

# American Virtual Operating Handbook

A comprehensive resource detailing our company's history, mission, values, organizational structure, and key operational policies. This book serves as a central reference for all corporate-related information, providing insights into our strategic goals, corporate governance, and employee guidelines.

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# Cover Page

# American Virtual



## Airline Operations Handbook

Revision 5.7  
December 2025

AAVA exists as a whole to be a community of virtual aviation enthusiasts who enjoy flight simulation using the varied versions of Microsoft Flight Simulator, Prepar3d, and X-Plane. All published virtual flight information (including charts, airport diagrams, flight schedules, etc.) is for the use of AAVA pilots in their simulation experience and is not to be substituted for use in real-world aviation.

AAVA is in no way associated with American Airlines Group Inc., its subsidiaries, or affiliates. The AAVA website is not for any commercial purpose. AAVA is a non-profit entity and does not generate any revenue. American Virtual publicly accessible website cannot accept or allow consumers to purchase actual airline tickets.

# Corporate Introduction

- **Overview of American Virtual**
  - Brief history and establishment
  - Mission and vision statements
  - Core values

# Preface



Date: December 2025

From: President Sean Jackson, American Virtual Airlines (AAVA)

**To: All American Virtual Members**

**Subject: Airline Operations Handbook 5.7**

## Introduction

The staff and management of American Virtual Airlines (AAVA) remain committed to enhancing the experience of flight simulation enthusiasts by providing a realistic representation of American Airlines operations. We recognize that our pilots fly for a variety of reasons. Many participate to further develop a hobby, while others—including the numerous real-world pilots within our community—may wish to refine and practice their professional skills.

Regardless of motivation, we pledge to provide our pilots with the resources and support needed to get the most out of their experience with AAVA.

This manual is designed to communicate the policies and procedures that govern the day-to-day operations of the organization. Every effort has been made to ensure that it contains useful and applicable information relevant to the many facets of AAVA. If any policy is unclear, or if a specific issue is not addressed, please contact your Vice President of Operations for further assistance.

Due to the diverse nature of our operations, this manual cannot address every unique situation that may arise. Ultimately, your success as a virtual pilot will depend on a combination of acceptable practices, sound judgment, and common sense.

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## Applicability

The policies and procedures outlined in this manual apply to all AAVA personnel. Acceptance into the organization and use of its systems signify your agreement to review and abide by the guidelines contained herein.

The Chief Operating Officer is responsible for maintaining this manual. Any changes must be approved by the President/CEO prior to implementation.

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## Cancellation

This document supersedes and cancels the **Airline Operations Handbook, Version 5.6.2.2 (Released October 2024)**.

**Sean Jackson**  
**President | American Virtual**

# Organizational Structure

- **Corporate Governance**
  - Board of Directors
  - Executive Team

# Legal Information & Disclosures



## 1.0 Legal Information & Disclosures

### 1.1 Real World Affiliation and Copyrights

American Virtual Airlines (AAVA) is a **virtual airline**. The organization is not a real-world airline, nor does it operate physical offices at any “Headquarters” or “Hub” locations. AAVA does not hire individuals for real-world employment in any capacity. The organization exists solely as a community of virtual aviation enthusiasts who participate in flight simulation using various platforms, including Microsoft Flight Simulator, Prepar3D, and X-Plane.

All published virtual flight information—such as charts, airport diagrams, flight schedules, and related materials—is intended **exclusively for use by AAVA pilots within their simulation experience** and must **not** be used as a substitute for real-world aviation resources or real-world flight operations.

AAVA’s purpose is to provide entertainment and educational opportunities to its voluntary members. Any similarities between AAVA operations or documentation and those of actual airlines are coincidental and are not intended to violate any copyrights, trademarks, or other protected intellectual property. All American Airlines logos and trademarks displayed on the AAVA website remain the property of American Airlines.

AAVA is not affiliated with, endorsed by, or associated in any way with American Airlines Group Inc., its subsidiaries, or its affiliates. The AAVA website is not used for any commercial purpose. AAVA is a non-profit entity and does not generate revenue. The publicly accessible AAVA website does not provide the ability to purchase real airline tickets, nor does it contain booking systems or schedules that could reasonably be interpreted as real-world commercial offerings. Individuals wishing to purchase American Airlines tickets should research pricing, itineraries, and availability through legitimate American Airlines channels.

### 1.2 AAVA Copyright Statement

No part of the AAVA website design or layout may be reproduced or transmitted in any form or by any means, whether electronic or mechanical. This includes, but is not limited to, photocopying, recording, reproduction, or electronic storage. Any such action constitutes a copyright infringement and theft of intellectual property owned exclusively by American Virtual.

The AAVA website clearly disclaims any affiliation with or endorsement by American Airlines and is not a commercial website. We do not use American Airlines trademarks in a manner that suggests ownership, sponsorship, or endorsement by American Airlines or any related entity.

# Corporate Leadership Structure



## 2.0 Corporate Leadership Structure

The AAVA corporate leadership structure is designed to make clear the responsibilities of each staff member. A fully developed administrative website management system allows us to have a smaller executive team fully committed to developing an excellent pilot experience.

The AAVA Human Resources department is currently predicting continued organizational growth, so new/modified staff positions will likely be created as we are continually re-evaluating the level and quality of service provided to our pilots.

Our corporate leadership team does not subscribe to the idea that the responsibilities of management simply revolve around administrative upkeep; we believe that our responsibility is to serve the needs of our pilots. Each staff member strives to provide excellent service through intelligent leadership and focus on operating within a sound virtual business model.

The current corporate leadership structure is comprised of three divisions:

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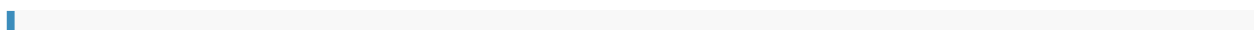
- **Administration**
- **Operations**
- **Human Resources**

**There are currently five management levels:**

- **President**
- **Chief Executive Officer**
- **Chief Operating Officer**
- **Vice President**

## 2.1 Corporate Structure

### Executive Management Team



- **President**
- **Chief Executive Officer (CEO)**
- **Chief Operating Officer (COO)**

#### **Operations Management**

- **Vice President of Operations (VP)**
- **Chief Training & Development Officer (CTDO)**
- **Director of Events/Events Coordinator (DEC)**

#### **Administration & Human Resources Support**

- **Chief Human Resources Officer(CHRO)**
- **Vice President of Public Relations (VP)**

### **2.1.1 Executive Management Division:**

President: The President & Chairman is responsible for the overall development and oversight of American Virtual. He/she leads the Executive Management Team, guiding the creation and implementation of policies, procedures, and strategic goals across the company. The President & Chairman ensures that corporate initiatives are successfully executed for long-term success.

They establish and adjust the organizational leadership structure as needed, delegating authority across the company and ensuring that all staff have the resources required to succeed. Regular communication with the Executive Management Team is essential to align strategic goals with daily operations.

The President & Chairman has ultimate authority over hiring, suspending, promoting, and terminating senior personnel, as well as resolving personnel issues. Their leadership fosters a culture of accountability, innovation, and performance.

#### **Staff who report to the President (in some cases, may be the same person):**

- “ • **Chief Executive Officer (CEO)**
- **Chief Operating Officer (COO)**
- **Chief Human Resources Officer (CHRO)**
- **Chief Training & Development Officer (CTDO)**

Directly responsible for the continuing development and administrative oversight of the

organization. He/she leads the Executive Management Team that is charged with developing policies and procedures, and is responsible for strategic planning of goals, objectives, and operations within the entire enterprise. Through their influence and leadership, the CEO also is responsible for overseeing the implementation and ensuring long-term success of the decisions and programs developed by corporate leadership.

The CEO establishes and maintains the corporate leadership structure (modifying it as organizational needs evolve) and delegates authority to all staff members. He/she communicates with members of the Executive Management Team to ensure that AAVA staff members are carrying out their responsibilities as outlined within this manual. In doing so, the CEO is responsible for providing the tools and resources necessary for staff to succeed in their duties.

The CEO maintains the overall responsibility and authority to hire, suspend, demote, and terminate personnel (staff and pilots) and is authorized to hear and determine a course of action on all personnel complaints.

### 2.1.2 Operations Division:

The Chief Operating Officer (COO) is appointed by the CEO and is responsible for managing of day-to-day operations (Events, Schedules, Route Development, Fleet, and Hub Operations) of the organization. He/she is a member of the executive management team and assists with the development and achievement of all organizational goals.

The COO's primary function is to ensure that the airline runs smoothly. He makes executive decisions regarding matters such as the purchase of additional modules from suppliers, or the creation of new modules as needed to support the organization. Is intimately aware of all functions of the airline crew center and has authority to make changes to the crew center as functionally needed.

#### “ Specific Responsibilities include:

- Overseeing and directing hub/focus city activities and ensuring compliance with company directives and policies.
- Recommending the modification of existing or implementation of revised policies, procedures and programs based on operations/organizational status.
- Working with the Director of Corporate Events to organize and release new events.
- Working with the Director of Training Operations to provide up-to-date operations information.
- Ensure the technological needs of the pilots are being met across the organization as a whole.

#### Staff who report to the COO:

- **Vice President of Hub Operations (VP)**
- **Chief Training & Development Officer (CTDO)**
- **Director of Corporate Events (Events Coordinator) (DEC)**

The Vice President of Operations (VP-Ops), appointed by the CEO or COO, is responsible for overseeing the entire Hub Operations division. The VP-Ops has the authority, in collaboration with Human Resources, to hire, manage, and, if necessary, relieve assistants and Hub Managers of their duties. The VP-Ops may also serve as a Hub Manager when needed. This role reports directly to the Chief Operating Officer.

#### **Key responsibilities include:**

Organizing and leading staff meetings, utilizing Discord to communicate effectively with Hub Operations staff and pilots as required.

Assisting Hub Operations personnel with issues related to flight operations and airline procedures. Collaborating with executive management to resolve pilot conflicts or situations, ensuring that solutions align with company policies and the Code of Conduct.

#### **Specific responsibilities include:**

Organizing and leading staff meetings utilizing Discord to communicate with Hub Operations staff and pilots, as necessary. Aiding all Hub Operations personnel regarding any issue related to flight operations and airline procedures. And communicating with executive management regarding pilot conflicts/situations and working to find and implement an acceptable solution within the confines of policy and code of conduct.

#### **Staff who report to the VP-Ops:**

- “ • **Hub Managers**

The Chief Training and Development Officer plans, directs, and coordinate programs to enhance the knowledge and skills of the organizations crew. They also oversee a staff of training coordinators.

The Chief Training and Development Officer oversee training programs, staff, and budgets. They are responsible for organizing training programs, including creating or selecting course content and materials. Training often takes place in the form of a video, self-guided instructional manual, or online application and delivered through a computer, tablet, or other hand-held electronic device. Training may also be collaborative, with crew informally connecting with experts, mentors, and colleagues, often through social media or other online mediums. The CTDO must ensure that

training methods, content, software, systems, and equipment are appropriate and meaningful.

To enhance crew skills and an overall quality of work, The Chief Training and Development Officer often confer with managers of each department to identify its training needs. They may work with top executives to identify and match training priorities with overall business goals.

### **Staff who report to the CTDO:**

#### **“ • Training Coordinators**

Vice President of Public Relations / Director of Corporate Events (Events Coordinator) (VP): Is charged with maintaining all internal and external communications. To execute the enhancement of AAVA’s external image and perception, the DPR utilizes a diverse mixture of organizational announcements, public press releases, and external publicity for AAVA. In addition, the DPR is responsible for researching, identifying, and implementing creative and innovative methods for promoting AAVA. The DPR also develops, implements, and maintains the corporate brand identity of the organization. To promote the overall brand, he/she is responsible for locating potential alliances/partnerships with other VA’s or virtual aviation entities (including VATSIM groups) and working to develop the details of those partnerships.

#### **2.1.2.1 Staff Compensation and Accountability:**

To support the operational demands placed on leadership roles within AAVA, a structured Staff Compensation and Accountability system has been implemented. This system is designed to align expectations with tangible recognition, while ensuring consistency, transparency, and accountability across all hub operations and support functions.

Staff roles within AAVA require a significant investment of time and effort beyond normal pilot activity. Responsibilities such as event planning, pilot engagement, operational coordination, and administrative oversight often reduce the amount of time staff are able to dedicate to personal flying. This system exists to provide fair and consistent compensation for that time, while reinforcing the expectations associated with each role.

#### **Compensation Structure**

Eligible staff roles are assigned a monthly flight hour stipend based on their position within the organization. These stipends are applied automatically on a monthly basis through the administrative system.

The current structure is as follows:

- Hub Managers (HM): 12 hours per month
- Assistant Hub Managers (AHM): 8 hours per month

- Event Officers: 8 hours per month
- Specialty Roles: 8 hours per month

A maximum cap of 20 hours per month per individual is enforced across all roles to maintain balance and prevent overlap or abuse.

In addition to monthly stipends, certain roles may receive advancement-based hour adjustments when required to align rank with position responsibilities. These adjustments are granted at the discretion of executive leadership and are tracked within the system.

### **System Tracking and Control**

All staff-related hour adjustments, including monthly stipends, advancement grants, and manual adjustments, are recorded through a centralized ledger system within the administrative panel. This ensures full visibility, consistency, and auditability of all transactions.

Authorized administrators retain the ability to reverse or adjust entries as necessary to maintain accuracy and enforce policy.

### **Performance and Accountability**

Monthly stipends are directly tied to active participation and fulfillment of role responsibilities. Staff members are expected to remain engaged, communicative, and actively contributing to their assigned areas of responsibility.

Failure to meet expectations may result in the withholding of monthly stipends and, if necessary, further review of role assignment.

This system is not intended to function as a passive benefit, but rather as a structured mechanism to support and reinforce consistent leadership performance across the organization.

### **Role Alignment and Eligibility**

Only staff members formally assigned and tagged within the Staff Permissions system are eligible for automated stipends. Roles not designated within the system are managed manually at the discretion of executive leadership.

It is the responsibility of Operations leadership to ensure that all staff members are properly assigned, aligned, and maintained within the system to reflect their active role.

#### **2.1.2.1.1 Staff Performance Expectations**

All staff members receiving role-based compensation are expected to actively fulfill the responsibilities associated with their position. The monthly stipend is contingent upon consistent participation and contribution to the organization.

At a minimum, staff members are expected to:

- Maintain an active presence within their assigned hub or functional area
- Engage with pilots through communication, support, and general visibility
- Participate in or support VA-wide initiatives, events, or operational objectives
- Execute the core responsibilities associated with their assigned role

Hub Managers and Assistant Hub Managers are additionally expected to:

- Drive engagement within their hub through consistent communication and activity
- Support and mentor pilots within their hub
- Ensure alignment with organizational directives and operational standards
- Coordinate with Operations leadership as required

Event Officers and Specialty roles are expected to:

- Actively perform the duties associated with their assigned function
- Contribute to the overall operation and engagement of the VA through their area of responsibility
- Maintain communication with leadership regarding progress, needs, or issues

Failure to meet these expectations may result in the withholding of the monthly stipend for the applicable period. Continued inactivity or lack of participation may result in removal from the assigned role at the discretion of Operations leadership.

This standard is in place to ensure that all compensated staff positions remain active, engaged, and aligned with the operational goals of AAVA.

### 2.1.3 Human Resources Division:

The Chief Human Resources Officer (CHRO) provides leadership and direction for all Human Resource functions within the organization. He/she ensures the development, implementation, and enforcement of HR policies and procedures aligned with corporate goals.

**“ Key responsibilities include monitoring HR operations and delegating tasks to the Director of Personnel as necessary. The CHRO is also responsible for overseeing the conflict resolution process and addressing any issues or violations related to organizational policies, including the Code of Conduct, in a timely and professional manner.**

Additionally, the CHRO collaborates with the Chief Training and Development Officer, supervising the onboarding of new Pilots and ensuring that all training and development needs are met. The CHRO works closely with Operations teams to ensure proper documentation and compliance with

actions taken by senior leadership, including VPs and Directors.

### **Staff who report to the CHRO:**

#### **“ • Vice President of Public Relations (VP-PR)**

The VP-PR reports to the Chief Human Resources Officer and is responsible for day-to-day employee issues. Duties include the management of new pilot applications, fourteen (14), thirty (30) and sixty (45) day flight warnings, terminations, and retirements, assisting with LOAs and managing hub transfers. Additional duties may be required as determined by the CHRO.

#### **Vice President of Public Relations (VP-PR)**

The Vice President of Public Relations is appointed by the CHRO and is charged with maintaining all internal and external communications. To execute the enhancement of AAVA's external image and perception, the DPR utilizes a diverse mixture of organizational announcements, public press releases, and external publicity for AAVA (and applicable activities/events). In addition, the DPR is responsible for researching, identifying, and implementing creative and innovative methods for promoting AAVA.

The VP-PR also develops, implements, and maintains the corporate brand identity of the organization (graphically and styling of content). To promote the overall brand, he/she is responsible for locating potential alliances/partnerships with other VA's or virtual aviation entities (including VATSIM groups) and working to develop the details of those partnerships to submit to the CEO for consideration.

## **2.2 Staff Vacancies**

If there is a vacancy in the Corporate Leadership team, an announcement will be made to the organization by the CHRO in two ways.

- “ • A post in the news section on the dashboard will be made.**
- A posting for the position will be placed in the Careers section of the website.**

If deemed necessary, the vacancy may be announced on third-party industry websites. Applicants must apply for desired position through the Careers section of the website. Once application has been received, the CHRO will review and document that the pilot applied for a position. (Requirements for the resume will be frequently updated on the HR forums) Upon receipt of a qualified candidate, the CHRO will forward the resume on to the appropriate hiring manager. The hiring staff member will conduct a required interview with the candidate (preferably via Discord, alternatively through a written response to submitted questions). At the conclusion of the interview process, the hiring staff member will notify the CHRO, COO, and CEO of the selection. Once the hire is approved by Executive Management, the VP-PR will release an announcement via the news section of the website as well as an email to all members and the new hire will be granted all website and forum rights needed to execute his/her position.

## 2.3 Domicile (Hub) Operations:

AAVA emulates the flight operations of American Airlines Group and its subsidiaries by maintaining the same domicile structure. We offer our pilots an opportunity to select their domicile (if available) and later transfer to others. Between our ten hubs, our pilots can experience domestic and international flight operations. The current hub cities include:

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- **Charlotte/Douglas International Airport (KCLT), Charlotte, North Carolina**
- **Chicago - O'Hare International Airport (KORD), Chicago, Illinois**
- **Dallas/Fort Worth International Airport (KDFW), Dallas, Texas**
- **Los Angeles International Airport (KLAX), Los Angeles, California**
- **Miami International Airport (KMIA), Miami, Florida**
- **New York's John F Kennedy International (KJFK), Queens, New York**
- **New York's LaGuardia Airport (KLGA), Queens, New York**
- **Philadelphia International Airport (KPHL), Philadelphia, Pennsylvania**
- **Phoenix Sky Harbor International Airport (KPHX), Phoenix, Arizona**
- **Washington's Regan National (KDCA), Arlington, Virginia**

# 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



## 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/IVAO 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, SF34, 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.

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## 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.

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## **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.

# Flight Operations

- **Scheduling and Routing**
  - How flight schedules are created
  - Popular routes and destinations
- **Pilot Training and Standards**
  - Training programs
  - Performance standards and evaluations

# Flight Operations



## 5.0 Flight Operations

American Virtual (AAVA) does not place undue pressure on its members. We recognize that individuals can only dedicate a limited amount of time to this hobby. To support continued participation while maintaining organizational activity levels, we have established reasonable minimum flight requirements that must be met in order to remain an active pilot.

Each pilot is required to complete **a minimum of one flight every 30 days**.

If you fail to meet this requirement, a system-generated warning will be sent to the email address on file. Once placed on termination warning, you will have fourteen (14) days to submit a flight report, which will be monitored by your Hub Manager. If no flight has been logged after forty-five (45) days, your account will be automatically retired. You will receive a system-generated email notification informing you of this change.

If you know in advance that you will be unable to meet the flight requirement, you must request a **Leave of Absence (LOA)** through your profile.

We want to work with our pilots to help them remain active; however, it is the pilot's responsibility to maintain communication with hub management to determine the best path forward.

**The submission of fraudulent PIREPs will result in the immediate termination of membership with AAVA.**

### 5.1 Schedule

As our name suggests, American Virtual strives to mirror American Airlines flight operations as realistically as possible. This includes utilizing a real-world, current schedule of flights from American Airlines and its subsidiaries. For flight hours to count, pilots may only operate flights that are listed in the current AAVA schedule. The schedule can be accessed by selecting **"Start a Flight"** on the main Crew Center page or by choosing **"Schedules"** or **"Live Schedules"** from the left menu.

Each quarter, we update our database by pulling live flight information from FlightAware for American Airlines and its direct subsidiaries. While the schedules are accurate at the time they are obtained, they may lose accuracy depending on changes in real-world airline operations.

Using the **Schedule Bid** page in the Crew Center, you can search for flights that depart from your current location (the last airport where you landed) and add them to your bid list. Once you identify a flight, we strongly recommend selecting **"Add to Bid"** first to reserve the flight, then creating the **"Pilot Brief"** via SimBrief to obtain accurate flight information and receive dispatch paperwork, closely mirroring real-world procedures. This briefing will provide specific details regarding your flight including route, fuel, departure time, maps, weather, and more.

**NOTE:** Please, remember that in order to place a BID or REMOVE a BID, the Pilot needs to be at the departure Airport. If the Pilot isn't at the departure Airport, it will not be possible to remove the BID from the system.

American Virtual does not require you to fly your scheduled flight at the real-world departure time. You are free to complete the flight at any time of day or night based on your personal preference. However, American Virtual does keep track of your "On-Time" percentage. Regardless of the flight you book, ensure that your simulator time coincides with the time generated by SimBrief.

## 5.2 Jump Seat

To enhance the operation's realism, the system recognizes the last arrival and will only display flights from that airport. Pilots have the option of departing from the airport where they last arrived or purchasing a Jump Seat Ticket for a fee to move to another location.

Purchasing a Jump Seat Ticket allows pilots to leave their last arrived location and be able to bid on a flight leaving from a different airport. The employee rate for Jump Seat Tickets is \$0.25/nautical mile, which will be automatically deducted from your earnings. The previous time to get to the new location was 1 second/nautical mile, with the launch of the new Crew Center, this is now instant.

Pilots will not be allowed to purchase a Jump Seat Ticket in the event they have not earned enough money although in our experience that is extremely unlikely.

If there are no flights available for the pilot's current rank at the arrival location, the pilot will be able to jump seat to a different location free of charge.

## 5.3 Livery Selection

As our name suggests, we strive to mirror the American Airlines flight operations in as realistic a manner as possible. This includes flying American Airlines branded aircraft (or one of the other Codeshare airlines currently in our schedule).

Pilots incur the risk of the flight report being rejected without warning if a report is found using a livery from an airline, not in our schedule, or one that does not correspond to the flight. There are many resources online as well as in our own downloads section to find and retrieve free American Airlines liveries (or subsidiaries and Codeshares), leaving truly little reason for an excuse.

## 5.4 Codeshares

American Airlines is a member of the **oneworld** alliance. We partially simulate this relationship through the inclusion of codeshare flights within our schedule. All flight numbers in the AAVA

system will begin with **AAL** (American), **CAR** (American Cargo), **HER** (Heritage Schedule), or **AAC** (American Airlines Charters). However, decoding the flight number will allow you to determine which airline is actually operating the flight.

For your convenience, please refer to the table below:

AALx-2xxx - Mainline American	AAL77xx - GOL (Gol Transportes Aereos)
AAL3xxx-5xxx - American Regional Carriers	AAL84xx - Japan Airlines
AAL6xxx - British Airways	AAL85xx - Air Nostrum
AAL72xx - Royal Jordanian	AAL87xx-88xx - Iberia
AAL73xx - Qantas	AAL89xx - Cathay Pacific
AAL75xx - Alaska Airlines	AAL9xxx - Finnair

With that in mind, the table above is for reference only and there may always be schedule variations or different airline representations. For more information about any specific flight, we recommend checking either FlightAware or flightradar24. Schedules also change very rapidly, sometimes daily. If you happen to find a schedule that exists in the real world, but it is not present in our systems, please use the appropriate Discord channel.

**Also, for programming convenience, we always use 9XXX numbers for our "Adventures" schedules.**

## 5.5 Model Selection/Substitutions

All flights in our schedule specify which model is to be flown for the flight. While there are many resources online to download freeware aircraft, we will allow some substitutions to take place. For a model substitution to be valid, the substitution should be within the same family. For example:

- Flight calls for a Boeing 737-800 -- Valid substitutions in the 737 family would be (733, 34, 35, 36, etc.)
- Flight calls for Airbus 320 -- Valid substitutions in the A320 family would be (319, 320, 321)

Pilots run the risk of the **flight report being rejected** without warning if the model flown is outside the family of aircraft specified on the schedule. Examples could be:

- Flight schedule calls for a 737-800 -- Pilot uses a Boeing 767
- Flight schedule calls for an A319 -- Pilot uses a Boeing 737

For added convenience and easier understanding, please follow the substitution chart below:

Scheduled Aircraft	Allowed Substitutions
CRJ200/700/900	*Regional Substitution List
ERJ-145/170/175/190/195	*Regional Substitution List
B707	B727
B717	B727, DC-9, MD-81/82/83/87/88
B727	B717, DC-9, MD-81/82/83/87/88
B737	B737-300/400/500/600/700/800/900 MAX
B747	B747-200/400/8
B757/767	B757, B767
B777/787	B767, B777 LR/ER, B787
A220	A220-100/300, ERJ-145/170/175/190/195
A300/310/330/340/350	A300, A310, A330 NEO, A340, A350
A318/319/320/321	A318/319/320/321 NEO/LR/XLR
A380	A340-200/300/500/600
DC-9	B717, B727, MD-81/82/83/87/88
MD-11, DC-10	MD-11 ER, DC-10
MD-81/82/83/87/88	B717, B727, DC-9, MD-81/82/83/87/88
ATR42/72	ATR42-300/500/600, ATR72-100/200/500/600
Dash 8	Dash 7/8

Regional Substitution List
CRJ200/700/900
ERJ-135/140/145/170/175/190/195
BAe 146-100/200/300
Fokker 100/F28

The Charter Operations module provides its separate fleet; however, the substitution table above applies all the same. Please follow the same chart when creating a Charter flight and choosing your equipment to complete it.

## 5.6 Flight Routing

AAVA does not allow direct-to-GPS routing. All pilots are required to follow a published flight plan for flight reports to be approved. For added convenience, and to add realism to the experience, we have integrated the **SimBrief Dispatch Module** into our briefing process. The module provides different sources to access flight plans or an entirely automatic routing for your flight. To access the feature, click on the "Briefing" link after pacing the bid on the flight you selected. **The route you elect to fly must always be posted in SmartCARS3 or vmsACARS.**

## 5.7 Flight Procedures

The following provisions apply to **all flight operations** within American Virtual:

- **Time acceleration is not permitted.** All flights must be flown at 1x simulation speed, regardless of scheduled flight length.
- All flights must depart from the **published origin airport.**

- Pilots must adhere to proper **FAA cruising altitude procedures**. In the United States:
  - Eastbound IFR flights (heading 000–179 degrees) must cruise at an odd flight level in 2,000-foot increments beginning at FL190 (for example: FL190, FL210, FL230).
  - Westbound IFR flights (heading 180–359 degrees) must cruise at an even flight level in 2,000-foot increments beginning at FL180 (for example: FL180, FL200, FL220).
  - Air Traffic Control (ATC) may assign any flight level at any time based on traffic or operational requirements.
- **Landing performance standards**
  - Landings exceeding the performance review thresholds but remaining within certified limits may be approved, held for review, or rejected at the discretion of the HM/AHM based on the information provided.
  - Hub Managers and Assistant Hub Managers have the authority to approve or reject a PIREP based on their discretion and the information provided.

### **PIREP HOLD Status (Operational Restriction)**

American Virtual may place a PIREP on **HOLD** when additional review or pilot response is required (missing information, serious review needed, repeated issues, or integrity review). If a pilot has **any PIREP on HOLD**, they are temporarily restricted from bidding and filing additional flights until the HOLD is cleared by a Hub Manager (HM) or Assistant Hub Manager (AHM). Pilots must review all PIREP comments and notifications and respond to their HM/AHM as directed.

- **Maximum landing limits**
    - Any landing that exceeds the maximum certified landing rate of -600 FPM or 2.2 Gs will not be approved.
- Examples:**
- Landing rate -420 FPM and 1.3 Gs: approved
  - Landing rate -400 FPM and 1.6 Gs: held for review
  - Landing rate -610 FPM and 1.2 Gs: held for exceeding -600 FPM
- **Flight diversions** due to weather or emergencies are permitted, although they are unlikely and will be evaluated on a case-by-case basis based on the information provided in the pilot report. Diversions must not be abused and should remain rare.

# Landing Rate

The Pilot is in command of his aircraft at all times, and ultimately responsible for what happens. If the Captain elects to file an over-the-limits PIREP, he/she should always proactively file a comment or notes along with it, reporting the circumstances about what happened and why it did.

## Two conditions to check for landings

- Vertical speed (FPM).  
Negative = descending;  
larger negative = faster sink.
- G-force at touchdown (G).

## Hold the report when:

- A) Hard-landing combo: sink rate worse than  $-360$  FPM AND  $\geq 1.5$  G at the same time.
- B) Certified limits exceeded: sink rate worse than  $-600$  FPM OR  $\geq 2.2$  G (either one).

## Outcome

### ● HOLD

If either Rule A (both triggers) or Rule B (any single certified limit) is met.

### ● APPROVED

If none of the rules are triggered.

## Examples

■  **$-420$  FPM +  $1.3$  G**  
Approved (only one value is high)

■  **$-400$  FPM +  $1.6$  G**  
HOLD (both triggers in Rule A)

■  **$-610$  FPM +  $1.2$  G**  
HOLD (exceeds  $-600$  FPM in Rule B)

## Rejections & Holds

- If a Pirep is filed without an appropriate explanation after an over-the-limits landing, the report could be rejected at discretion of the HMs & AHMs
- When a report is held, the HM or AHM will review the situation, and make a decision according to his judgment and the evidence presented.
- Reports going above  $-600$  FPM and  $2.2$  G's will be automatically rejected.
- When a PIREP is held, the pilot has 48 hours to respond with an official explanation.

## Minimum Landing Fuel

Aircraft must not land below final reserve fuel. For American Virtual standardization, the following minimum landing fuel values apply by aircraft category:

**Regional Jets** (E170 / E175 / CRJ700 / CRJ900):

**Minimum landing fuel:** 2,000 lbs.

**Narrowbody Aircraft** (B737 / A319 / A320 / A321):

**Minimum landing fuel:** 4,000 lbs.

**Airbus A330:**

**Minimum landing fuel:** 7,000 lbs.

**Boeing 777:**

**Minimum landing fuel:** 9,000 lbs.

Landing fuel at or above the published minimum will be approved.

Landing fuel within 500 lbs. of the minimum may be placed on HOLD for operational review at the discretion of the HM/AHM.

Landing fuel below the published minimum will result in PIREP HOLD pending rejection unless the diversion or emergency is clearly documented and justified in the pilot report.

Pilots are expected to divert or declare an operational emergency if projected landing fuel will fall below final reserve.

## 5.8 Breaks During Flight

**AAVA defines a break as any simulator pause.** Pilots are permitted to take a break(s) during flights and therefore are permitted to leave their computer during the break. **The maximum length is 30 minutes.** Only one break is authorized for flights of four hours or less. For flights exceeding four hours, breaks are at the discretion of the pilot after the fourth hour but **never exceeding 30 minutes per break.**

Pilots who fly online using VATSIM shall contact their ATC and request permission to vacate the flight deck before taking their break. If the controller does not grant permission, the pilot must wait for clearance to leave the cockpit from ATC.

*Note: VATSIM also has a policy regarding being away from the computer during flight. Should a pilot be contacted by a VATSIM supervisor, and the pilot does not respond within 30 minutes, the pilot will be disconnected from their server and suspended for several days.*

## 5.9 Online Flying

Although not required, every pilot is encouraged to join and fly with an online ATC network such as VATSIM or IVAO. Flying online with live ATC coverage will add a new dimension of realism to your experience at AAVA. With VATSIM, you will be working around other aircraft flown by real people from all over the world following a predefined set of rules extremely similar to the real world.

In addition, AAVA operates and participates in many events on VATSIM. For more information on VATSIM and online flying, consult the forums or contact a member of the corporate leadership team through one of the various communication channels provided.

Whenever you are flying online (and therefore representing AAVA), we require pilots to follow these set of guidelines:

- You will need to register for a free new pilot account if flying on VATSIM
- You must have an internet connection and a valid copy of FSX, P3D, X-Plane, FS2020, or FS2024
- To connect to VATSIM you will need to download the appropriate client software for your simulator. To do so just follow this link: [VATSIM Clients](#)
- To communicate with ATC via voice, you will need a working headset and microphone
- You must always professionally present yourself, recognizing that, when flying online, you are officially representing AAVA

- No foul, vulgar, or racially charged remarks will be tolerated on our platform or while operating on any online network (Compliance with the Code of Conduct is required on VATSIM as well). Any complaint received from anyone at VATSIM **will be grounds for immediate termination.**
- The flight prefix and call sign should be **AAL** followed by the number of the scheduled flight you have on your bid (i.e. AALXXXX). Your voice call sign is "**American**"

You do not need to be an aviation expert; However, it is important that:

- You are already familiar with your version of Flight Simulator
- You are comfortable and familiar with the aircraft you will use online
- You have a basic understanding of Air Traffic Control and have read the network manuals and documentation provided by VATSIM
- You can fly a SID/STAR properly and follow an IFR flight plan with airways and waypoints

### 5.9.1 Assistance to Pilots for Online Flying

Contrary to popular belief, online flying is not that difficult. It is meant to add another dimension to your flight simulator experience in terms of realism, but also in terms of your level of enjoyment. If you are still not comfortable flying online with ATC, the AAVA Discord is the best place to get assistance with VATSIM. AAVA is home to many pilots who regularly fly on VATSIM and are even controllers who are always ready to help.

Remember that the VATSIM community is very friendly and informative. Do not worry about making mistakes (because everyone does from time to time), sit at a busy airport for a while listening to the radios and immerse yourself in the ATC lingo and when you feel ready to join the action just remember to let the controller know that you are "kind of new to this" and they will assist you in every possible way.

### 5.10 Time Reporting

To maintain consistency with our timetable and route schedule, all reported departure and arrival times are listed and filed in the local time zone of the departing / arriving airport (e.g., If you depart an east coast airport at 7:00 am and arrive at a west coast airport at 8:00 am, your report times would be 07:00 departure and 08:00 arrival but will record your flight time as 4.0 hours).

# PIREP Filing Procedures



## 6.0 PIREP Filing Procedures

### 6.1 Accepted Filing Methods

AAVA uses an advanced technological platform to accept Pilot flight reports (PIREPS) and we work flawlessly with the following third-party clients.

**Any other form of PIREPS filing other than the ones described below will not be accepted.** Each client comes with their own set of requirements described as follows:

- vmsACARS
- SMARTCARS 3

Pilots should use the vmsACARS program as the preferred tracker to file flight reports (PIREPS). This flight tracking software works with FSX, Prepar3D, X-Plane, FS2020, and FS2024, and bridges communications between AAVA servers and your Flight Simulator capturing flight information, position reports, and status updates.

The client transmits this information to the "**Live Flights**" section of the CrewCenter dashboard. you can always access your "**Flight Details Page**" by clicking on your flight number below the Map or by selecting your flight inside the Map and then clicking the flight number that appears. **To download vmsACARS, follow this [LINK](#)**

#### 6.1.1 MANUAL REPORTING

In the event of a system malfunction or client service issue, manual reports can be filed and accepted unless one or more of the following conditions are present:

- Neither ACARS applications are working
- ACARS crashes during flight
- ACARS does not allow you to file a flight
- Malfunction with ACARS during a flight
- The website is not available at the time of arrival
- Prior approval by Hub Manager

To support your manual PIREP filing, it is mandatory to provide screenshots of the flight log in ACARS or submit proof of flight by attaching a link to screenshots from VOLANTA or SimToolKitPro.

**IMPORTANT:** Before filing a manual Pirep it is important to fetch the BID, or place a BID on the same flight we intend to file. A Manual Pirep will NOT be accepted if it is filed without a BID attached to it.

# Reporting Malfunctions & Manual Reporting



## 7.0 Reporting Malfunctions & Manual Reporting

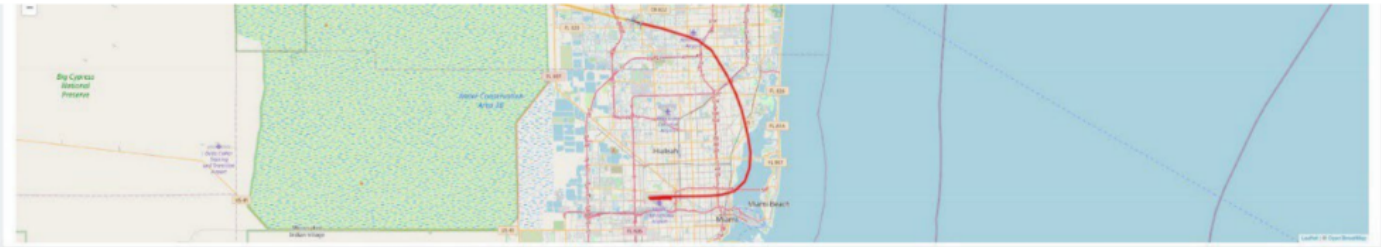
### 7.1 Guideline

We understand that malfunctions occur from time to time, so we have established new guidelines for manual reports to be filed. **This procedure MUST be followed, or the manual pilot report will be automatically rejected.**

**YOU MUST PROVIDE DOCUMENTED EVIDENCE THAT YOU FLEW YOUR FLIGHT FOLLOWING OUR PUBLISHED TIMETABLE FROM A RELIABLE SOURCE FOR YOUR PIREP TO BE APPROVED. IF THE EVIDENCE YOU PROVIDE CAN BE EASILY MANIPULATED, YOU WILL NOT BE ABLE TO USE THAT SOURCE AS PROOF. RELIABLE SOURCES ARE AS FOLLOWS:**

- For all ACARS systems (including VOLANTA & STKP) you can send a screenshot of the FLIGHT RECAP, or a screenshot of SmartCARS3, vmsACARS FLIGHT LOG
- A screenshot of your ongoing flight taken from the "**Flight Details Page**" within the CrewCenter. You can easily obtain it by clicking on your Flight Number below the Map or by selecting your flight on the Map and then clicking on the Flight Number that will appear.

Refer to the example on the next page for what a valid screenshot looks like:



Flight Following AAL277 (A)

Flight	AAL277 (A)	IRC	Chal Morris
Departure	BAA	Arrival	GLR
Registration	N702AN	Route	WNCDE WNCED DCT CHRR DCT DCLJL YDB LVA DCT H-81 DCT LJA DCT W-688 DCT WPM DCT KTHC DCT W2A DCT H27H DCT BABA DCT KBBU DCT WABQ DCT CHY DCT HBR DCT GABL H-1901
Current Alt	11572 FT	GS	323 KT
Last HFU	2021-02-22 05:03:26	Status	Climbing
Distance	2027 NM	Time Left	6:17

ACARS Data AAL277 (A)

Hex	Flight	Time	ALT	GS	Latitude	Longitude
AAL277	AAL277 (A)	2021-02-22 05:03:06	11572	322	26.01502866412	-80.520591740718
AAL277	AAL277 (A)	2021-02-22 05:03:11	10888	305	26.020668677121	-80.520752129408
AAL277	AAL277 (A)	2021-02-22 05:03:04	10032	287	26.024442428718	-80.517463388428
AAL277	AAL277 (A)	2021-02-22 05:03:01	9729	287	26.02896621282	-80.52176224955
AAL277	AAL277 (A)	2021-02-22 05:03:06	9036	289	26.04022236814	-80.52640110879
AAL277	AAL277 (A)	2021-02-22 05:03:11	8723	287	26.04724241871	-80.517487312847
AAL277	AAL277 (A)	2021-02-22 05:03:06	8008	287	26.06058892262	-80.522277391878
AAL277	AAL277 (A)	2021-02-22 05:03:01	7700	288	26.064248254708	-80.519121822074

Please use the guidelines posted above when your reporting system fails. You must meet the above-referenced requirements and submit it to your Hub Manager via email (or Discord channel) for the manual report to be approved.

# Member Support

- Training

# Member Support



## 8.0 Member Support

### 8.1 Training

One of the most enjoyable aspects of any hobby is working to become better at what you do. We want to help all our members grow through their experiences and their abilities. While outlined more specifically in subsequent operations manuals for training, our Academy program is expanding and designed to provide pilots of every level the opportunity to grow their knowledge of operating a variety of popular aircraft. It will also provide a way for our most experienced pilots to refresh their prior knowledge. The training department we envision building will continually strive to provide a dynamic learning environment for all our members.

### 8.2 Pilot Training Academy

Upon acceptance into American Virtual Airlines, all pilots are required to complete the necessary training courses before joining the Main Line. The courses within the Training Academy are designed to train and/or verify your skills as a pilot.

You will receive comprehensive instruction on both the Boeing 737 and the Airbus A3xx series. After completing the coursework, you will be required to perform check rides in both aircraft and successfully pass them in order to advance to Main Line operations.

A screenshot of a course catalog interface. At the top, there is a search bar labeled "Search courses..." and a dropdown menu labeled "All Course Types". Below this, three course cards are displayed. Each card has a title, a difficulty level, a description, and two buttons: "Details" and "Enroll".

Course Title	Difficulty	Description
A320 Training & Check-Ride	Intermediate	This course is your fast track into the real working environment of the Airbus A320, a flight deck built around logic, flow, and fly-by...
B738 Training & Check-Ride	Intermediate	This course is your fast track into the real working environment of the Boeing 737-800, a flight deck that's equal parts challenge and...
OnBoarding Course	Beginner	Welcome aboard your fast-track orientation to the American Virtual world! The CrewCenter Orientation course is your ticket to unders...

Once a pilot has completed all requirements, they will be assigned a graduation date and scheduled to transfer to their hub of choice, provided there is no operational need that requires placement at an alternate hub due to staffing shortages.

# Website and Social Media

- **Website**
- **Facebook**
- **X (formerly known as Twitter)**
- **Discord**

# Website



## 9.0 Website

In developing our user interface, we have made every attempt to offer unique features to our pilots. Remember to begin each visit to our website by logging in using your Pilot ID and your password. If you forget your password, click "Forgot Password" to generate a new one. The Crew Center is the heart of activity for the airline. Visiting the pages contained within it will help direct your activities.

# Facebook



## 10.0 [Facebook](#)

Pilots are encouraged to join our Facebook page at:

[American Virtual Airline - Official Facebook](#)

# X (Formerly known as Twitter)



## 11.0 X

Pilots are encouraged to join our X page at:

[Fly AAVA](#)

# Discord



## 12.0 [Discord](#)

Discord is the central hub of our community. It provides a space to discuss a wide range of aviation-related topics and to receive feedback from fellow enthusiasts who share your passion for virtual flight. Most technical questions can be asked in the appropriate channel, and an extensive FAQ is available. The channel search function is especially valuable, as many questions have been asked and answered previously, creating a large knowledge base for you to explore.

As with all areas of our platform, you are expected to conduct yourself professionally when using the Discord server and to follow the Code of Conduct at all times. AAVA has worked hard to build a positive and non-toxic community, and we take that commitment very seriously. Any violations of the Code of Conduct may result in suspension or termination of your membership.

Joining the Discord server is a mandatory step when becoming a Cadet and beginning your virtual career in the Training Academy. Please pay close attention to the emails you receive after registering, as they contain all necessary onboarding information. Discord is also mandatory for all pilots flying with American Virtual. Failing to stay registered in the company Discord server is grounds for immediate pilot suspension.

Discord is the perfect way to meet your colleagues and engage with the community. Ask questions, explore the platform, participate in meaningful conversations, and enjoy everything our virtual world has to offer.

**Once again, WELCOME ABOARD**

**#GOINGFORGREAT**

# Pilot Support

# Pilot Support Guide

## What is Pilot Support?

**Pilot Support** is our helpdesk. It replaces ad-hoc Discord DMs with a single, organized system so your issue gets to the right people fast. You submit a ticket, it automatically routes to your home hub team, and they track it to resolution. Urgent issues are easy to flag.

## Where to find it

- In CrewCenter, open the profile menu (top-right). Click **Pilot Support** - it's right after *Leave of Absence*.
- Direct link: <https://crew.americanva.net/support>

“ **Tip:** Use Pilot Support for anything that needs follow-up or tracking (technical, operational, or administrative). Suggestions and feedback are welcome too.

## How to open a ticket (fast)

1. **Subject:** Short and clear. Example: "SmartCARS won't start" or "Airport KCLT scenery conflict".
2. **Description:** One or two paragraphs with what happened, when, and what you tried.
3. **Simulator:** Pick the sim you used (MSFS / X-Plane / P3D, etc).
4. **Catagory:** Choose the best fit:
  - *Airport Scenery* - add-ons, conflicts, missing gates, etc.
  - *Aircraft Addon* - aircraft-specific behavior or install issues.
  - *CrewCenter Issue* - website pages, login, PIREP, bids.
  - *CrewCenter Suggestion* - ideas and UX improvements.
  - *SmartCARS3 Issue* - connection, logging, flight detection.
  - *vmsACARS Issue* - profiles, install, data, PIREP export.
5. **Urgency:** Low / Medium / High. Use *High* only if it blocks you from flying or filing.
6. **Type:** Technical / Operational / Administrative.
7. **Attachments:** Add screenshots or logs (zip larger files). Examples:
  - ACARS logs (vmsACARS or SmartCARS3)
  - Error dialogs or console output
  - Flight number, route, time (UTC), aircraft
8. Click **Submit**. Your ticket goes to your home hub team automatically.

## After you submit

You'll see your ticket in the Pilot Support page with its current status. Hub Managers can comment, request info, or re-assign/escalate if needed. You can reply anytime to add details or files.

## Typical statuses

- **Received** > we have it
- **Acknowledged** > triaged by your hub team
- **In Progress** > being worked on
- **Waiting on Pilot** > we need more info from you
- **Resolved** > fix provided (please confirm)
- **Closed** > finished

“ **Urgency colors:** You'll notice green /yellow / red labels - these reflect the urgency you selected (Low / Medium / High).

## How to write a great ticket

- **One issue per ticket** (keeps the fix focused).
- **Steps to reproduce** - exact clicks/flows help a lot.
- **Include IDs** - Flight number, PIREP ID, Bid ID, airport codes.
- **Time in UTC** - match CrewCenter and ACARS logs.
- **Versions** - simulator, aircraft, ACARS version.
- **Screenshot/logs** - the fastest way to diagnose.

## What goes where (categories at a glance)

**Airport Scenery**   **Aircraft Addon**   **CrewCenter Issue**   **CrewCenter Suggestion**  
**SmartCARS3 Issue**   **vmsACARS Issue**

## Privacy & Routing

- If an issue prevents you from flying or filing, set **Urgency: High** and start the subject with **(BLOCKER)**. Include a brief summary and your last steps so we can triage immediately.

## Quick start checklist

1. Open the profile menu > **Pilot Support** (or visit [crew.americanva.net/support](https://crew.americanva.net/support))
2. Fill Subject, Description, Simulator, Category, Urgency, Type.
3. Attach screenshot/logs (zip if large), then **Submit**.
4. Watch for updates and reply if the team requests more info.

# Financial & Sponsorships

- **Revenue Streams**

- Membership fees and donations
- Sponsorships and partnerships

- **Financial Reporting**

- Transparency and reporting practices

# Marketing & Relations

- **Branding and Identity**

- Logo and visual identity
- Marketing campaigns

- **Media Relations**

- Press releases
- Media contacts and resources

# Future Plans

- **Growth Strategies**
  - Expansion plans
  - New technology and innovations
- **Goals and Objectives**
  - Short-term and long-term goals
  - Key performance indicators

# Goals & Objectives

- Short-term and long-term goals
- Key performance indicators

# Appendices

- Glossary of Terms
- Frequently Asked Questions (FAQs)
- Contact Information