

# Membership & Community

- **Joining American Virtual**
  - Membership requirements and process
  - Pilot ranking system
- **Community Engagement**
  - Forums and social media presence
  - Events and group flights
- [Membership, Ranking, Pilot Requirements](#)
- [Code of Conduct & Community Engagement](#)

# Membership, Ranking, Pilot Requirements



## 3.0 Membership

AAVA does not require new members to have prior virtual aviation experience. However, because AAVA operates as an intermediate-level virtual airline, we expect new members to have a basic understanding of flight operations and air navigation. For this reason, all new pilots must successfully pass our entrance exam. The training materials provided prior to testing are intended to serve as a refresher on fundamental flight concepts. In addition, applicants are expected to understand the basic functionality of Microsoft Flight Simulator before joining.

Membership is free and open to individuals **thirteen (13) years of age or older**. American Virtual operates within the United States and must comply with the Children's Online Privacy Protection Act (COPPA). This law prohibits the collection of identifiable personal information from individuals under the age of thirteen. Under no circumstances will an applicant under this age be accepted. Any pilot found to have falsified their age will be permanently banned from AAVA.

When applying for membership, it is the applicant's responsibility to provide valid and truthful information. AAVA reserves the right to reject any application containing false or misleading information. All members are also required to maintain an active email address for communication purposes. Members whose email addresses become invalid are subject to removal from the AAVA roster.

**Notice:** AAVA will periodically issue announcements via email. **If an email address is found to be invalid during this process, the associated membership may be removed at our discretion.** It is the member's responsibility to ensure their email address remains current. Profile settings in the Crew Center must be updated whenever a change occurs.

All pilots are required to have, and maintain in good standing, a Discord account to remain active with American Virtual Airlines. The pilot must be registered in Discord and connected to the AAVA Discord Server. That pilot will be assigned to their respective hub channel. This is a crucial communication channel for the VA. **Pilots found in violation are subject to immediate account**

**suspension.** (See AOH Section 12 for the full policy.)

AAVA reserves the right to decline membership to any individual at our discretion, with or without notification or explanation regarding the decision.

### 3.1 Application Guidelines

Prospective members will be required to complete and submit an online application for membership via the “Join” link on the AAVA web site. Applications must be completed in their entirety pursuant to the instructions, rules and regulations located on the application and within this document.

### 3.2 Transfer of Hours

American Virtual will accept transfer hours from a previous virtual airline or hours logged on the VATSIM/IVA0 networks. New members may transfer hours from one (1) Virtual Airline of their choice or their total VATSIM hours, but not both. Virtual Airline transfer hours will be accepted at **forty percent (40%) value, up to a maximum of 300 hours.** VATSIM hours will be accepted at full (100%) value with no limit up to a maximum of 300 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.

Applicants requesting a credit for VATSIM hours must provide a valid VATSIM ID. Transferred hours count towards your American Virtual total hours, and as such counts towards your CAT ratings for aircraft availability. However, transfer hours do not count towards American Virtual achievement badges. Transfer hours should be declared on the application to join American 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.

Pilots requesting the addition of transfer hours after pilot accepted to airline should reach out to the respective hub manager to have those hours added. \*Hours submitted must be verifiable by our Human Resources division. In the comments section of your application, please indicate the organization you flew with to accumulate those hours and submit a direct link to a roster page that shows your full name and hours earned.

### 3.3 Rehires & Inactivity

Rehires to the organization are handled and processed directly by the Human Resources department.

The interpretation and application of this policy rests with AAVA executive leadership. In cases where circumstances arise that are not explicitly covered within this section, executive leadership retains the authority to determine appropriate action consistent with the intent of this policy.

Any member who voluntarily leaves the organization (without disciplinary action) may attempt to recover their account by requesting a password reset through the system. Members returning from a voluntary departure may be reinstated upon verification of their account.

Any member wishing to return after being removed for inactivity must reapply through the standard registration process. Pilots terminated for failure to maintain minimum flight activity and/or failure to comply with Leave of Absence procedures may be contacted by the Human Resources department to confirm the member's commitment to fulfilling the minimum activity requirements and understanding of Leave of Absence policies.

Once reinstated and returned to active status, all members are subject to the Minimum Flight Requirements outlined within this document.

**\*The decision to rehire inactive members remains at the sole discretion of the Chief Human Resources Officer (CHRO) and executive staff.**

### **3.3.1 Returning Pilot Conditions**

Pilots returning to AAVA after being archived due to inactivity may be subject to the following conditions.

### **3.3.2 Flight Hour Restoration**

If an account was deactivated due to inactivity, a returning pilot may be eligible to have **up to fifty percent (50%) of their previously accrued flight hours restored.**

Restoration of flight hours is not guaranteed. Executive staff may restore **any amount of prior flight hours, up to a maximum of fifty percent (50%),** at their sole discretion.

### **3.3.3 Training Requalification**

Returning pilots shall be required to **complete AAVA Academy training requirements,** including any required coursework, qualification flights, or check rides before being assigned to a mainline hub.

This determination will be made by **Human Resources in coordination with the Training Department.**

### **3.3.4 Prize Eligibility Waiting Period**

Pilots returning from inactivity will be **ineligible to receive prizes, awards, or competition winnings**, including but not limited to the annual Hub Ops competitions, promotional contests, or other events offering material prizes, for a period of **180 days** after being assigned to a mainline hub.

This policy exists to maintain fairness for pilots who have maintained continuous activity within the organization.

### **3.3.5 Rank Adjustment**

Returning pilots may have their **rank adjusted based on restored flight hours, training requirements, and current operational standards**.

Rank determination will be made by Human Resources and executive staff upon reinstatement and may differ from the member's previously held rank.

### **3.3.6 Hub Assignment**

Returning pilots will be temporarily assigned to the Academy training hub (KSAN) **upon reinstatement** until any required training, requalification flights, or check rides have been completed.

Hub assignment following reinstatement will be determined by **Human Resources and Operations leadership**.

### **3.3.7 Multiple Inactivity Events**

If a pilot account has been archived due to inactivity **two (2) times**, reinstatement for a third time will require approval from both the **Chief Operating Officer (COO)** and **Chief Executive Officer (CEO)**.

If a pilot is reinstated for a third time and subsequently becomes inactive again, the pilot will receive a **ban from rejoining the organization for a period of not less than one (1) year** from the date their account was archived.

Reinstatement following this period will require **executive review and approval** and is not guaranteed.

Repeated inactivity may also result in **loss of previously restored flight hours, rank adjustments, or additional training requirements** as determined by executive staff.

### **3.3.8 Executive Authority**

Executive leadership reserves the right to interpret and enforce this policy at their discretion when deemed necessary for the operational integrity of the organization.

### **3.3.9 Duplicate or Alternate Accounts**

Members are permitted to maintain **only one active AAVA pilot account**.

Creation of duplicate, alternate, or replacement accounts in order to bypass inactivity policies, disciplinary action, training requirements, or other organizational policies is strictly prohibited. Executive staff may merge, suspend, or permanently remove duplicate accounts when identified.

Any member found to have created or used an alternate account for the purpose of circumventing these policies may have **all associated accounts permanently removed from the organization at the discretion of executive leadership**.

### **3.3.10 Event Withdrawal & Competition Integrity**

Pilots may not intentionally resign, request archival, or otherwise remove themselves from the organization in order to avoid event rules, competition requirements, failed flight reports, or disciplinary review.

If a member leaves the organization while participating in an official AAVA event, competition, or challenge, the pilot may be **disqualified from the event and may be subject to additional reinstatement restrictions upon return**.

Executive leadership reserves the right to determine whether a departure was intended to circumvent event rules or competitive standings.

### **3.3.11 Account History Preservation**

A pilot's **disciplinary history, training status, event participation history, and prior administrative actions** will remain associated with the member's account upon reinstatement.

Reinstatement to the organization does **not erase prior warnings, training deficiencies, failed check rides, event penalties, or administrative actions** previously issued by AAVA staff.

### **3.3.12 Identity Verification**

Executive staff may request verification of a member's identity, prior account history, or previous membership status if there is reason to believe a pilot has created a duplicate account or is attempting to circumvent AAVA policy.

Failure to comply with such requests may result in **denial of reinstatement, account suspension, or removal from the organization**.

### **3.3.13 Reinstatement Waiting Period**

Executive staff may impose a **mandatory waiting period prior to reinstatement** when a member has repeatedly entered inactive status, voluntarily departed without notice, or

otherwise demonstrated a pattern of unreliable participation.

Such waiting periods will be determined at the discretion of executive leadership and do not guarantee future reinstatement.

## 3.4 Multiple Virtual Airlines

American Virtual recognizes that we cannot provide some virtual experiences to our personnel (747 service, cargo flights, GA, etc.) that can be provided elsewhere. Therefore, pilots are permitted to maintain relationships with as many virtual airlines as they desire. However, multi-airline membership does not serve as a waiver to any flight requirements with AAVA. Pilots must meet all minimum requirements for continued employment with AAVA.

To curtail any possible conflict of interest, all AAVA corporate leadership personnel are permitted to maintain relationships with other virtual airlines in the capacity as a pilot; service on another airline's staff is not permitted. Filing multiple PIREPS amongst several Virtual Airlines is strictly prohibited.

### 3.4.1 Pilot Adherence to Standards

Pilots are strictly prohibited from logging flight hours or filing PIREPs (Pilot Reports) with multiple Virtual Airline (VA) or similar organizations concurrently. This includes but is not limited to, recognized Virtual Airlines, flying clubs, or any organizations that functions similarly to a VA.

This policy intends to maintain the integrity of our operations and ensure accurate flight tracking. This policy helps avoid conflicts of interest and ensures that pilots are fully committed to upholding the standards of American Virtual.

For example: If a pilot flies a route from Boston to Washington, DC (a route available to both American Airlines and United) and is a member of AAVA and United Virtual, he/she may only file the subsequent PIREP with EITHER American Virtual OR United Virtual Airlines, NOT both. Should this behavior be noticed, the pilot may be terminated at the discretion of HR.

### 3.4.2 "Flying Club" vs. "Virtual Airline"

A Flying Club, for this handbook, is defined as an informal group of aviation enthusiasts whose activities do not include logging flights, filing PIREPs, or creating flight reports in an official capacity. Virtual Airlines, on the other hand, are organized entities that simulate real-world airline operations, require flight logs, and track flight performance in a structured manner.

If a flying club operates in a manner that mirrors the structure of a Virtual Airline (logging hours, tracking performance, etc.), it will be considered a Virtual Airline under this policy.

To eliminate any gray areas, here are some examples of what could be considered a violation from our perspective:

*A pilot logs flight hours with American Virtual and simultaneously with another Flying Club on the very same set of flights or concurrent flights.*

On the other end of the spectrum, a pilot would be considered compliant if they participate in a flying club that does NOT log hours or file reports with any structured system while maintaining all flight activity within American Virtual.

### **3.4.3 Appeal Process for Violations (If applicable)**

While the guidelines set forth above are straightforward, in the event a pilot believes a violation of Section 3.4 was unintentional or misinterpreted, they have the right to submit an appeal within seven (7) days of receiving the disciplinary notice. The appeal must include supporting documentation and a clear explanation of the misunderstanding. Appeals will be reviewed by HR department and final decisions will be communicated with 14 days.

## **3.5 Initial PIREP and Minimum Flight Requirements**

AAVA has set an initial flight requirement for all new hires within the organization. New members are required to submit their first flight report (PIREP) within the first **fourteen (14) days** of membership. If a new member fails to file a PIREP in the first two weeks of membership their account will be deleted.

We recognize that each AAVA pilot has activities outside of AAVA that affect their ability to fly on the flight simulator. So as not to interfere with those pilots whose time is extremely limited, we have developed a flexible flight requirement that will allow everyone to maintain their active status. To remain active and prevent a termination warning, a pilot must fly at least **one flight per 30 days**. Failure to meet this flight requirement will lead to a termination warning. If this happens, a pilot has **fifteen (15) days** to file a report before termination.

If unable to meet these requirements, a pilot can file for a Leave of Absence in their profile section. If pilot does not submit a report in **45 days**, the account is automatically retired.

### **3.5.1 Leave of Absence (LOA) Requests**

AAVA recognizes that members may face real-life obligations or circumstances that temporarily prevent from fulfilling their flight requirements. Pilots who need an extended break from flight operations can file a Leave of Absence (LOA) request.

### **3.5.2 Request Guidelines**

Pilots are eligible to apply for an LOA after completing a **minimum of 90 days** from their onboarding date. LOA requests shall be submitted through the pilot profile in the Crew Center and must include the expected duration of the leave, and a brief explanation for the absence. **All LOA requests will require a mandatory minimum of 7 days before the pilot can request to be reinstated to active status.**

### 3.5.3 Duration & Approval Process

LOA requests must be for a minimum of 15 days and can extend up to a maximum of **90 days**. Extensions beyond the initial 90 days are not automatically permitted but may be approved on a case-by-case basis. The approval of LOA requests, including any potential extensions, is at the sole discretion of the Chief Human Resources Officer (CHRO). A decision will be communicated via email with 48 hours of submission.

### 3.5.4 Returning from LOA

Upon returning from an LOA, pilots will automatically be reinstated to active status, provided they meet the conditions outlined in the Rehires & inactivity section. Pilots must meet the minimum flight requirements and **complete a PIREP within 14 days of returning** to retain their active status.

## 3.6 Pilot Profile

It is the responsibility of each pilot to ensure that contact information is correct and current in the Crew Center area of the website. If an attempted e-mail receives a "Mail Delivery Subsystem" return, and is not contacted by the pilot, AAVA can and will suspend the member. **Continued failure to update the contact e-mail may lead to termination.**

## 3.7 Membership Suspension

Failure to comply with AAVA Policies and Procedures (to include the attached Code of Conduct) is prohibited and may lead to a suspension from the organization. Should you receive a suspension notice, please contact your Vice President of Operations for more information. If necessary, Human Resources may intervene.

## 3.8 Terminating Membership









AAVA Corporate Leadership may terminate a member's membership at any time if required by the standards in this policy, for disciplinary reasons, or to protect the experience, safety, and integrity

of the organization. Human Resources will document the termination and update the member's status accordingly.

## 3.9 Ranking System

AAVA uses a ranking system to keep the simulation interesting, a source of motivation and provides another step for pilots to reach in their careers. New pilots joining AAVA will start off as a First Officer and will be able to work toward the highest rank. Pilots will be restricted to specific aircraft based on their rank. The ranking system is not designed to mirror any real- world ranking system but strives to foster participation and growth providing new privileges once higher ranks are obtained.

A visual chart of the ranking structure is provided on the following page for proper review and understanding:

Rank Title	Minimum Hours	Pay Rate/Hour	Can Fly	Rank Image
First Officer	0	\$65/hr	CRJ7, CRJ9, E175, E75L, E190, A319, A320, A21N, A321, B738, E145, CRJ2, A332, MD82, MD90, MD88, B717, MD83, L49, B733, AT72, B734, DH8C, B190, B38M, E135, E170, B737, B739, BC53, DC6, 5F34, B146, CRJX, A20N	
Captain	316	\$122/hr	B752, B763, A332, A333, MD11, L101, DC86, DC8, DC3, DC10, A306, A35K, B764, MD-1, B762, A359	
Senior Captain	801	\$168/hr	B772, B77W, B788, B789, B744, B742, B703, A388, B748, A340, B777, B78X	
Senior Command Captain	1001	\$195/hr	All the aircraft	
Executive Captain	2001	\$225/hr	All the aircraft	
Senior Executive Captain	3001	\$275/hr	All the aircraft	
Vice Admiral	4001	\$325/hr	All the aircraft	
Admiral	5000	\$425/hr	All the aircraft	

## 3.10 Promotions

The AAVA website automatically promotes members to the next ranking when they have satisfied the hours requirement for that rank.

## 3.11 Virtual Salary/Pay

AAVA utilizes a system of virtual pay to pilots that increases as the pilot is promoted to higher ranks. This pay is used to cover jump seat costs and to purchase items in the pilot shop.

*\*Note that this pay has no real value at this time, outside of AAVA and is used exclusively for simulation purposes.*

## 3.12 Resignation

AAVA recognizes that real-world circumstances may prevent participation. Members may resign their membership at any time by notifying the Vice President of Operations via e-mail or Discord direct message to the official Vice President of Operations account (as listed on the AAVA Discord server and/or AAVA Staff Directory). If resignation is submitted via Discord, the Vice President of Operations will document the resignation and notify Human Resources (CHRO) for official processing and recordkeeping. If a member resigns voluntarily and is not currently under disciplinary action, they remain eligible for rehire in the future at AAVA's discretion.

## 3.13 Conflict Resolution

If a member should find him/herself in conflict with another member of the organization or a member of Corporate Leadership, the member should utilize the following chain to resolve the situation:

“

- 1. Hub Manager**
- 2. Vice President of Operations**
- 3. Chief Human Resources Officer**
- 4. Chief Operating Officer**
- 5. Chief Executive Officer**
- 6. President**

Members are expected to enter the conflict resolution process in accordance with the following chain of communication (this is based on who the member conflicts with).

## 3.14 Hub Assignments

Upon registration, all pilots will be assigned to the hub of their choice or, in rare cases, to a hub of our choice based on operational needs. Pilots are welcome to transfer to any hub they choose, provided they remain at each hub for a minimum of **thirty (30) calendar days**. All hub transfers are at the discretion of the Chief Human Resources Officer.



# Code of Conduct & Community Engagement



## 4.0 Code of Conduct

To support our goal of providing the most realistic and enjoyable virtual aviation experience for every pilot, American Virtual (AAVA) has established a **General Code of Conduct**. This code sets the minimum standards of behavior required of all members. Its purpose is not to limit or restrict member activities, but to ensure that AAVA remains a safe, friendly, and enjoyable environment for everyone.

Submission of a pilot application and acceptance into the organization signifies your agreement to read, review, and comply with all components of the Code of Conduct. Failure to follow any section may result in disciplinary action, up to and including termination.

This code is not all-inclusive. No set of rules can address every possible situation. Members are expected to use good judgment and common sense in all circumstances. If a member conducts themselves in a disruptive or inappropriate manner, disciplinary action will be taken in accordance with the guidelines outlined in this document.

### 4.1 Our Core Values

Above all, AAVA is committed to building and maintaining an excellent reputation within the virtual aviation community, grounded in three core principles: **Professionalism, Integrity, and Trust.**

#### **Professionalism:**

We will uphold a professional atmosphere across all platforms, including our website, forums, and communication channels. Our operations will be conducted efficiently, respectfully, and in a business-like manner.

#### **Integrity:**

We will represent ourselves with honesty and provide truthful, reliable information regarding our operations and organizational goals. We will always maintain respect for others and conduct ourselves ethically in all interactions.

## **Trust:**

We will strive to operate an organization that the community can rely on. Likewise, we will extend trust to our members and the community without prejudice, fostering a supportive and respectful environment.

## **4.2 Code of Conduct Contents**

We recognize that differences of opinion will occur, and we encourage respectful discussion within the community. However, the following behaviors are classified as **unacceptable**. Participation in any of the activities listed below constitutes a violation of the AAVA Code of Conduct.

Members may **not**, under any circumstances:

- Use foul, abusive, or otherwise inappropriate language toward **any** member of the AAVA community through any form of communication (including forums, email, Discord, or other platforms)
- Defame, abuse, harass, stalk, threaten, or otherwise violate the legal rights of others
- Publish, post, upload, distribute, or disseminate inappropriate, profane, defamatory, infringing, obscene, indecent, or unlawful content in any AAVA venue (including pornographic or sexually explicit material)
- Upload files containing software or material protected by intellectual property laws (or rights of privacy or publicity) without proper authorization or consent
- Upload files containing viruses, corrupted data, or similar software designed to damage or interfere with another member's computer or system
- Restrict, inhibit, or interfere with another member's ability to utilize and enjoy AAVA communication services
- Harvest or otherwise collect personal or identifiable information about others (including email addresses) without their explicit consent
- Violate any applicable U.S. or local laws or regulations
- Engage in recruiting, advertising, or solicitation on behalf of another virtual airline or competing virtual aviation organization within AAVA-controlled platforms or communication channels, including direct or indirect messaging, unless expressly authorized by AAVA Executive Staff. This includes responding to inquiries, initiating conversations, or redirecting members to external virtual aviation organizations for the purpose of recruitment.

**Hacking, or attempting to hack, any AAVA online system will result in immediate termination of membership.**

### **4.2.1 Forums**

The forums are a place for friendly discussion, debate, and making new friends. They are not the place for inappropriate or aggressive arguments of any sort. Any persons found to be engaging in aggressive arguments on the forum will be subject to receipt of a code of conduct violation.

## 4.2.2 Discord

All members of the organization are welcome and encouraged to participate on Discord. While engaging in chats and discussions, you are expected to treat all members with respect. We support open conversation and free expression, including personal viewpoints, but members must recognize when a topic is inappropriate, escalating, or no longer suitable for the environment.

Comments that are derogatory toward any group—including, but not limited to, those based on race, sexual orientation, political or religious affiliation, gender, or nationality—will not be tolerated. Harassment, name-calling, excessive channel switching, spamming, or other disruptive behavior is strictly prohibited. Always aim to be positive, friendly, and helpful. Contribute to the community—do not detract from it.

If a conversation involves only a small group of members, please move to another channel. In general, each channel should maintain a single main conversation to avoid confusion and disruption.

Members who fail to follow Discord rules may be warned, removed from a channel, or temporarily banned from the server. The duration of any ban will depend on the severity of the offense. Abuse of Server Administrator (SA) privileges will result in immediate suspension.

Members using Discord must display their Pilot ID and the name registered with American Virtual as their Discord nickname (Example: **AAL123 John Smith**). Personal nicknames or names not registered with American Virtual are not permitted. Any member not in compliance will have their nickname changed to meet requirements or may be removed from the server. All actions taken will be documented in the pilot's personnel file.

## 4.3 Disciplinary Procedures

If any member intentionally violates any section of the AAVA Operations Manual or Code of Conduct, the following disciplinary actions will occur:

- **First Offense** --- A verbal warning will be issued by the member's Vice President of Operations. The VP will notify Human Resources of the action taken, and the incident will be documented in the member's personnel file.
- **Second Offense** --- A 14-day account suspension will be issued by the Chief Human Resources Officer. A written letter of reprimand will be provided to the member outlining the repeat violation and explaining the consequences of a third offense.
- **Third Offense** --- The member will be automatically suspended from the website, forums, Discord server, ACARS, and all other company-related resources pending review by the Disciplinary Board.

---

## Disciplinary Board Review

The Disciplinary Board, appointed by the CEO and rotated regularly, will meet within one week of the offense. The board will request the presence of the member on Discord in a private room. The

board will interview the member and consider any mitigating circumstances related to the violation.

Once the interview is complete, the board will determine the appropriate consequences, if any, and forward its recommendations to the Chief Operations Officer and Chief Executive Officer for review. The CEO will issue a final decision within 24 hours.

The CEO has the authority to impose any level of punishment up to and including termination. While the CEO will consider the board's recommendations, the final decision rests solely with the CEO. Once a decision has been made, the CEO will notify the Chief Human Resources Officer, who will contact the member to communicate the final outcome and implement the disciplinary action.

---

## **Member Participation**

If the member wishes to defend themselves or present evidence or testimony, they must meet with the Disciplinary Board on Discord. Email correspondence is not permitted.

If the member waives the right to an interview, they are acknowledging acceptance of whatever disciplinary action is imposed and understand that they will not be able to appeal the final decision.