



Member Handbook



Welcome to ValuJet Virtual Airlines (VVA)

Greetings,

This document will introduce you to many of the exciting features and responsibilities of becoming a member of ValuJet Virtual Airlines.

ValuJet Virtual Airlines offers a unique perspective for members of all ages. Simulating the real-world historic operations of ValuJet Airlines from 1993 to 1997, VVA allows members to fly real-world timetables utilizing a fleet accurate to the era.

If the historic timetables and equipment aren't quite your style, ValuJet Virtual also allows members to fly a more modern fleet within a fictional routing system, simulating operations as if ValuJet Airlines continued to exist today. Do not be mistaken however, as these modern operations are not a reflection of the existing Air Tran and Southwest Airlines Co. Instead, ValuJet Virtual combines both a historic and modern perspective for flight simulation enthusiasts.

After nearly a year of research and development, the VVA team is committed to your enjoyment of the virtual airline experience. Member guidelines are explained in great detail below. Please read them and abide by them as they will make your experience *that* much more enjoyable.

It is with great pleasure that I welcome you to the ValuJet Virtual Experience...

Respectfully,

Michael Crane

--

Michael Crane
Founder & Chief Executive Officer
ValuJet Virtual Airlines

ValuJet Virtual Airlines Handbook

Below is the ValuJet Virtual Airlines Member Handbook. This document provides all members with a great deal of information about how ValuJet Virtual Airlines runs its day-to-day operations. This document is revised regularly as new developments arise.

The Handbook should be read and followed by all ValuJet Virtual Airlines members. For new members, this Handbook provides a wealth of information that will help the new member acclimate quickly to their stay with ValuJet Virtual Airlines. Refer to this document if you have any questions about how ValuJet Virtual Airlines operates, as most answers can be found here. If not, the VVA Executive Team is always willing to answer any additional questions that you may have.



Mission Statement

To provide a virtual airline experience that will entice new membership and encourage active members to consistently participate.

Contents

- I. **Membership**Page 4
 - a. Application Guidelines
 - b. Transfer Hours
 - c. Prior Membership & Inactivity
 - d. Download Policy

- II. **Operations**Page 7
 - a. Minimum Flight Requirements
 - b. Call-signs
 - c. Flight Reporting
 - d. Event Participation Bonus
 - e. Leave Of Absence (LOA)
 - f. Pilot Seniority
 - g. Guidelines for Flying
 - h. Executive Responsibilities

- III. **Forum Usage**Page 15
 - a. General

- IV. **Legal**Page 16
 - a. Disclaimer
 - b. Privacy Policy
 - c. Terms of Usage

- V. **Amendments**.....Page 18

I. Membership

a. **Application Guidelines**

Prospective members will be required to submit their application over the Internet via the ValuJet Virtual Airlines (VVA) website. Applications must be fully completed pursuant to the instructions, rules, and regulations located on the application web page(s).

Crew Member Exam

Prospective members are required to complete a Crew Member Exam (Entrance Exam) and receive a score of 75% or greater.

Software

All applicants must have access to a valid copy of:



OR



AND

A valid VATSIM membership



(A VATSIM membership can be obtained here: [VATSIM SIGN UP PAGE](#))

Age & Fees

As of October 2009, ValuJet Virtual Airlines requires that all new and returning members are at least fifteen (15) years of age. Under no circumstances will an applicant under this age be admitted. Any member who is found falsifying their age will be banned from ValuJet Virtual Airlines, indefinitely.

VVA does not charge any fees to apply for or to retain membership with the organization. In addition, no member of VVA may request money or charge fees as a prerequisite to advance individual rank. Conversely, no member may offer to pay money or a fee to another in order to secure advancement in rank.



b. Transfer of Hours

Up to 50% of transfer hours will be accepted from the VATSIM Network only. A valid link will be required for review by the Executive Vice-President of Member Services. This must be submitted within the VVA membership application. Transfer hours will not be accepted with web links to other virtual flight organizations/air carriers. This is to ensure that the hours being transferred into ValuJet Virtual are accurately archived. Please see the *Member Rankings* section to learn more about how transfer hours can help to place new members within VVA.

c. Prior Membership & Inactivity

Any member who wishes to return to ValuJet Virtual, after leaving on their own terms must re-apply to the virtual airline, and thus be assigned a new Member ID.

Any member requesting re-admittance after being removed for inactivity should contact a member of the staff team prior to application. He/she should outline the reasons behind their absence and confirm that they are committed to fulfilling the minimum flight requirements set out in the *Operations* section below.

The decision to approve prior inactive members is made at the discretion of the VVA staff team. Prior inactive members applying for membership will be voted upon by each member of the executive team.

If approved to return, prior members may undergo a period of probation lasting 3 months from the new date of membership. Any member who is removed from the roster while undergoing the probation period will have their membership permanently terminated from ValuJet Virtual Airlines. Anyone wishing to appeal their termination from VVA should contact the Executive Vice-President of Member Services, directly.

Once membership with VVA has been confirmed, all members are subject to the Minimum Flight Requirements Policy with immediate effect. Please see the *Minimum Flight Requirements* section for more information.

d. **Download Policy**

All downloads provided by ValuJet Virtual Airlines are the property of its respective owners and as such, may not be redistributed for individual sale. Any modifications, alterations, or publications of these downloads must be approved by the Chief Executive Officer. These downloads include, but are not limited to VVA Aircraft, VVA Documentation, VVA Flight Client Software (VVA ACARS), and original VVA Scenery.

Any member caught violating this policy will have their membership terminated permanently.

II. Operations



a. **Minimum Flight Requirements**

All new members must complete their first flight within fourteen (14) days of membership approval. Thereafter, each member must complete a minimum of one (1) flight every 30 days and file a PIREP utilizing the VVA ACARS client to receive the hourly credit for flight time. A flight that is completed as part of a PIREP that is denied does not count towards the minimum flight requirement. Any member that has not met the minimum flight per month is deemed “inactive”.

The reason for the minimum flight per month is to assist with maintaining an active roster. However, the submission of fraudulent reports is not allowed. The executive member who reviews a fraudulent report may contact the submitter for an explanation. If the issue persists, termination of the user’s membership with ValuJet Virtual Airlines may occur.

Our rosters are periodically purged of “inactive accounts”. If your account becomes inactive, you will be contacted via E-mail by a member of the executive team for an explanation. If you fail to respond to this E-mail within 5 days, your account will be revoked and your membership with VVA will be terminated, with immediate effect. Should a member wish to return, they will be subject to the *Prior Membership & Inactivity* procedure noted above.

b. **Call-signs**

Pertaining to logged flight time, ValuJet Virtual Airlines requires that all members utilize an appropriate Call-sign when flying online with the VATSIM Network. Please follow the guidelines for choosing the appropriate Call-sign, below:

737 routes: Utilize your operating flight number as your Call-sign. This will change based on the flights that you bid on.

DC-9/MD-80 routes: Utilize your Pilot ID as your Call-sign. This will always remain the same.

c. **Flight Reporting**

Departure Locations

Only scheduled VVA flights will be considered for member flight credit. Members will be required to depart from their previous arrival location, unless a Jump-seat ticket is purchased through the Pilot Center. Except as mentioned in the previous statement, members are free to select any flight from the VVA schedules for use of logged flight time. The route equipment used must match the member's seniority. Please see the *Pilot Seniority* section to determine allowable equipment.

VVACARS

ValuJet Virtual Airlines utilizes a Virtual ACARS Pilot Client known as VVACARS. This program is the primary means of tracking ValuJet Virtual flights and logging flight time. **All members are required to use this program in order to receive credit for VVA flights.** VVACARS must be used when flying both online with VATSIM or offline. Failure to utilize this flight tracking tool will result in hours not being credited towards the member's account. The VVACARS Pilot Client can be found in the *Downloads* Section of the website.

Manual PIREPS

Manual Reports (PIREPS) may be submitted in the event of software/hardware failure. Manual Reports (PIREPS) must be emailed directly to the Executive Vice-President of Member Services and contain at a minimum the following: **Pilot ID, Flight Number, and a valid Vataware link.** Approval of Manual Reports (PIREPS) is solely at the discretion of the Executive Vice-President of Member Services.

Route Equipment

ValuJet Virtual Airlines utilizes many modern routes which overlap with historic Retro timetables. Although the routes may be the same, members are urged to pay close attention to the route equipment. Each flight must be conducted with the appropriate equipment, per the flight schedule. Members are not permitted to substitute the scheduled equipment on Modern and Retro operations. **Failure to operate accurate equipment, appropriate to member seniority privileges, may result in a denied PIREP.**

d. **Event Participation Bonus**

All members who participate in any ValuJet Virtual Airlines sanctioned online event may qualify for Bonus Hours. The qualifying criteria for receiving these bonuses are as follows:

It is the responsibility of the member to declare on their PIREP that they qualify for an event bonus. Failure to do so may result in losing the bonus.

e. **Leave of Absence (LOA)**

Leave of Absence (LOA) is an option available to members who do not believe that they will be able to meet the minimum monthly flight requirements. An LOA allows a member to remain on our roster and remove restrictions for a minimum flight time.

Leave of Absence requests will only be considered for members who have been active with the organization for a minimum of 45 days. That is, actively flying and abiding by the Minimum Flight Requirement. Members must have a minimum of one approved pirep that was filed 45 days prior to a request for a leave of absence.

All members on LOA must remain active with the airline by logging in to either the website or the forums once every forty five (45) days. Failure to comply with this policy will result in the member's account becoming inactive and subject to policy.

An LOA is considered temporary. You should plan on resuming your flight requirements. If you feel you are unable to resume flight activity within six months of your leave request (Military deployment, school, work, etc.), you should notify the Executive Vice-President of Member Services as soon as possible. You will not be penalized for this action and may return without penalty when you are able.

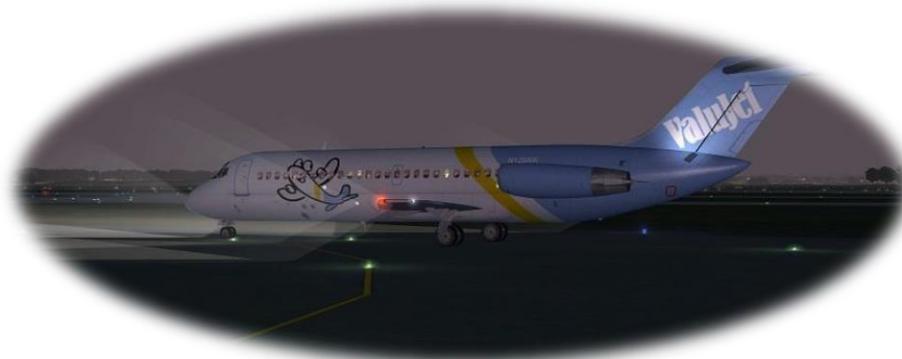
Members abusing LOA's will be removed from the roster. This is considered a disciplinary termination. Any re-applications will be subject to the *Prior Membership & Inactivity* procedures.

If you need to be placed on a leave of absence, simply contact the Executive Vice-President of Member Services via email and he/she will make the necessary arrangements.

f. Pilot Seniority

<u>Rank Title</u>	<u>Rank Hours</u>	<u>Rank Privileges</u>	<u>Equipment</u>	<u>Rank Salary</u>
 ValuJet <small>V I R T U A L</small> CAT I Initial Operating Experience	0 to 5	Training	DC9  B736 	\$18.00/Hour
 ValuJet <small>V I R T U A L</small> CAT II First Officer	5 to 30	<u>Mainline Domestic</u>	CAT I	\$22.00/Hour
 ValuJet <small>V I R T U A L</small> CAT III Captain	30 to 70	<u>Mainline Domestic</u> <u>Mainline International</u>	CAT I, CAT II & <u>MD80</u>  <u>B738WL</u> 	\$33.00/Hour
 ValuJet <small>V I R T U A L</small> CAT IV Senior Captain	70+	<u>Mainline Domestic</u> <u>Mainline International</u> <u>Charter Operations</u>	CAT I, CAT II, CAT III	\$40.00/Hour

g. **Guidelines for Flying**



ValuJet Virtual Airlines encourages all members to fly online with the VATSIM network. VATSIM provides free access to a world of live ATC and other air traffic services.

Each member will adhere to the proper FAA-outlined altitudes according to the chart provided below, when operating flights online or offline. This guideline was established by the FAA as an extra safety measure to keep aircraft flying in opposing directions out of each other's way.

Westbound	Eastbound	Notes
EVEN Flight Levels (FL180, FL200 etc) up to FL280 or FL400 with RVSM	ODD Flight Levels (FL190, FL210 etc) up to FL290 or FL410 with RVSM	Note 1: Below 3,000 and above surface, any course, any altitude may be assigned Note 2: If in transition to/from, or within Oceanic airspace, where composite separation is authorized: any odd/even flight level, including above FL290 Note 3: If local altimeter is lower than 29.91, then FL180 is unusable Note 4: If local altimeter is lower than 29.81, then FL190 is unusable
Westbound is considered 180-359 degrees	Eastbound is considered 0-179 degrees magnetic	Reference: See FAA 7110.65.M, chapter 4.5.2: Flight Direction Magnetic

Guidelines for Flying continued...

- **Crew members are encouraged to check-in at least 30 minutes prior to departure in order to check weather, NOTAMS, and flight plan.**
- All members are required to make the appropriate radio calls to the appropriate radio facility, if available.
- If no facility is available, all members are to monitor the universal VATSIM Unicom frequency on 122.80. Members may communicate with each other via the VVA ACARS client.
- Pertaining to logged flight time, a flight begins when the aircraft is pushed from the gate.
- Pertaining to logged flight time, a flight ends when the aircraft is shut down at the gate.
- Aircraft are not permitted to exceed 250 Knots below 10,000 feet MSL. When visibility is decreased to < 2 miles or icing conditions are encountered, members are required to hand-fly all approaches.
- **Landings exceeding -700 fpm will not be accepted.** This simulates real world limitations as excessive force can damage landing gear components.



h. Executive Responsibilities

Founder & Chief Executive Officer (CEO) – Michael Crane

The Chief Executive Officer is responsible for administrative management and the overall direction of the company. Through influence and leadership, the Chief Executive Officer is responsible for overseeing the implementation of company-wide policies/procedures and ensuring long-term success through the development of corporate strategy. He/She is responsible for organizing the executive management team in a manner that will encourage success for the company as a whole. Although the Chief Executive Officer is responsible for continued development, he/she is also responsible for maintaining the intended identity, mission, and vision of the company.

Specific responsibilities include, but are not limited to:

- Developing company policies for committee voting
- Structuring administrative teams
- Maintaining company mission and vision
- Managing Public Relations and general image of the company
- Developing Human Resources initiatives
- Leading Marketing initiatives

President & Chief Operating Officer (COO) – Brandon Reeves

The Chief Operating Officer is responsible for managing the day-to-day operations of the company. As a member of the executive management team, he/she assists with the development and achievement of all company goals through the implementation of operational objectives.

Specific responsibilities include, but are not limited to:

- Choosing and painting flight models
- Timetable and Route Map development
- Developing fleet maintenance cycles
- Analyzing destination markets and demographics
- Establishing and monitoring airport services operations

Executive Vice-President of Information Technology (IT) – Dustin Roads

The Vice-President of Information Technology (IT) is responsible for the day-to-day support of the technology infrastructure and software development for the company.

Specific responsibilities include, but are not limited to:

- Building and maintaining the official company website
- Maintaining internal email accounts and providing setup when necessary
- Developing and maintaining a functional, attractive system for flight tracking
- Establishing reliable channels of communication amongst departments

Executive Vice-President of Member Services – Alex Jevdic

The Vice-President of Member Services is responsible for member relations, procedures, member orientation, and being champions of change for the company.

Specific Responsibilities include, but are not limited to:

- Developing and implementing a standardized hiring/termination process
- Developing orientation procedures
- Ensuring compliance with member policies and requirements
- Developing conflict resolution guidelines & resolving member issues
- Developing Type Ratings
- Developing Ground Handling procedures

III. Forum Usage

General

As is the case with many flight simulation-related forums, freedom of speech rights are valid here. This website and forum is privately owned and operated exclusively by ValuJet Virtual Airlines Inc.

This service is free to you, and is completely revocable at any time at the sole discretion of the owner. Any abuse of these forums will be subject to immediate termination of the user's current and any future accounts with websites affiliated with or owned by ValuJet Virtual Airlines Inc. Forum use is a privilege, not a right. Please treat it as such.

If you intend to use a signature banner in your posts, the maximum physical size allowed is 400 pixels wide by 90 pixels high. The maximum file size allowed is 25k. If you choose to use multiple banners, the above limits apply to the TOTAL physical size (including space between the banners) and the TOTAL file size. Exceptions to this rule must be approved by moderators of the forum, beforehand.

Violations of this rule will result in the deletion of the user's signature banner, and repeated violations of this rule may result in a permanent ban of the user's current and future forum accounts

As has been explained before, we reserve the right to restrict or prevent a user from using these forums, either through the locking and removing of threads or the outright banning of accounts and IP addresses.

Furthermore, due to the varying nature of conflict or other issues that may arise, it should be understood that the application and enforcement of these rules or those otherwise deemed necessary may be enforced to a greater or lesser degree without warning.

As a method for controlling easier functionality of the forums, please refrain from posting or replying to threads posted within categories that do not correspond with the subject's topic. Management may, at their sole discretion, move or delete topics to provide for smoother forum use.

Username must be in the format of: **Last Name, VJAXXX (Member ID)**. Users must use their first and last names when registering for a username on these forums

Please remember that while this service is provided to you free of charge, it is not free to the owner. Abuses of bandwidth will be dealt with on a case by case basis (you may not know you are actually abusing bandwidth, and we will keep this in mind if a situation arises). As a rule, please respect the owner's wishes to keep the forum a fun and enjoyable environment for virtual aviation.

IV. Legal

Disclaimer

You expressly agree that your use of this website as well as the VATSIM.NET network, registering to use the services of this website as well as the VATSIM.NET network and logging on to any of the computers comprising the VATSIM.NET network is at your sole risk. Neither VATSIM.NET nor any of its respective members, including those providing the contents of this website, affiliates, agents, third party content providers or licensors warrant the service, the contents of this website or related services are available on or linked to the VATSIM.NET network. All of the above are provided to you "AS IS" and WITHOUT warranties of any kind, either express or implied, including but not limited to the implied warranties of merchantability, fitness for a particular purpose or non-infringement.

In no event shall the VATSIM.NET network or any other member, person or entity involved in creating, producing or distributing this website's content be liable for any damages whether brought in contract including, without limitation, any claims of business interruption, loss of profits, revenue, use or data as well as any and all direct, indirect, incidental, special, consequential, or punitive damages arising out of the use, reliance upon or performance of any content contained in or access from this website.

In addition to all of the terms set forth above, neither the VATSIM.NET network, its members, including those providing the contents of this website, its affiliates or content providers shall be held liable, regardless of the cause or duration, for any errors, inaccuracies, omissions or other defects in or untimeliness or unguineness of the information contained in this website. Neither the VATSIM.NET network, its members, including those providing the contents of this website, its affiliates or content providers warrant or guarantee the timeliness, accuracy or completeness of this information. In addition, there are NO warranties as to the results obtained from the use of the information provided on this website.

Privacy Policy

The following Privacy Policy is applicable to all users browsing this website. The VVA website is not intended for any real-world implications and is a fictional airline, material located on this website SHOULD NOT be used for real-world implications.

1.1 VVA allows all visitors to browse the website with anonymity; VVA does not collect personally identifiable information unless surrendered by the user, in that circumstance a warning will be shown to the user that personally identifiable information may be collected. This information includes but is not limited to, IP Addresses, Internet Host and Provider Names, E-Mail Addresses and in certain instances Person(s) names. Also note that this website places a cookie, a text file containing bits of information (such as your username and password), in your

browser's cache. This is ONLY used to keep you logged in/out and allow you access to certain Member only features of this website.

1.2 This website allows users to communicate to other visitors through a forum system. When using this system all users should read and be familiar with the "Registration Agreement" which can be read from clicking [here](#). Our website provides links to 3rd party website's for the enrichment or reinforcement of material (i.e. links to real-world aviation sites) also other links that could be of interest to the visitors of this site may be provided. VVA does not sponsor or have implications with these links unless otherwise stated, therefore the link must be browsed at the users own risk and may be subjected to a different Privacy Policy.

1.3 We do use cookies to store personal data when surrendered by the user to keep you logged in/out, these cookies do not contain personally identifiable information with the exception of the VVA Member ID Number. We do not we link non-personal information stored in cookies with personal data about specific individuals.

1.4 VVA does collect personally identifiable information in circumstances when the information is provided by the user. This section is subjected to 1.1 and 1.2. The following information is collected when a member joins VVA, this is stored in a secure database that is at an unnamed location of our hosting provider. We have discussed with them to maintain the highest level of security.

-Member's Name

-E-Mail Address

-Place of Residence (Country is requested, members may surrender City, State or Province)

-Birth date

As stated above, this information is surrendered by the user, and we take every effort to ensure that this data is in a safe place. VVA will not share the information above with any 3rd party outside of this website. Please be advised that according to U.S. Law this information we may be required to provide the above information to certain Law Enforcement Agencies if requested.

1.5 VVA does not collect information about our users from outside sources, government documents or other locations. All data stored within our servers are applicable to 1.1, 1.2, 1.3, 1.4.

Terms of Usage

By and logging onto the VVA website, a member agrees to be bound and to abide by the "Terms of Usage" which appear throughout this document. These "Terms of Usage" will also be made available for inspection on the VVA web site. Violations of the "Terms of Usage" may result in suspension of login privileges and/or expulsion from VVA membership.

V. Amendments

- **Amended Section II. Operations, Member Reports (PIREPS), 9/12/2016**
- **Amended Section III. Guidelines for Flying, VATSIM Requirements, 9/12/2016**
- **Amended Section III. Guidelines for Flying, Callsigns, 10/29/2016**
- **Amended Section II. Operations, Manual Reporting, 10/29/2016**