

# **Virtual United**<sup>®</sup>

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social club, inc.

*Moving the world of virtual aviation forward*

Virtual United at its option, may change, delete, suspend, or discontinue parts or the policy in its entirety, at any time without prior notice.

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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 pilots with Virtual UA's expectations for pilots and their membership, and provide information about policies and procedures affecting daily operations here at Virtual UA.

## **History of Virtual United Airlines**

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 Chicago, in the state of Illinois.

## **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**

Virtual UA will always be responsive to our members and ensure all their experiences will be convenient, efficient and pleasing.

## **Goals**

Virtual United Social Club, 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 pilots. 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**

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### **1.01 Online Privacy Protection Act**

Virtual United Social Club, Inc. complies with the Children’s 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 14 to disclose identifiable information. Virtual United Social Club, Inc. does not endorse or participate in terrorist activity. Virtual United Social Club, Inc. complies with the United States Patriotic Act and will comply with the federal government investigation if terrorism is suspected. Virtual UA 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 pilots 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.

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## 1.02 Piracy Prevention

Virtual United Social Club, Inc. actively and aggressively enforces its piracy policies. What is piracy? The illegal 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 against policy here Virtual UA! 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. 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 Virtual UA in its piracy prevention efforts. You can report incidents of software piracy by emailing our Compliance Department at [legal@virtualua.org](mailto:legal@virtualua.org). If any staff or members are found guilty of piracy you will be terminated immediately from the organization.

Contact us regarding the Piracy Policy at [legal@virtualua.org](mailto:legal@virtualua.org).

## 1.03 Legal Disclaimer

**Disclaimer:** Virtual United Social Club, Inc. is NOT affiliated with the FAA, or any actual airline. The information contained on our website and in this manual should NOT be used for real world information or regulatory guidance. Virtual UA at its option, may change, delete, suspend, or discontinue parts or the policy in its entirety, at any time without prior notice. Anything that is uploaded to the Virtual UA server, put in Virtual UA Google Drive folders, put into the Virtual United Dropbox, or any documentation using the logo of Virtual UA, is property of Virtual United Social Club, Inc. and Robert Sayles, Chairman (owner).

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## Section 2 Airline Policies

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### 2.01 Airline Objective

The purpose and objective of Virtual UA is to provide a friendly environment where pilots 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 you 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!

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## Section 3 Corporate Structure

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### Founders

Robert Sayles | Shelton McCallop  
[robby@virtualua.org](mailto:robby@virtualua.org) | [smccallop@virtualua.org](mailto:smccallop@virtualua.org)

Robert and Shelton are two of the original founders of Virtual United Social Club, Inc. They oversee every aspect of the airline. Anything pertaining to Virtual United Airlines is owned by the founders.

### 3.01 Chiefs of Staff

#### Founder

The Founder 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 the executive director and directors. He is also responsible for formulating and implementing the strategic plan that guides the direction of the airline.

#### Executive Director

The Executive Director 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.

## **3.02 Directors & Managers**

### Director, Airline Operations

The Director of Airline Operations is in charge of overseeing the operations of the domiciles and domicile managers below them, as well as scheduling and routes. Periodically, the DAO will DAO meet with ALL individuals within their department and disclose information to one another and ensure further success of the department.

### Director of Technology Operations

The DTO reports to the Executive Director. As the CTO for Virtual UA, he/she oversees: information technology and computer systems that support our missions and goals. The CTO's main focuses are data management, networking, and acting as the System Administrator.

### Director of Human Resources

The Director of HR is responsible for the evaluation of new and current pilots here at Virtual UA. They are to assign Pilot ID's and place them in the domicile of their choice. The Director of HR is in charge of recruiting, and promoting pilots though the system here at Virtual UA as well as verifying transfer hours.

### Director of Communication

The Director of Communication is responsible for assisting in the development of the organization's marketing goals and shall serve as a 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.

## Director of Community and Partner Relations

The Director of Community and Partner Relations assists with creation and consistency of partnership and community outreach. Through the director's actions the airline will build and maintain partnerships with other airlines, VATSIM ARTCC's and flight sim software companies and maintain a positive impact on the community.

## 3.04 Director of Training & Instructors

### Director of Training & Flight Instructors

The Director of Training will be in charge of training and assisting Virtual United Pilots 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 Director of Training, will also teach the basics of flight up to and including advanced courses along with the DOT. They too are required to have extensive knowledge in flight simulation and/or real world flight. \*It is preferred that all Instructors and DOT have their VATSIM P2 and/or P3 Rating.

## 3.05 Domicile Managers

### Domicile Managers

Domicile Managers are the bloodline of Virtual UA. They are responsible for ensuring that all of the pilots within their domicile are active and are required to assist pilots when necessary. They must monitor the pilot roster for their domicile to ensure that majority of the pilots are active. Approving manual PIREPS and responding to emails is another daily requirement for Domicile Managers.

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## Section 4 Airline Membership

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### 4.01 Membership Requirements

The minimal requirements to become a member here at Virtual United Airlines is as follows:

- 14 Years of age or older
- Own a legal copy of Microsoft Flight Simulator 2004 (FS9), MSFS X (FSX), P3D or X Plane 10,
- 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
  
- Can Not Have Membership with any other airline that mimic's Virtual United

### 4.2 Application Process

All pilots are required to complete AND pass the entrance examination before submitting an application for membership. Upon completion of this application, Human Resources 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, pilots will remain in a **14 day probationary** period until completion of their first flight.

\*Human Resources 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

Virtual United Airlines will honor a pilots previous flight hours logged on VATSIM, and other virtual organizations up to **150** hours, rating of Senior Captain. Pilots will be asked to provide their hours in the proper field when submitting an membership application, as well as a **direct** link to these hours. Human Resources 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 [hqhrs@virtualua.org](mailto:hqhrs@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 pilots 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. **\*Pilots are only eligible for LOA after two(2) months of active status with Virtual United.**

Active pilots must complete one(1) flight per calendar month. Each Domicile Manager will check their roster on the first of every month, and they will send out termination warnings to all pilots who failed to complete their monthly flight in the previous month. Pilots receiving a termination warning will have until the 10<sup>th</sup> day of the month to complete a flight. If a pilot fails to complete this flight by the 10<sup>th</sup> day, their account shall become inactive.

Once placed on an inactive status, pilots must email [hqhrs@virtualua.org](mailto:hqhrs@virtualua.org) to be returned to active status.

A pilot may return to airline a maximum of three(3) times without consequences . After that third time, a consequence of, but not limited to, Loss of hours, Loss Transfer hours, and indefinite termination from the airline can be enforced. Typically, Loss of hours will occur before an indefinite termination occurs.





## 4.05 Leave of Absence

All pilots must be with Virtual United Airlines 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. An LOA must be submitted from the Pilot Center, 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 [hqhrs@virtualua.org](mailto:hqhrs@virtualua.org).** All LOA requests are at the discretion of the Human Resources Department.

### Military Leave of Absence

Virtual United Airlines thanks all of our military members and veterans for their service. Virtual United Airlines understands that our Military Pilots may be called out to serve for extended periods of time. If a pilot needs a Military LOA, they must email the Senior Vice President of Human Resources at [hqhrs@virtualua.org](mailto:hqhrs@virtualua.org) requesting a Military LOA. A Military LOA is valid for 365 days (1 Year). Any pilots 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 Virtual United Airlines.

## 4.06 Pilot Report Standards (PIREP Standards)

All PIREP's must be within the following regulations to be accepted

- Landing rate of NO more than -650ft/min
- No mid- flight refueling
- Departs from specified airport
- Arrives at specified airport
- Does not slew
- Uses correct aircraft based on rank and flight
- Uses a valid route (No direct routes allowed)
- Use of time acceleration prohibited

Virtual United Airlines encourages its members flying on VATSIM or IVAO to add **"Come fly with us at [www.virtualua.org](http://www.virtualua.org) | Virtual United Airlines"** 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 PIREP submitted that is not in accordance with any of these standards will be rejected.

## 4.07 Multiple Airline Memberships

Virtual United Airlines 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 CEO of Virtual United Airlines.

## 4.08 Rank Structure

Rank	Title	Hours Required	Category	Aircraft Allowed
	First Officer	0-25 Hours	1	Turboprops/ERJ/CRJ/E170/E190
	Captain	26-125 Hours	2	Above + A319/A320/B73x
	Senior Captain	126 to 300 Hours	3	Above + 757/767/787/A330
	Chief Pilot	301-500 Hours	4	Above + 777/A340
	Senior Chief Pilot	501+ Hours	5	Above + 747/A380

## \*Note\*

Pilot transfer hours count towards the next rank. If a pilot transfers the maximum of 150 hours, that pilot shall be placed at the rank of Senior Captain. From there, pilots will only see hours flown on their profile, not transfer hours. However, transfer hours in addition to actual hours flown at Virtual United count towards the next rank

## 4.09 VATSIM Policies

Pilots 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](http://www.vatsim.net).

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

## 4.10 Domicile Transfers

If a pilot wishes to transfer from one domicile to another, they must complete the Domicile Transfer form found in the Pilot Center. It is at the discretion of the Human Resources Department along with the receiving DM whether to approve or deny the transfer. All Domicile Transfers must

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

## 4.11 Pilot Resignation

If a pilot wishes to resign from Virtual United Airlines, they must complete the Resignation Request form located in the Pilot Center. Once a resignation request is received, it cannot be undone. If a pilot wished to return to Virtual United, they must contact [hqhrs@virtualua.org](mailto:hqhrs@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

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### 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, Virtual United Airlines would like to notify all pilots 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](mailto:hqexe@virtualua.org). Once an appeal is created, an investigation will be opened.

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## Section 6 Pilot Behavior Correction

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### 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, TeamSpeak, or CrewTalk 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 TeamSpeak.

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 TeamSpeak 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 Senior Vice President of Human Resources or any Executive Officer on TeamSpeak 3. The second incident involves a meeting with the Senior Vice President of Human Resources and Chief Executive Officer or Chief Operations Officer 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 most mild 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 Chief Compliance Officer and will be documented on a pilot's record

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