

For Simulation Purposes Only

Virtual United Airlines Operations Handbook www.virtualual.com



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Exclusively created for VUAL

1.0 Legal Information

Virtual United Airlines (VUAL) is a **Virtual Airline**, we are in no way affiliated with the real-world United Air Lines, Inc. or its affiliates. We exist only to enhance your Microsoft Flight Simulator, Prepar3D, or XPlane experience. All material published on our website is only for flight simulation purposes and should not be used for real world operations.

The Virtual United Airlines website, ACARS, TeamSpeak, and Discord any other features of VUAL are not for commercial use. No part of the VUAL website may be copied or reproduced in any form (this includes but is not limited to: photocopying, recording, reproducing, or electronically storing). Any such act represents a copyright violation and theft of intellectual property solely owned and operated by Virtual United Airlines.

2.0 Membership

Virtual United Airlines does not require any real-world flight experience, but does require basic flight simulation knowledge to maintain membership at VUAL.

Membership is free and open to all individuals who are at least sixteen (16) years of age at time of registration. As Virtual United Airlines operates within the United States, we must comply with the Children’s Online Privacy Protection Act (COPPA) regulations. This law requires all persons providing identifiable information to not be collected by minors under the age of thirteen (13). Under no circumstances will an applicant under the age of 16 be hired. Any pilot found providing false information to the airline will be banned from VUAL indefinitely.

When applying to VUAL it is the applicant's responsibility to provide us with correct and true information. VUAL reserves the right to reject any application that contains false or incorrect information. In addition, all members are required to maintain an active email address for communications and airline alerts. Members found with an invalid email address will be required to resolve the issue. Failure to resolve the issue will result in the removal from VUAL. If for any reason a member's email address changes, it is the member's responsibility to update their profile in the Pilot Center located on our website.

Virtual United Airlines reserves the right to decline membership to any member, at our discretion, with or without notice or explanation of the reason.

2.1 Application Guidelines

Persons interested in becoming a member of VUAL are to submit an online application with Virtual United Airlines by clicking the register button located under the Careers tab on the website. Applicants are reminded that we have a membership cap set on our website, which may result in a delay in hearing from Human Resources. **All members are required to have an active VATSIM and/or IVAO ID before applying.**

2.2 Transfer Hours

VUAL welcomes pilots interested in transferring hours from other currently existing Virtual Airlines or the VATSIM network. Please include the number of hours you wish to transfer (up to 125 hours maximum) along with a verification link (either the VA website, or the VATSIM Stats Page) within your application to the Virtual Airline. All members will have up to 2 weeks after being accepted to VUAL to request transfer hours, if you didn't in your original application. All hours requested to be transferred after this 2-week period will be rejected.

2.3 Inactivity and Rehiring

A pilot who has left by choice and not from disciplinary action may reapply to VUAL, understanding that they will be placed at the end of the waiting list, if there is one. If a pilot has been removed from the Virtual Airline for inactivity once, they may reapply. If a pilot has been removed from the Virtual Airline twice, they will be placed on a six (6) month ban list. This means they may not re-apply to VUAL for six (6) months.

All members will remain in active status as long as they submit at least one (1) PIREP every calendar month. Failure to do so will result in being removed from the Virtual Airline.

2.4 Multiple Memberships

Pilots and Staff may fly for other Virtual Airlines as long as they complete the required flight amount set forth in this handbook. **Pilots are not allowed to submit multiple PIREPs for one flight with more than one Virtual Airline**, also called Double PIREPing.-Double-PIREPing will result in termination and permanently banned from Virtual United Airlines.

2.5 Membership Suspension

Any member who is not in compliance with any of our outlined policies or procedures may be suspended from the airline. Upon being suspended you will receive written notice from a member of Human Resources department stating the length and reason for the suspension.

2.6 Member Resignation

Every member of Virtual United Airlines has the right to terminate their membership at VUAL at any time by contacting a member of Human Resources. You can find their email addresses via our Staff section on our website. Any member that resigns from the Virtual Airline has the right to reapply at any time, understanding that they may be placed on a waiting list.

2.7 Leave of Absences

Every member of Virtual United Airlines has the right to request an LOA if they deem it necessary or they feel that they are unable to meet the required flight requirement as stated in this handbook. **Before requesting an LOA, you must have been an active pilot of VUAL for at least three (3) months.** Leave of Absences may be filed for up to ninety (90) days, with exceptions made for specific reasons by Human Resources.

2.8 Hub Transfers

Every member of Virtual United Airlines reserves the right to request a transfer to any hub after 90 days of being with VUAL and in good standing, this excludes LOA time. Once you request a hub transfer, you cannot request another hub transfer for 90 days. The hub you're requesting to be transferred to must have an opening in order for the hub transfer to be accepted. You must also provide a reason for the transfer. Human Resources department reserves the right to deny a hub transfer for any reason.

2.9 Training - VATSTAR Partnership

VUAL has partnered with VATSTAR ATO to provide VATSIM approved training to our pilots. VUAL has added a link to the VATSTAR website from on our homepage for pilots to sign-up and register for training. Participation in VATSTAR training is encouraged, but is 100% optional. Once a certification is received from VATSTAR, it's the pilot's responsibility to notify their manager. Hub Managers will award badges to all VUAL pilots who complete each level of the VATSTAR program.

3.0 Structure

Virtual United Airlines has created a staff structure which will be in the next section of this handbook. We request that all members contact the appropriate staff member following the chain of command. Kindly keep in mind, the operations of this VA is a hobby, so replies may take anywhere from 24-48 hours.

3.1 Staff Structure

At Virtual United Airlines, our staff positions are very important, so below you will find our staff and their primary duties. All staff, once selected must remain in their position for at least 90 days, unless they are promoted or relived of their duties.

All staff must...

- Conduct themselves in a professional manner at all times.
- Be at least 18 years of age at time of hire, no exceptions.
- Display honesty, truthfulness, and integrity.
- Do at least 2 flights per calendar month.
- Follow and enforce all polices set out within this guide.
- Not hold a staff position at any other Virtual Airline or Flying Organization.
- Be active on both the forums and our TeamSpeak and Discord servers.

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Below is Virtual United Airline's staff listings and duties they serve within the airline:

- CEO –
 - Oversees Virtual United Airlines.
 - Promotes and recommends new ideas at staff meetings
 - Helps to create and update VUAL's guidelines
 - Supervises and monitors VP of Web Technology, VP of Human Resources, VP of Fleet, and VP of Schedules
- COO –
 - Oversees day to day operations within the airline
 - Oversees the Training Program
 - Supervises and monitors VP of Events
- VP of Human Resources / Assistant VP of Human Resources –
 - Processes new pilots
 - Processes LOA's, and Hub Transfers
 - Processes warnings, suspensions, and terminations from the airline
 - Removes inactive pilots
- VP of Fleet –
 - Locates and tests freeware aircraft
 - Maintains current freeware fleet on the VUAL's website
 - Guides pilots with aircraft related problems
- VP of Web Technology –
 - Creates, updates, and maintains VUAL's website
 - Monitors and updates HTML, PHP, MYSQL, and CSS codes
- VP of Events –
 - Creates online events for the Virtual Airline
 - Utilizes and updates Virtual United Airline's event calendar
 - Communicates with ARTCC's for event planning

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- VP of Schedules -
 - Creates and maintains flight schedules in our system
 - Fixes any flight schedule related problem for pilots

- Hub Managers / Assistant Hub Managers–
 - Oversees the operations of the hubs
 - Processes PIREPs within 48 hours
 - Assists pilots as necessary

3.2 Ranks/Hubs

Below are all the earnable ranks within Virtual United Airlines. Ranks are automatically assigned to the member once the member has reached one (1) hour more than the listed requirement for our system to recognize it.

Rank	Hours Required	Eligible Aircraft
First Officer	0 hours	BE1, EM2, SF3, AT42, DH2, DH3, DH4, all CRJ series, all ERJ series, all Ejet series
Captain	60 hours	First Officer + A319, A320, A321, all B737 series, DC3, Caravelle, BE146, B717, MD80 series
Senior Captain	90 hours	Captain + A330, A340, all B757 series, all B767 series
ATP Captain	125 hours	Senior Captain + A350, A380, all B747 series, all B777 series, all 787 series, DC10, MD11

Every member of Virtual United Airlines has the right to choose which hub they would like to join assuming that the specific hub is open for applications and hub transfers. If the specific hub is closed for the time being, that member may not transfer to the specific hub. Below are VUAL's hubs:

Chicago O'Hare (KORD)	Denver (KDEN)	Houston (KIAH)
Los Angeles (KLAX)	Newark (KEWR)	San Francisco (KSFO)
Tokyo-Narita (RJAA)	Washington Dulles (KIAD)	

4.0 Flight Operations

Virtual United Airlines requires that all members submit at least one (1) valid PIREP each calendar month to remain active with the VA.

4.1 Schedules

Virtual United Airlines regularly updates the schedules flown by the real-world United Air Lines, Inc. as well as its STAR Alliance partners and others. The schedule is available on our website.

A list of our STAR alliance partners is located here:
<http://www.staralliance.com/en/member-airlines>

VUAL pilots are allowed to fly any flight on the schedule (per their CAT rating). Pilots flying any flight not on the VUAL schedule must provide a link that clearly shows flight information in the comments section. If no link is provided, the PIREP will be rejected.

4.2 Flight Requirements

Our general flight requirements are as follows:

First Flight:

a. Upon being accepted to Virtual United Airlines, you are given seven (7) days to complete your first flight.

Simulation Rate, Landing Rates, and Landing at airports:

b. Flights must not exceed 1x Simulation Rate, unless the flight is 4 hours or greater and flown over the Pacific or Atlantic Ocean, in which you may not exceed 2x Simulation Rate. Keep in mind if using 2x Simulation Rate your flight cannot be flown on VATSIM network.

c. Landing rates must be -800 feet per minute (FPM) or less. Any landings that are greater than -800 FPM are subject to additional investigation prior to

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approval/rejection. All Hub Managers have the authority to approve a PIREP based on the results of their investigation.

d. Flights must have landed at an airport. This can be the scheduled airport or an alternate airport as long as the alternate airport is justified within the comments section of the PIREP. Failure to provide a reason for an alternate arrival airport, or an unrealistic flight time, may result in that PIREP being rejected.

Aircraft Usage & Aircraft Livery:

e. Flights must be completed in the airline livery specified in the flight schedule, or a United, United Express, or another Star Alliance airline livery. If a pilot submits a PIREP using a livery other than mentioned above, the PIREP will be rejected. For example, a flight in a British Airways livery will be rejected.

f. Charter flights must ONLY be flown in United Airlines or United Express livery. NO Exceptions.

g. Pilots are limited to flying aircraft in their CAT rating. Pilots are allowed to substitute aircraft on any flight as long as, 1. the pilot is eligible to fly the plane (i.e. in his/her CAT rating or lower), and 2. the aircraft being flown is the same livery.

Callsigns:

h. Pilots may use the following callsigns for their flights: VUAL Pilot ID, flight number from the VUAL flight schedule, or the real-world flight number.

PIREPS - ACARS & Manual PIREPS:

i. VUAL requires all PIREPs to be filed using one of our ACARS systems (SmartCARS, or VUALACARS), FS Flight Keeper or a manual PIREP submitted from our website.

j. Manual PIREPs: the pilot is required to provide a link in the comments section that clearly shows the real-world flight information for approval. If no link is provided, the PIREP will be rejected.

4.3 Charter Flights

Virtual United Airlines understands that Flight Simulator is just a hobby, and we allow pilots to fly flights that are not on our extensive schedule. Any flight that is not on our schedule is called a “Charter Flight”. Charter flights can be created using either of our ACARS programs.

If a pilot wishes to fly a Charter Flight and submit a PIREP, he/she must do the following:

1. Create the flight in either of our ACARS programs, complete the flight, and submit the PIREP from within the ACARS program. Note if the flight is flown using either of our ACARS program, it does not need to be flown online. OR
2. Complete the flight online (VATSIM only) and submit a manual PIREP. The PIREP MUST include the VATAWARE link in the comments section. If portions of the flight are flown offline, the PIREP will be rejected.

4.4 Flight Routing/Procedures

Although Virtual United Airlines does not require proper navigation equipment in the Flight Simulator such as an FMC to be used during flight, it is recommended to maintain a semi-realistic flight experience. VUAL does however require that flights are flown with the proper FAA outlined cruising altitudes based on direction of flight. These are outlined below:

- Eastbound flights (heading 0-179) must cruise at odd altitudes in 2000 foot increments (i.e., FL190, FL210, FL230, etc.)
- Westbound flights (heading 180-359) must cruise at even altitudes in 2000 foot increments (i.e., FL180, FL200, FL220, etc.).

However, if flying on an online network, Air Traffic Control (ATC) may assign any flight altitude if traffic situations require a change in your flight altitude.

4.5 Online Flying

Virtual United Airlines does not require online flying, but is highly encouraged that members use the VATSIM or IVAO networks to do their flying. We ask that you conduct yourself in a professional manner at all times while on the network representing Virtual United Airlines. We also kindly ask you to have our web address (virtualual.com) include within the comments/remarks section of your filed flight plan as this helps promote our Virtual Airline to others on the network.

5.0 Acceptable Conduct

To ensure all members at Virtual United Airlines have a pleasant experience we have established an Acceptable Conduct policy which all members of VUAL must abide by at all times. Please do understand that this code of conduct is not designed to restrict members from having a good experience, but to ensure that VUAL maintains a safe, fun, and friendly environment.

Upon submission of a pilot application for Virtual United Airlines, you agree that you have read, reviewed, and will abide by all sections outlined in the Acceptable Conduct policy. Failure to comply with any section could result in disciplinary action up to and including termination from VUAL.

- The use of profane language to any member or staff member of Virtual United Airlines.
- Publishing or posting any kind of defamatory, infringing, obscene, vulgar, profane, or pornographic material through the VUAL website, ACARS chat, forums, TeamSpeak server, or any other community related servers.
- Uploading or distributing malicious material that may harm another member's computer/device.

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- Violate any applicable US/local laws or regulations
- Discussion of pirated/torrented/stolen software is prohibited.
- Must remain respectful of all members at all times.
- Members must connect to TeamSpeak with their assigned callsign and their name.

5.1 Public Forum

Virtual United Airlines provides a public forum to be used by any member. It is encouraged that all members participate in discussions, debates, and Virtual Airline voting. The forums are not a location for inappropriate behavior, including arguing with other members. Such posts will not be tolerated and will be subject to disciplinary action.

5.2 Discipline

In order for Virtual United Airlines to maintain a great environment for all members, we have implemented the following disciplinary step progression.

- First violation: Written Notice; Removed from TeamSpeak/Forums for 24 hours.
- Second violation: Written Notice; Removed from TeamSpeak/Forums for 1 week.
- Final Violation: Written Notice of termination from the airline and six (6) month ban from reapplying.

6.0 Update Policy

Virtual United Airlines reserves the right to update, modify, or change our Operations Handbook at any time. We will however, publicly notify all current members via email, and a NOTAM on our forums. It is the member's responsibility to ensure they are following the latest version of the Operations Handbook at all times as failure to do so could and may result in suspension or termination from the Virtual Airline.