



# Allegiant Virtual Airlines

Operations Manual/Standards of Conduct/Privacy Policy

*Revised September 25, 2021*

## Operations Manual

### **Application Guidelines**

Prospective members will be required to make their application for membership over the Internet at the Allegiant Virtual web site.

Applications must be fully completed pursuant to the instructions and the rules and regulations located on the application web page.

Allegiant Virtual requires that all new pilots be at least thirteen (13) years of age. Under no circumstances will an applicant under this age be accepted for membership. Any applicant who is found falsifying their age will be banned from Allegiant Virtual indefinitely. Allegiant Virtual does not charge any fees to apply or to retain membership in the organization. In addition, no member of Allegiant Virtual may request money or charge fees as a prerequisite to advancing an individual in rank and no member may offer to pay money or a fee to another to secure advancement in rank or maintain membership.

Although we don't require online flights as a requisite for membership, all prospective applicants must have a valid VATSIM ID number for membership to Allegiant Virtual. We do this as an added layer of protection against identity theft and falsified application information. Applications that are submitted without a valid VATSIM ID will be automatically rejected.

Applicants without a VATSIM ID can obtain one at [www.vatsim.net](http://www.vatsim.net).

### **Transfer of Hours**

Allegiant Virtual will accept transfer hours from a previous virtual airline or hours logged on the VATSIM network.

New members may transfer hours from one (1) virtual airline of their choice or their VATSIM hours, but not both. VATSIM and virtual airline transfer hours will be accepted up to a maximum of 99 hours. These hours will be verified before acceptance. Applicants requesting a transfer from another virtual airline must provide an active URL to verify hours. If the virtual airline is no longer in operation, hours will be unable to be transferred.

Transferred hours count towards your Allegiant Virtual total hours, and as such counts towards your pilot ranking. Transfer hours should be declared on the application to join Allegiant Virtual, however, new members will have thirty (30) days from the date of hire to request a transfer of hours. Transfer hours will not be honored if the pilot requests the transfer more than 30 days from the initial date of their application.

### **Pilot Ranks**

Pilots ranks are determined by the following flight hours:

*Cadet*

0-10 hours

*First Officer*

11-99 hours

*Captain*

100-199 hours

*Senior Captain*

200 or more hours

## **Minimum Flight Requirements**

All new applicants must complete their first flight within fourteen (14) days of joining Allegiant Virtual Airlines.

Thereafter, each pilot must complete a minimum of one (1) flight every 30 days and file a PIREP (Pilot Report) to receive the hourly credit for flight time.

Flights completed as part of a PIREP that is denied do not count towards the minimum flight requirement. However, the submission of fraudulent PIREP's will result in the immediate termination of the user's membership with Allegiant Virtual.

Our rosters are periodically purged of inactive accounts. If a pilot does not complete the minimum flight requirement, their status will be changed to "suspended" and they will not show up on the active roster. Should a suspended member wish to return, they will need to contact the staff and request to have their account activated. Any pilot who has been suspended and requests to have their account activated must file a flight report within fourteen (14) days. Pilots who fail to meet this requirement will be permanently deleted from the Allegiant Virtual roster.

Members who have been suspended for 60 days and have not requested to return to "active" status will have their account permanently deleted from the server.

## **Base Assignments**

Allegiant Virtual headquarters is based at Las Vegas McCarran International Airport with operational bases located at Tampa-St. Petersburg (KPIE), Destin-Fort Walton Beach (KVPS), Orlando-Sanford (KSFB), Fort Lauderdale (KFLL), Cincinnati (KCVG), Indianapolis (KIND), Knoxville (KTYS), Asheville (KAVL), Grand Rapids (KGRR), Bellingham (KBLI), Des Moines (KDSM), Nashville (KBNA), Allentown (KABE), Pittsburgh (KPIT), Punta Gorda (KPGD), Sarasota (KSRQ), Savannah-Hilton Head (KSAV), and Phoenix-Mesa (KIWA).

All pilots will be assigned to the base of their choice.

Pilots are welcome to transfer to any base they choose if they remain at their base for a minimum of thirty (30) calendar days. Allegiant Virtual does not operate within a typical hub-and-spoke system like many large air carriers. Our bases of operation exist primarily as locations for routine aircraft maintenance and for those pilots who wish to operate from airports close to their residence.

## Leaves of Absence

A Leave of Absence (LOA) is an option available to member's who do not believe they will be able to meet the minimum flight requirements. Pilot's may request a 90-day LOA in writing by sending an email to the staff at "ops@flyaay.com."

A LOA allows a member to remain on our roster and remove them from the restrictions of flying that may result in their removal for inactivity until they feel able to return to active status.

Leave of Absence requests will only be considered for pilots who have been a member for a minimum of 45 days. Pilots must have a minimum of one approved PIREP that was filed 45 days prior to a request for a leave of absence. Failure to comply with this policy will result in the member's account becoming inactive and subject to deletion.

A LOA is considered temporary. You should plan on resuming your minimum flight requirements within seven (7) days of the end of the LOA. If you feel you are unable to resume flight activity within the 7-day grace period at the end of the LOA, you should alert the staff at your earliest convenience. You will not be penalized for this action and may return without penalty when you are able.

Pilots who are on LOA who have not submitted an approved PIREP within seven days of the end of their LOA and have not requested an extension will be removed from the roster.

Pilots abusing LOAs will be removed from the roster. Any rehires will require staff approval. One common abuse is a repetitive cycle of 1 or 2 PIREPS and then a LOA to avoid minimum flight requirements.

It is imperative that your email address matches your email address in your pilot profile for the staff to contact you.

## Flight Logs

Allegiant Virtual pilots must use our vaBase ACARS software to log flights unless the flight is conducted on the VATSIM Network with a link provided to verify the flight. Pilots will also have the option to file flight reports manually in the event the vaBase ACARS software failed to record the flight.

Except for charter flights or online events, pilots are only permitted to receive logged flight time if the flight took place using a flight posted in the Allegiant Virtual flight

schedule, a real-world Allegiant flight, or a designated Maintenance/Repositioning/Charter flight as documented by the pilot in the flight report.

Keep in mind, our schedules are provided by a third-party vendor and may contain errors. You may fly real-world flights not updated in the schedule; we just ask that you contact the staff should you come across an inaccurate flight. The submission of fraudulent PIREPS will result in the immediate termination of the user's membership with Allegiant Virtual.

Pilots are not required to depart from their previous arrival location, however where possible this only enhances realism. Pilots are free to select any flight from the schedules for use of logged flight time. Flight bids will remain active on a pilot's control panel for a period of twenty-four (24) hours. If no PIREP has been filed within that time, the bid will automatically be cancelled, and you will need to re-bid the flight.

While we have plenty of flights available, pilots are encouraged to bid only on flights that they believe can be completed within this time frame.

While we strive for realism, we understand that our members may have expensive addons and favorite aircraft they like to use. Therefore, pilots may fly the Airbus A319/A320/A321, McDonnell Douglas MD-80, or Boeing 757-200 for any flights, regardless of the scheduled aircraft. However, pilots flying aircraft other than what type is scheduled, will notice the Dispatch page will show whatever aircraft type is scheduled to fly that route.

Allegiant Virtual insists that our pilots operate in a professional manner and operated virtual safe flights. Flight logs that indicate a landing rate of -800 fpm or more may be rejected. Flight reports that indicate unusual flight times may also be rejected.

Pilots using anything other than Windows operating system or earlier versions of flight simulator software may file manual PIREPS. However, they must be flown online and provide a link as verification the flight was conducted.

### **vaBase Live ACARS**

The vaBase ACARS download is available in the Crew Center with instructions for use with your specific flight sim software (MSFS, P3D, or X-Plane). Once installed, the vaBase ACARS software is updated automatically so there is no reason to download new versions.

Before starting flights with vaBase ACARS, pilots must fill in the intended cruise altitude and flight plan route in the appropriate boxes. All other fields are automatically filled in if the pilot booked the flight from the schedules or if they filed with their simBrief credentials. The flight log will be automatically recorded once the aircraft is parked at the gate with the parking brake engaged and the engines shut down.

## **Online Flying**

We do not require that flights be flown online with the VATSIM, IVAO, or PilotEdge networks; however, we highly encourage our pilots to use these services which provide access to a world of simulated live ATC and other real traffic, enhancing your piloting experience.

When flying online, pilots may use either their Allegiant Virtual ID (AAY###) or the real-world flight number. Pilots who wish to receive awards for VATSIM hours are encouraged to use their Allegiant Virtual ID number for verification purposes. Allegiant Virtual is an official "VA Partner" of the VATSIM Network and pilots must include our website address [www.flyaay.com](http://www.flyaay.com) in the comments field of their VATSIM flight plan when flying online to be eligible for awards.

Regardless of which online network is used, all pilots must file a realistic IFR flight plan when conducting Allegiant Virtual flights online. In the spirit of realism, pilots are not allowed to fly direct GPS.

## **Maintenance/Repositioning/Charter Flights and Group Flights**

Just like our real-world counterpart, Allegiant Virtual Airlines conducts charter flights, repositioning flights, and maintenance flights to various destinations not published in the schedule. From time to time, we also sponsor online group flights on VATSIM as a way for our members to get to know each other and otherwise build camaraderie among our pilots.

For suggested Maintenance/Repositioning/Charter flights, please refer to our MRC Guide in the downloads section.

Pilots should add comments in the "Route" box within ACARS prior to logging in for charter flights or group flights not found in the schedule. Just type "MRC Flight" or "Group Flight" in the Comments box. Manual pilot reports are also acceptable for charters or online event flight.

## Standard of Conduct

We hold ourselves to a high standard of conduct and professionalism, both within the organization and the greater online flying community.

One of our core values is the concept of fair, equitable treatment and we strive to provide an environment where everyone is treated with dignity and respect. Any reported occurrence of inappropriate behavior by our pilots (either online, in the forums, or in interchanges between Allegiant Virtual members) may result in suspension, loss of seniority (to include all logged hours), and/or dismissal from Allegiant Virtual.

Falsification of information, especially a name or email address with an attempt to hide one's identity, is grounds for immediate deletion of the offending account(s) and for being banned from Allegiant Virtual. When using the Allegiant Virtual website and Discord, as well as when flying online and registered as an Allegiant Virtual flight, all pilots are subject to club standards.

The Allegiant Virtual Discord server exists to support the virtual airline community. As such, it is designed to serve as an electronic bulletin board for people who share a common love of aviation, flight simulation and Allegiant Air in particular.

Allegiant Virtual recognizes every pilot's right to free speech; however, the Allegiant Virtual Discord server and other services are privately owned and controlled. Members' use of these services is provided solely at the discretion of Allegiant Virtual Airlines and may be modified or revoked at any time.

Further, Allegiant Virtual reserves the right to edit or delete offending Discord posts without notification. Whether called manners, standards of conduct, or forum etiquette, a certain level of decorum is expected within this organization. The membership is comprised of a large group of pilots who come to us with varied backgrounds and perspectives. It encompasses literally everything from teenagers to elderly retirees, across the U.S. and from around the world.

Also, while most of our members are native English speakers and writers, English is a second or third language with varying levels of fluency for a percentage of the membership. All are welcome at Allegiant Virtual. Posting in our Discord server means a member accepts the policies articulated in this code of conduct without question or reservation, and that the member agrees that violation of these standards may result in removal and/or modification of posts and threads by designated moderators and possible further disciplinary action by the administration.

## **Discord Guidelines**

The Discord server is provided for the use and enjoyment of Allegiant Virtual members and prospective members.

Any behavior that infringes upon the use or enjoyment of any other member will be unacceptable behavior. Users will refrain from attacking one another or otherwise posting in a manner to incite anger, discontent or other behaviors that are not considered by the moderators to be acceptable.

Members may use Allegiant Virtual Discord rooms to discuss matters related to flight simulation, aviation in general, Allegiant Virtual or Allegiant Airlines. Off-topic posts are permitted only in the designated section.

## **Discord/Social Media Use Policy**

- You may not post anything about another Virtual Airline.
- You may not post any advertisements for other VA's, or events primarily sponsored by other VA's.
- You may not post anything not related to aviation in the general room sections.
- General non-aviation topics, except as otherwise restricted here, will be posted in the designated off-topic section.
- Sensational posting about real-world aviation accidents is not permitted. Participating in early speculation about an aircraft accident is also generally to be avoided. However, technical discussions of aviation accidents or incidents, based on factual NTSB reports or other credible source, for the purpose of education is generally permitted.
- If an Allegiant Virtual member is also a member of a VATSIM ARTCC or FIR and wishes to advertise an ARTCC or FIR event, it will generally be welcomed.
- Announcements for general events with wide participation are generally permitted, but approval of such announcements with Staff is preferred.
- You may not post or link to any kind of copyrighted material without obtaining permission from the copyright holder. This includes music.
- You may not post advertisements for merchandise for commercial sale or trade. This restriction does not include non-commercial single or small quantity offers to resell personally owned items.
- You may not make posts critical of the real Allegiant Airlines.
- You may not make posts that knowingly contain information that is not factual.
- You may not make posts that are not in the spirit of the regulations and mission of Allegiant Virtual Airlines.



## Prohibited Conduct in Communications

- Offensive language directed at staff or other pilots.
- Pornographic links or material.
- Posts deemed to represent an advertisement for a product. This does not prohibit a review or comment on a specific piece of flight simulation hardware or software, but those deemed to be advertisements by the staff will be deleted.
- Any debates or remarks that may offend pilots' religious or local customs.
- References, or links, to illegal software or cracks/patches that permit use of software not obtained legally.
- Any posts of a political nature.
- Posts that are considered non-contributory to the general well-being of the Allegiant Virtual community.

When flying online, communications with controllers and other pilots will be in a professional, courteous manner.

Reports of behavior which does not meet these standards or detracts from Allegiant Virtual's reputation may result in disciplinary action, to include dismissal.

Communication with any member of Allegiant Virtual's staff is subject to the same standards applied to forum posts. Emails or instant messages deemed to violate those standards, or any attempt to "spam" any Allegiant Virtual's email account, will result in immediate dismissal.

Allegiant Virtual is committed to equal treatment without regard to race, color, gender, religious preference, or country of origin. Any person found harassing another member of the Allegiant Virtual community is subject to immediate dismissal.

## Privacy Policy

The purpose of this Privacy Statement is to inform you about the types of information we might collect about you when you visit our Site, how we may use that information and whether we disclose that information to anyone.

## Where We Are

Allegiant Virtual Airlines can be reached at <https://www.flyaa.com/>. This is the only web address will you be able to access our servers.

## **What Information We Collect and How We Use It**

Any information we collect on our site generally falls into the Personally Identifiable Information category. This information includes your real name, e-mail address, country, password, age and VATSIM ID number.

## **Sharing Your Information**

Except as disclosed in this Privacy Statement, we do not sell, trade, rent, or otherwise re-transmit any Personally Identifiable Information we collect online unless we have your permission. Any Personally Identifiable Information you provide to us will be used to identify your account on our platform.

From time to time, we may be required to provide Personally Identifiable Information in response to court order, subpoena, or government investigation. We also reserve the right to report to law enforcement agencies any activities that we in good faith believe to be unlawful. We may release Personally Identifiable Information when we believe that such release is reasonably necessary to enforce or apply our Limited Warranty or to protect the rights, property, and safety of others and ourselves.

## **Links to Other Web Sites**

Links to third-party Web sites may be provided solely for your information and convenience, or to provide additional information for various other goods and services. If you use these links, you will leave our Site. This Privacy Statement does not cover the information practices of those Web sites linked to our Site, nor do we control their content or privacy policies. We suggest that you carefully review the privacy policies of each site you visit.

## **Changes to This Statement**

Any updates or changes to the terms of this Privacy Statement will be posted here on our Site and the date of the newest version posted below. Please check back frequently, especially before you submit any Personally Identifiable Information at our Site, to see if this Privacy Statement has changed.

By using our Site, you acknowledge acceptance of this Privacy Statement in effect at the time of use.

## **Fees/Dues**

Allegiant Virtual Airlines is completely free for everyone. We do not require fees or dues for membership, nor will we ever solicit donations on behalf of Allegiant Virtual. If anyone contacts you requesting donations or demanding fees on behalf of Allegiant Virtual, do not respond as it is fraudulent activity.

## **Contact Us**

If you have any concerns about our use of your information or about this Privacy Statement, please send an e-mail to [admin@flyaay.com](mailto:admin@flyaay.com).

We will make every reasonable effort to address your concerns and remedy any problems you bring to our attention.

## **Legal Disclaimer**

Allegiant Virtual Airlines and its partners are not affiliated with Allegiant Airlines or any other real-world airline. Allegiant Virtual Airlines is a wholly owned non-for-profit entity operated as a fictional or "virtual" airline. Allegiant Virtual Airlines is an organization instituted to enhance the enjoyment of the flight simulation hobby and is not interested in engaging in for-profit business activity.

Allegiant Virtual Airlines has instituted a privacy policy for the VA that is simple: We will not collect any personal information about our pilots for use by third-party entities. In applying for Allegiant Virtual Airlines, pilots must use their real names and provide us of your date of birth to comply with U.S. federal law. The information we collect will be used specifically for the purpose of the hiring and membership process. All information collected will be used for that purpose. No person under the age of 13 years will be granted membership to Allegiant Virtual Airlines.

Allegiant Virtual Airlines will store demographics information collected from our pilot applications, so that we may provide pilots with the best programs. Allegiant Virtual Airlines does not collect personal information for any other purposes. Some information provided from pilot applications (name, join date and country of residence) may be displayed on the public pages of the Allegiant Virtual Airlines web site.

When your account is approved, Allegiant Virtual Airlines will use your real name, e-mail address, country, birthdate, and VATSIM/IVAO ID for Allegiant Virtual Airlines purposes only. This personal information will be stored on our web servers, and any other

personal information provided can only be accessed by the Allegiant Virtual Airlines administrative staff.

All information provided is not given to any private organizations or private persons, in accordance with current federal and international laws.

Because Allegiant Virtual Airlines website may contain links to other sites, please be aware that Allegiant Virtual Airlines is not responsible for the privacy practices of such other sites. Allegiant Virtual Airlines encourages its users to be aware when they leave our site to read the privacy statements of each web site that collects personally identifiable information. This privacy statement applies solely to information collected by this web site.

Allegiant Virtual Airlines does not condone the use of pirated software or material of any kind and takes seriously the use or transfer of pirated software and/or information, including serial numbers/passwords, through any channels presented by Allegiant Virtual Airlines such as: Facebook, Email and Discord. If a member is found to be in breach of this policy, the member will be terminated, and the details of the piracy transaction communicated to the software developer and/or re-seller.