



15<sup>nd</sup> February, 2014

# Policy and Operations Manual

## Introduction

SkyDream is a Virtual Airline which is a free non profit, non commercial organization for use with Microsoft's Flight Simulator, we support FS2004 ie fs9, FSX and X-Plane.

If you want to challenge yourself then we use a flight performance scoring system which after every filed flight using our custom tracking system will analyze your flight performance and score your flight based on a number of set parameters unlike many other VA's.

SkyDream Airlines has, at this time, more than 30 members, some of which are teenagers and some real world captains.

When you register for SkyDream Airlines you confirm that you have read this document and that you agree with everything stated.

SkyDream Airlines will be a place for virtual aviators off all nationalities, religions and ethnic backgrounds.

**Yours and ours,**

**SkyDream Virtual Airlines**

## Pre Registration Terms and Conditions

SkyDream Virtual Airlines accepts pilots from all backgrounds and experience levels, from real-world captains to a flight sim novice.

At the same time, we have certain requirements which are stated below.

1. You the applicant must own a legal copy of Flight Simulator 2004, FSX or X-Plane.
2. You the applicant must be 13 years of age or over. **(No exceptions)**
3. You the applicant must submit real and true information on the application form.
4. Falsified information will render your account deleted upon discovery.
5. You must be courteous at all times while representing the VA and flying online.
6. You the applicant must have a unique VATSIM or IVAO ID and password.
7. The applicant must have a basic understanding of piloting skills, and can safely perform all of the following:
  - Taxi
  - Take off
  - Fly assigned heading, altitude and speed
  - Navigate properly depending on the flight Rules (VFR and IFR)
  - Fly a basic traffic pattern
  - Land as directed
  - Understand basic ATC phraseology.
  - Tune to different radio frequencies and effectively communicate with a controller
  - Answer a private message from a controller or supervisor.
  - Follow instructions from air traffic controllers.

## Registration Process

The registration process starts when the applicant starts an application available on our website after reading through the documentation provided.

Information that is required for a successful registration and it's public availability is reviewed in the Privacy Policy available on our website.

The human resources department reviews every successful application manually and decides if the applicant has met the required criteria and has the required skills to fly for SkyDream Virtual Airlines. Please allow up to 48 hours for our Human Resources Department to review your application. During certain times of the year, it may take even longer although the usual waiting time is less than 3h.

### Unsuccessful application

If the human resources department finds the applicant has not met the required criteria and/or doesn't possess the required skills, the applicants will receive a rejection e-mail. The rejection e-mail will not contain a reason for the rejection, but, if you are interested in Hearing about why your application has been rejected, you are free to e-mail our Human Resources Department. The applicant is welcome to sign up again after 30 days.

### Successful application

After the human resources department has approved the application, the applicant will receive welcome e-mail containing information about their membership. The confirmation e-mail contains important information on your membership and it is highly advised you read it carefully. The application is than successfully completed by logging-in to the site with the submitted e-mail/password combination.

## **Membership Policy**

SkyDream Virtual Airlines can suspend members for not following rules specified in this document. All decisions are subject to dispute. Disputes are to be submitted within 7 days of the decision to the Chief Executive Officer. After 7 days all disputes will not be taken into account.

SkyDream Virtual Airlines reserves the right to refuse any virtual pilots application for membership without cause or explanation.

Transfer hours can only be added to your account on your initial application and will not count towards your rank or status here at SkyDream Virtual Airlines.

You may fly on or off-line at SkyDream Virtual Airlines.

You may terminate your membership of SkyDream Virtual Airlines at any time by providing a written (email) notice of termination. Your account will be closed so you will no longer be able to access the forum, Team Speak or other password protected areas of the site.

Members who resign in good standing will have their account stored and will have an option to come back at any time in the future with all the hours restored.

## **Inactivity Policy**

Pilots that haven't flown in more than 30 days without submitting a Leave of Absence will be marked as inactive. Pilots marked as inactive may be removed from the roster without prior notice. Removed pilots will lose all acquired hours and ranks.

Pilots marked as inactive will not be able to self-reactivate the account. Instead, contact the HR Director for account reactivation. Pilots are advised to consider their possible real life commitments that may prevent them from retaining the newly reacquired active status. Pilots that have been deleted twice as a result of not following the inactivity policy are prohibited from joining the airline. We ask for dedication from our members in return for all the hard work we have put into SkyDream Virtual Airlines over the past years.

## **Flight Policy**

You must file your first pirep within 14 days of membership starting or the system will make your profile inactive and you will have to request a rejoin as described above.

The applicant must be able to complete 3 flights for SkyDream Virtual Airlines once every 30 days.

The approved call sign for Sky Dream Airlines is "SDAxxxx" example ("SDA001"), this format is to be used when flying online at all times and crediting your logbook accordingly.

Pilots may only credit hours to their logbooks that have been gained on an aircraft and route that is part of the SkyDream Virtual Airlines fleet and schedules.

All PIREPS are subject to approval by an admin before being entered in to your log book.

## **Forum Rules**

Forum rules are provided in the Forum Rules section of our forum. Please follow them and respect other members.

## **Privacy Policy**

Privacy Policy is available as a separate document on our website.