technology and computer systems that support our missions and goals. The VPT's main focuses are data management, networking, and acting as the System Administrator.

Vice President of Marketing and Communications

The Vice President of Marketing and Communications is responsible for assisting in the development of the organization's marketing goals and shall serve as the liaison between Virtual UA and the community, as well as posting news and NOTAMs as needed and to address the best course of action to optimize growth. They must post at least 5 images/posts on the Virtual UA social media pages per week.

Vice President of Airline and Flight Operations

The Vice President of Flight Operations is responsible for supervising the Managing Director of Flight Operations, and Flight Operation Managers. This position shall have all the knowledge about VirtualUA's operations. They will update all the FOM's on new policies and procedures as necessary. They are also required to hold Flight Operation meetings. This individual will report to the Executive Vice President of Administration.



3.02 Directors & Managers

Director of Web Development

The Director of Web Development is responsible for assisting the VP of Technology in ensuring that all systems of Virtual UA are fully functional and operational. They are also responsible for testing any new software the airline receives and report that information to the VP of Technology.

Director of ACARS Development

The Director of ACARS Development is in charge of the development and maintenance of our ACARS system and its functions, as well as providing updates of ACARS as necessary.

Member and Staff Relations Managing Director

The Managing Director of Member and Staff Relations is responsible for the evaluation of new and current members here at Virtual UA. They are to assign Pilot ID's and place them in the hub of their choice. The Director of Member and Staff Relations oversees recruiting and promoting members through the system here at Virtual UA as well as verifying transfer hours. All Member and Staff Relations Representatives are overseen by the Member and Staff Relations Director.

Managing Director of Airline Operations

The Managing Director of Airline Operations is responsible for overseeing all staff in the department as well as encouraging and assisting with cooperating and communication with the other departments. The MD of Airline Operations will also work with Airline Operations staff to develop new programs to encourage community/organization wide activities, challenges, and events.



3.03 Chief Flight Instructors & Instructors

Chief Flight Instructor & Flight Instructors

The Chief Flight Instructor will oversee training and assisting Virtual United Members AND Flight Instructors here at Virtual United. They will teach the basics of flight all the way up to advanced courses. They are required to have an extensive knowledge base regarding training and airframes and preferably have real world experience. Flight Instructors reporting directly to the Chief Flight Instructor, will also teach the basics of flight up to and including advanced courses along with the CFI. They too are required to have extensive knowledge in flight simulation and/or real-world flight. The Chief Flight Instructor shall report to the Director of Flight Standards. *It is preferred that all Instructors and CFI have their VATSIM P2 and/or P3 Rating.

3.04 Managing Director of Flight Operations & Flight Operations Managers

Flight Operations Managing Director

Managing Director of Flight Operations are responsible for all the Hubs. They are responsible for ensuring that the FOM's are monitoring their pilot rosters and MAINTAINING an active pilot base. They are to meet with the FOM's to create new incentives for members to fly and to also collect ideas for future events.

Flight Operations Manager

Flight Operation Manager are the bloodline of Virtual UA. They are responsible for ensuring that all the members within their hub are active and are required to assist members when necessary. They must monitor the pilot roster for their hub to ensure that majority of the members are active. Approving manual Flight Reports and responding to emails is another daily requirement for Flight Operation Manager.



3.05 Airline Operations

Community Manager

The Community Manager will oversee the community through CCS, Discord, and Facebook. They are the medium between the members and the staff team. Communication plays a vital role in the day-to-day operations.

Special Routes Manager

Will draft tours, charters, and other special routes for the airline.

Fleet Manager

Fleet Manager will oversee painting and creating liveries for VirtualUA.

Events Manager

The Events Manager is responsible for the creation, moderation, and staffing of Virtual UA events. This person is also responsible for notifying the organization of new events as well as reaching out to the community regarding future events and their attendance.



Section 4 Airline Membership

4.01 Membership Requirements

The minimal requirements to become a member here at VirtualUA, Inc. is as follows:

- 14 Years of age or older
- Own a legal copy of Microsoft Flight Simulator 2004 (FS9), MSFS X (FSX), Prepar3D, or X Plane 10/11
- Agree to the Pilot Handbook and all other documents of the airline and content within
- Completion of first flight within fourteen (14) days of acceptance
- Complete one (1) flight per calendar month
- Maintain an active email address

4.2 Application Process

All members are required to complete **AND pass** the entrance examination before applying for membership. Upon completion of this application, Member and Staff Relations Department will review this application and proceed with either accepting or denying the application.

- Pilot Applications will be processed within 48 hours of submission
- After approval, members will remain in a **14-day probationary** period until completion of their first flight.

* Member and Staff Relations reserves the right to accept or deny any application with our reasoning

* Flights completed within the 14-day probationary period will satisfy monthly flight requirements



4.03 Transfer Hours

VirtualUA, Inc. will honor a pilot's previous flight hours logged on VATSIM, and other virtual organizations up to **150** hours, rating of Senior Captain. **Members will be asked to provide their hours in the proper field when submitting a membership application, as well as a direct link to these hours.** Member and Staff Relations Department will NOT search for a pilot on any crew roster of another airline. If a pilot wishes to transfer hours **after** airline acceptance, they must send an email to members@virtualua.org **within 72 hours of airline acceptance with a direct link.** Any time after this 72-hour period, transfer hours from VATSIM or other airlines will become void.

4.04 Pilot Inactivity & Rehire

New members must complete one (1) flight within fourteen (14) days of application approval. If a pilot fails or refuses to comply with this policy, the Virtual United Server will automatically place that pilot on termination warning.

If after receiving a termination warning, if the pilot chooses to request a Leave of Absence, the airline will grant this LOA if the cause is justifiable. ***Members are only eligible for LOA after two (2) months of active status with Virtual United.**

Active members must complete one (1) flight per calendar month. Each Flight Operation Manager will check their roster on the first of every month, and they will send out termination warnings to all members who failed to complete their monthly flight in the previous month. Members receiving a termination warning will have until the 10th day of the month to complete a flight. If a pilot fails to complete this flight by the 10th day, their account shall become inactive. **Do not resubmit another member application if you are marked inactive or are on LOA, email MR requesting to be reactivated.**

Once placed on an inactive status, members must email members@virtualua.org to be returned to active status.

A pilot may return to airline a maximum of three (3) times. After that third time, whether it be due to behavioral termination, inactivity, or resignation, the pilot will be banned from the airline and will be unable to return.



4.05 Leave of Absence

All members must be with VirtualUA, Inc. for a minimum of two (2) months (60 days) before being eligible for any of the following types of LOA's:

Personal Leave of Absence

If a pilot is going to be away for extended periods of time, or cannot complete the monthly flight requirement, they may request a personal LOA. A LOA must be submitted under settings and may only be for periods up to 180 days. Emails requesting LOA's will not be reviewed or granted.

Exception Military LOA requests should be emailed to members@virtualua.org. All LOA requests are at the requests are at the discretion of the Member and Staff Relations Department.

Military Leave of Absence

VirtualUA, Inc. thanks all our military members and veterans for their service. VirtualUA, Inc. understands that our Military Members may be called out to serve for extended periods of time. If a pilot needs a Military LOA, they must email the Vice President of Member and Staff Relations Department at members@virtualua.org requesting a Military LOA. A Military LOA is valid for 365 days (1 Year). Any members who requests a Military Leave of Absence (M LOA) and is found to not have any military credentials will be immediately and permanently banned from VirtualUA, Inc..

4.06 Pilot Report Standards (Flight Report Standards)

All Flight Report's must be within the following regulations to be accepted

- Landing rate of NO more than -650 ft/min
- No mid- flight refueling
- Departs from specified airport
- Arrives at specified airport
- Does not slew
- Uses correct aircraft
- Uses a valid route (No direct routes allowed)
- Use of time acceleration prohibited
- Must be a United or Star Alliance Liveries



VirtualUA, Inc. encourages its members flying on VATSIM or IVAO to add "Come fly with us at www.virtualua.org | VirtualUA, Inc." to remarks section of their flight plan.

*If a pilot must declare an emergency landing and divert to another airport than the airport specified on original route, MUST put "Emergency Declared: Diverted to (airport and reason goes here)"

All flights submitted manually must have a VATAWARE link to prove that the flight was flown unless there is a known ACARS outage. Any Flight Reports submitted that is not in accordance with any of these standards will be rejected.

4.07 Multiple Airline Memberships

VirtualUA, Inc. understands that we cannot provide every type of flying in which a member may wish to participate. For this reason, any pilot may be with another virtual organization. However, NO staff member may hold another staff position with any other virtual airline unless given specific permission from the President/Chairman and Executive Vice President of Administration of VirtualUA, Inc..

4.08 Aircraft Programs

Coming Soon!



4.09 VATSIM Policies

Members are strongly encouraged to fly on the VATSIM network. This network provides a more realistic experience while maintaining a fun environment! Many Virtual United members are VATSIM pilots, and some are controllers. A few of our members at Virtual United are also Instructors, or even Supervisors on the VATSIM network! Our members are a big resource in the VATSIM community!

Joining VATSIM is free, and you can find more about VATSIM at www.vatsim.net.

All members who utilize the VATSIM network are REQUIRED to abide by VATSIM Code of Conduct and Code of Regulations.

4.10 Hub Transfers

If a pilot wishes to transfer from one hub to another, they must complete the Hub Transfer form found in settings. It is at the discretion of the Member and Staff Relations Department along with the receiving DM whether to approve or deny the transfer. All Hub Transfers must:

- Have a minimum of five (5) hours in their current hub
- Be in the current hub for thirty (30) days
- Be with Virtual UA for thirty (30) days

4.11 Pilot Resignation

If a pilot wishes to resign from VirtualUA, Inc., they must complete the Resignation Request form located in the settings. Once a resignation request is received, it cannot be undone. If a pilot wished to return to Virtual United, they must contact members@virtualua.org. A previously resigned pilot will be restored with the stats and awards he or she left the organization with.



Section 5 Terms of Removal

5.01 Policy Violations

Any pilot, in any capacity, must abide by all policies, regulations, and rules set forth by this document and other documents. To ensure the abidance of this policy and others alike, VirtualUA, Inc. would like to notify all members of the possible consequences for failure to abide by set forth policies:

- Twenty-four (24) Hours suspension from all Virtual United Servers & Connections
- Forty-eight (48) Hours suspension from all Virtual United Servers & Connections
- One (1) Week suspension from all Virtual United Servers & Connections
- Permanent Ban from all Virtual United Servers & Connections

All disciplinary actions taken against a pilot will be documented and recorded. After a disciplinary action, a pilot may become ineligible for a promotion, award, or staff rating. All suspensions and suspensions may be appealed. To appeal, send your statement to hqexe@virtualua.org. Once an appeal is created, an investigation will be opened.



Section 6 Pilot Behavior Correction

6.01 Expected Behavior

All members are expected to behave in a mature, and proper manner when on any Virtual United server included the website, Discord, or forums. All members MUST remain mature and professional while on the VATSIM server. All members are never permitted to use foul language, discuss alcohol, or drug use or distribution anywhere! No outside discrepancies are to be discussed in the forums or on Discord.

Here is a brief list of what is NOT permitted on any Virtual United server:

- Racism
- Sexism
- Homophobia
- Hate Terms/ Racial Slurs (Any term meant to be derogatory to another member)
- Recruitment for other VA's
- Cyber Bullying
- Inappropriate Photos (Exposure, Narcotics, etc.)
- Soliciting Services
- Religious Recruiting
- Disrespect of ANY form
- Profanity
- Hazing
- Piracy (Distribution & Communication thereof)
- Lying
- Spamming
- Excessive Switching of Discord Channels
- Talk of Website Compromising (Hacking)
- Threats of ANY form



6.02 Behavioral Correction

Here at Virtual United, we have set correctional procedures to ensure that all members are treated equally. The first step after a pilot has received a warning is a simple conference with the Managing Director of Member and Staff Relations or any Vice Presidents of Staff on Discord. The second incident involves a meeting with the Director of Member and Staff Relations and Executive Vice President of Administration or Vice President of Airline and Flight Operations AND a 24-hour Virtual UA suspension. The third incident is a 48-hour suspension. **Every offense here at Virtual United is recorded on a scale of 1 - 4.** 1 signifies the worst possible offense and may result in banishment or severe suspension, and 4 signifies the mildest offense and may result in a conference, or 24-hour suspension.

Scale	Type
1	Sexism, Racism, Homophobia, Piracy, Hacking
2	Hate Terms, Cyber-bullying, VA Recruitment, Inappropriate Photos
3	Hazing, Disrespect False Representation
4	Religious Recruiting, Drama, Foul Language, Lying

All violations will be sent to the Vice President of Member and Staff Relations and will be documented on a pilot's record

End of Document

