



Pilot Handbook
&
Standard Operating Procedures (SOP)

Fly UK

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1.0 Introduction

1.1 Pilot Handbook & SOP

Welcome to the Fly UK Pilot Handbook.

This document has been created for the use of members, to find all essential information about their membership in one location.

This handbook contains information on membership issues alongside operational procedures and information.

All pilots should check the Pilot Handbook and Standard Operating Procedures before contacting us, as it is likely that you will be able to find the answer to your question in this handbook.

2.0 Corporate

2.1 The Organization

Fly UK Virtual Airways is a virtual airline for flight simulator users, which was created and setup by Chris Sutcliffe in April 2004.

The domain www.flyuk.aero and all website content, including images, text, audio, designs, downloads, scripts, unless otherwise stated, are the legal property of Chris Sutcliffe.

Fly UK Virtual Airways is a non-profit organization and does not charge any fees to apply for, or to retain membership of the organization. No member of Fly UK may request money or charge fees as a prerequisite to offering any assistance or product. In addition, no member is permitted to resell or make any commercial or non-commercial use of the Fly UK website or forums. The prohibitions set forth in this paragraph expressly include any and all sales and/or solicitations of money, goods and services no matter for what purpose, person, group or cause, without limitation. Members violating these rules will be suspended immediately.

Mission Statement

Our mission is to provide a high quality, realistic, virtual aviation experience to all flight sim enthusiasts. We will help pilots of all skills, ages, race and sex to achieve their full potential as virtual airline pilots.

2.2 Staff Team

The Fly UK staff team is composed of a handful of dedicated volunteers. Together as a team, we work towards our mission statement.

The team is comprised of the following departments with their respective department roles:

Human Resources

The Human Resources department deals with all the Pireps submitted to Fly UK and also any account problems our members are facing with Fly UK.

The department is also responsible for issuing awards to our members.

Operations

The Operations department is responsible for our fleet, flight schedules and tours. They are also responsible for ensuring that the data we hold on airports, aircraft and flights is up to date.

Online Operations & Events

The Online Operations department liaises between the two online networks we are affiliated to; IVAO and VATSIM. They monitor all Fly UK activity on the networks as well.

The department is also responsible for ensuring that all online events are properly organized and promoted as well as liaising with the relevant online networks to arrange air traffic control.

We also organise weekly events on Saturdays, hosted on our own FSD server. These events are ideal for pilots who wish to practice flying in an 'online' environment, but within the confines of our own server and controlled by our own Air Traffic Controllers.

Fleet & Downloads

The Fleet and Downloads department is responsible for all downloads on the website, which includes the aircraft repaints that we offer.

Marketing & Communications

The Marketing & Communications department is responsible for ensuring that people who have never heard of Fly UK in the flight sim community does! They are also responsible for releasing in-house press releases to Fly UK members and for maintaining our social media presence.

Training Academy

The Training Academy is responsible for all the training content available on Fly UK. This includes the documentation that we supply and the courses we offer.

Web & Systems

The Web and Systems department is responsible for keeping the website running and fixing any bugs on the website.

2.3 Donations

Fly UK relies on donations to cover the cost of website hosting, storage, domains, TeamSpeak and dedicated multiplayer servers. We are always grateful to members who make donations, however small or large.

The process of donating is easy, we have set up a PayPal donation widget which makes it quick, simple and above all, safe to donate to Fly UK.

[Fly UK Donation page.](#)

Donation Award

All members that donate will receive the Donation Award, which will be displayed on their public pilot profile as a show of gratitude for their contribution to Fly UK. If you prefer not to have this

award added to your public pilot profile, please email donations@flyuk.aero after you have donated. The donation award is issued manually by staff so it may take a day or two for your award to be added to your public pilot profile.

2.4 Contacting Us

The Fly UK staff team can be contacted in the following ways:

Contact Us Page

Use this page for any general enquiries you have regarding Fly UK. This inbox gets checked regularly (at least daily) by staff members and a response will be made to all enquiries as soon as practicable.

Bug Tracker

Use this page to report any problems you may be having with Fly UK that does not concern only yourself e.g. wrong information on pages, broken website pages, functions which are supposed to work but don't, etc. This section should also be used to report errors with Fly UK routes and also any issues with SkyTrack, our flight tracking software.

Forums

The forums contain a wealth of information about Fly UK. Staff will also answer any questions posted there, as will other members of the Fly UK community. If your problem is not specific to Fly UK staff, e.g. flight sim related problems, posting in the forum will give you the best response, as it combines the power of our large membership base at Fly UK.

Email Staff Members Direct

Use this only if your problem concerns a specific staff member. Any other form of communication will lead to a faster response. Although staff have to check their e-mail daily, if the member of staff is on leave, your message will not be seen until the staff member returns.

2.4.1 TeamSpeak

TeamSpeak is our voice chat server that allows Fly UK members to chat with each other in real time. It is divided into a number of rooms, so that different groups of participants can share the use of the server at the same time.

Members are strongly encouraged to use TeamSpeak for the following reasons:

1. TeamSpeak enhances the Fly UK community spirit and allows members to chat freely with each other to discuss topics of interest, current issues or just to be sociable!
2. TeamSpeak is used for all Fly UK training sessions

3. Staff members are often on the server to assist with problems Fly UK members may face.
4. TeamSpeak is now also used to provide an in-house ATC service for training and selected events. An optional download (under the Misc. Downloads tab) - [ATC Switcher](#) - provides the facility to automatically switch TeamSpeak rooms, based on the COM frequency of the aircraft.

Please see our [Setting Up TeamSpeak](#) document under the 'Training Academy – Courses and Documents – General' tab, for how to download, install and configure the TeamSpeak client.

When first joining TeamSpeak, you are connected to the Welcome Lounge. Members should then choose the room they wish to join and move to there. The Welcome Lounge should not be used as a chat room.

Note that for Fly UK communications we use TeamSpeak 3. We are aware that IVAO communication currently uses TeamSpeak 2. The two applications can co-exist on the same PC and may be configured with different push-to-talk buttons to each other.

2.4.2 Discord

Discord is a free, real-time voice and text application for gamers, including flight simulation enthusiasts, that works on both desktop devices and smartphones/tablets. Fly UK hosts its own Discord channel for the general use of pilots.

The use of Discord is entirely optional and is seen as an additional feature for our community. The following points should be clarified:

- The use of Discord is only permitted for members aged 16 and over.
- Fly UK forums remain the primary platform for members discussion
- TeamSpeak remains the official platform for voice communication.
- Discord is an additional and optional tool for members aged 16 and over seeking real time community social interaction
- As with all Fly UK features, it remains subject to future review should it be felt that it no longer benefits us

Members should observe the same rules regarding general behaviour as for our Forums (see Section 8.2) and for our TeamSpeak server (see Section 8.3).

3.0 Recruitment

3.1 Requirements to Join

In order to join Fly UK you must:

- be 16 years old or over on the date of application (exceptions can be made, see below)
- be proficient in the English language
- own a legal, working copy of Microsoft Flight Simulator 2004/FSX/FSX-SE, Prepar3D, or X-Plane
- have an internet connection and a valid email address
- have read and agree to all terms and conditions highlighted in the pilot handbook
- be prepared to file a PIREP within the first 14 days of joining (**training hours will count as a PIREP**)

Aged 13-15?

If you are aged between 13 and 15 and would like to join as a pilot, you will need to send a personal email application to human.resources@flyuk.aero. You should include your name, date of birth, contact email, previous flight simulator experience, your reason for wanting to join us and any other information you feel may be beneficial to the success of your application. We also require an email from a Parent/Guardian to support the application and granting their permission for you to join.

Based upon the success of your application, you may then be asked to come forward for a brief informal chat with a member of staff on our TeamSpeak server.

If you are aged between 13 and 15 and do not have TeamSpeak, unfortunately we will be unable to allow you to join until you are 16.

Fly UK does not accept pilots aged below 13.

3.2 Pilot Recruitment Process

To join Fly UK, you must abide by the requirements highlighted in (3.1) Requirements to Join.

Unlike other virtual airlines, you are not required to pass and complete a skills test or quiz in order to join us.

To join Fly UK you must fill in our [online application form](#) found on the **Join Us** page, which is accessible from the link on the Home page. The application form requests some personal data amongst other information. To see how your data is handled, please see our (8.5) Privacy Policy.

We ask that you supply accurate information about yourself.

After you have completed all stages of the application form, please press the 'submit application' button once (to avoid duplicate accounts being created). You will then be directed to a confirmation page which will contain your unique Fly UK pilot ID and information on how to get started flying with us. You can login to the Crew Centre using your pilot ID and password. The system automatically sends an email to the email address supplied in the application to confirm your username and password.

If you experience any problems joining Fly UK, please contact our Human Resources department - human.resources@flyuk.aero.

3.3 Staff Recruitment Process

This paragraph explains the formal process we follow when recruiting new staff members.

Our Human Resources department is responsible for advertising and recruiting new staff team members.

When a position becomes vacant on our staff team, we will post details on both the main website and also the forums. An email to all pilots may also be sent out at the discretion of the staff team. Details of the position will include roles and responsibilities, requirements and a closing date for applications. All applicants will receive an email from Human Resources to confirm we have received your application.

All applications are reviewed after the closing date and are discussed between the Executive Team and managers of the appropriate department. In some cases, applicants may be asked to come forward for a further chat on either TeamSpeak or Skype.

All successful applicants will then be invited onto TeamSpeak for a detailed staff induction session with a member of the Executive Team and they will then be introduced to their department and the rest of the team. This will include all technical setup, access and administrative tasks.

Any questions about the staff recruitment process should be directed to our Human Resources department and/or the Executive Team.

4.0 General

4.1 Divisions

Fly UK operations are split into nine divisions:

- Mainstream (Scheduled, Cargo & Charter)
- Fly2 (Holiday)
- Highland Connect
- Nordic Sky
- Topa Sky
- Aurora
- Codeshare
- Tours
- Flying Club

4.2 Ranks & Awards

Ranks

Ranks are based on total hours flown and determine which aircraft and flights a pilot can fly.

All pilots start as a Class E First Officer and are able to fly any flight which is operated by a class E aircraft. As your total hours increase your rank level automatically increases, thus increasing the choice of aircraft and flights available to fly. Ranks automatically update when a pilot reaches the required amount of hours.

Here is our current rank structure:



ATP Captain

Awarded to pilots who have completed 500 hours of flight time



ATP First Officer

Awarded to pilots who have completed 300 hours of flight time



Class A Captain

Awarded to pilots who have completed 100 hours of flight time



Class A First Officer

Awarded to pilots who have completed 90 hours of flight time



Class B Captain

Awarded to pilots who have completed 65 hours of flight time



Class B First Officer

Awarded to pilots who have completed 55 hours of flight time



Class C Captain

Awarded to pilots who have completed 40 hours of flight time



Class C First Officer

Awarded to pilots who have completed 30 hours of flight time



Class D Captain

Awarded to pilots who have completed 25 hours of flight time



Class D First Officer

Awarded to pilots who have completed 10 hours of flight time



Class E Captain

Awarded to pilots who have completed 5 hours of flight time



Class E First Officer

Start here!

Awards

We issue awards to pilots who display commitment to the virtual airline, help and contribute to the virtual airline, improve their own skills, take part in special flights/events or successfully complete a tour.

Some awards are issued automatically by our system, some are issued upon request and some are issued by the staff team. Please check individual award descriptions on the web site for information on how to achieve the respective award.

4.3 Training

Our dedicated Training Academy team is here to help you. The training academy offer help, support and training to all Fly UK members **free of charge**.

All training times are given in **Zulu time**. Current Zulu time is displayed at the top right hand side of the Fly UK homepage. For more information on Zulu time see (6.3) Time System.

The Training Academy does not provide technical support for your flight simulator or add-ons! This is merely because we don't have the resources and/or time to do so. Please use the appropriate forums of Fly UK or the products to seek help for your technical problems.

Training Courses and Documents

A full list of available training documents can be found on the **Courses and Documents** tab of the Training Academy page. The team is responsible for our extensive library of resource documents which complement our practical training courses. It should be noted that pilots can only book one training session at a time and until the previous session has been marked as completed by the instructor, pilots will not be able to book another course.

TeamSpeak

TeamSpeak is used for all Fly UK training sessions so you must have TeamSpeak installed and working. For help and further information please visit our [TeamSpeak information page](#).

TeamViewer (remote assistance)

TeamViewer is not compulsory for all courses but makes training sessions much easier and we recommend members have this software installed. It allows your instructor to remotely connect to your computer, making it easier to explain and show you things. For further information and help with downloading and setting up TeamViewer, see [UKV-TRD-6.1 - TeamViewer Setup](#).

Training Courses - Booking Process

To book a training session, follow the simple steps below.

1. Choose a Course - Choose the course you would like to take and read the course description and requirements carefully. Courses can be found on the **Courses and Documents** tab of the Training Academy page.
2. Check Course Requirements - Take note of the course requirements and make sure you have completed any required previous courses before enrolling onto a course. Failure to do this will mean that you will not be able to take the course you want, as it will be assumed that you do not have sufficient knowledge. Training instructors may ask you several questions before starting training courses to make sure that you have a suitable understanding of the subject area prior to course commencement.

3. Book Session - Complete the booking form stating your preferred dates and times. Please include any relevant comments, for example if there are any areas/topics you want to focus on.
4. Confirm Session Date/Time - You will receive an email from a training instructor offering you a date and a time for the session. If the date and time offered is convenient for you and you wish to go ahead, you **MUST** confirm and accept the date and time by clicking the link provided on the **Your Training** section of the training academy page. If you do not confirm/accept the date and time offered at least 24 hours before the session, the training instructor will assume that you no longer wish to have the training session and will cancel the session.
5. If the date and time offered is not suitable, you must request for a new time via the Your Training section of the training academy page. This will put your booking back into the queue to be picked up by another instructor.

We recommended that pilots keep an eye on the Your Training section of the Training Academy page, as it will show the latest status of your training sessions. Regardless of what messages are sent by the system, that page is definitive as to what the latest status of your training session is.

Cancellations

If circumstances change and you are unable to make a session which you have confirmed, please cancel the session as soon as possible. Sessions can be cancelled via the Your Training section of the training academy page up to 24 hours prior to the confirmed time of the session.

If you need to cancel a session within 24 hours of the confirmed time, then please send a message to the instructor via the Your Training section of the training academy page.

You must make every effort to inform the instructor so they know they do not have to turn up for the session.

No Shows

If you do not turn up for a confirmed training session on three or more occasions, you will be refused any future training as we feel that it is no longer fair on instructors to give up their spare time to help individuals who refuse to turn up.

Training Awards

On demonstration of the required level of skills learnt from training, the Fly UK training award will be issued to the pilot.

Training Pireps

Instructors will log a Pirep after each session. The hours will count towards your Fly UK rank. The duration logged for training session Pireps is one hour plus any flying time.

4.4 Downloads

Downloads can be found on the [Fleet Centre](#) (under Operations) and [SkyTrack & Downloads](#) (under Crew Centre) pages.

These pages contain links to Fly UK downloads, and downloads which we recommend located on external websites. We make every attempt to ensure all Fly UK downloads and recommended downloads are thoroughly tested, scanned for viruses and their integrity checked by several individuals before they are uploaded to and listed on our website. However, Fly UK does not assume or accept any responsibility or liability for any problems that may arise from these downloads.

Fly UK forbids any form of discussion or distribution of illegal software within any areas of Fly UK which includes the private messaging system on the website, Fly UK forums, TeamSpeak and the FSD server.

The software we provide either belongs to Fly UK, or have their respective authors credited with permission to distribute the software from them.

4.5 Events

Fly UK host regular online events on IVAO, VATSIM and our own FSD server. Full information on forthcoming events can be found on the [Online Flying](#) & [Online Events](#) pages.

All Fly UK events will have an event information page. Pilots MUST read the information page prior to the event taking place. A link to the event information page of each specific event is provided from the Online Events page. This contains valuable information about the event, such as available aircraft and departure, destination and routing information.

A forum link is added to the event information page approximately one week prior to the event. The forum page shows the Aircraft Parking/Docking chart of the departure point to assist pilots in selecting a starting gate. We also request that pilots leave a forum post stating your chosen gate to help ensure others do not start at the same gate. Pilots should also include their chosen aircraft type and pushback time, which may be up to 15 minutes prior to the event start time.

If you are able to attend an event, please confirm your attendance via the event information page as soon as possible. However, if your circumstances change and you are unable to attend the event, please cancel your attendance as soon as possible via the Booked Flights page under Crew Centre.

Pilots should always use their pilot ID as their callsign when taking part in events unless otherwise stated on the event information page.

During events, pilots should add their aircraft type to their TeamSpeak nickname. To do so, just right click your mouse on your name when on TeamSpeak, go to 'Change Nickname' and add A320, B717-200 (or just B712) for example, after your nickname. This helps event participants identify fellow pilots when on the ground. The next time you start TeamSpeak it will revert to your standard nickname.

Rank restrictions to aircraft do not apply to events. However pilots should only use aircraft displayed on the event information page. They must be competent in flying the aircraft they choose.

On arrival at the destination airport, we request that pilots remain connected at their destination gate until the last aircraft has completed the event. This allows opportunities for photographs as well as making the arrival airport more visually interesting for everyone.

Event Pireps

Pireps can either be filed via SkyTrack, or manually.

To file a Pirep manually, go to Crew Centre > Booked Flights. Alongside the booked event click on 'File Pirep'. You will need to enter the start/finish airport ICAO codes, start/finish time, start/finish fuel, distance flown, passenger numbers, cargo weight and type of aircraft flown.

FSD Events

For events on our FSD server using vPilot, we do not inject real weather. So, pilots should consider using their own weather add-on, such as Active Sky or Opus.

Note:

It has been noticed that some pilots are booking on events and then flying them offline or before/after the actual events times. This is against the ethos of Event flying and will not be tolerated. Therefore, any Pireps filed where the pilot was not flying at least part of the flight during the live event will be deleted.

We also want all pilots to be on our TeamSpeak 3 server during the event, so they can join in the friendly banter, help each other and exchange ideas, whilst we fly along when not being fully controlled. The whole idea of the events is to fly with others and make new friends and you cannot do that if you are not on our TeamSpeak3 server.

4.6 Fleet

Fly UK operate a varied fleet of aircraft, from turboprops right up to the latest, most technologically advanced jet airliners. Our aircraft are organized into categories class A – E, linked to our Pilot rank system. Pilots can fly any aircraft of their rank and below. Full information on our aircraft fleet can be found on the [Fleet Centre](#) page.

Fleet Selection

Fly UK aims to provide a balanced choice of aircraft types across its operations whilst retaining a policy of real world business viability and a balance of realism. Within these principles we aim to provide where viable, coverage for major sim aircraft software releases (free and payware), however cross platform availability is challenging and taken into account also when choosing what makes our fleet. Key priorities considered in choosing an airframe are as follows:

1. Operational role/requirement (capacity, range, specific mission restrictions etc.)
2. Commercial & Realism considerations
3. Core platform sim model availability (FSX/FSX SE, Payware & Freeware)
4. Cross platform sim model availability (X-Plane / P3D)

Fly UK does not affiliate with any particular aircraft brand and our fleet philosophy is to run and maintain a modern up to date fleet to maximise our virtual profits. Unless a specific mission role requires an older type, new production models will be selected.

Fleet management and History

Fly UK manages its fleet in a simulated fashion to any real world asset based organisation. Airframes are monitored and managed over a virtual life cycle with replacement planning made in advance. Operations staff select airframe choice to meet realistic operational planning and seasonal pattern changes seen within the travel industry.

Current Fleet Ranks

Class E - de Havilland DHC-6, Dornier Do228, Beechcraft B1900D, Bombardier CRJ700, Dash 8 Q400, Cessna 208 Caravan, Embraer ERJ-170LR*

Class D - Airbus A320-214, Boeing 717-200, Boeing 737-800, Airbus A319-131*

Class C - Airbus A321-231, Boeing 757-200F, Boeing 757-200

Class B - Airbus A330-343, Airbus A350 XWB, Boeing 767-300, Boeing 787-8, Boeing 787-9

Class A - Boeing 777-200LR, Boeing 777-200LRF, Boeing 747-400, Boeing 747-400F, Boeing 777-300ER*

* Codeshare Only

4.7 Offers & Discounts

Fly UK are pleased to offer members a variety of special offers and discounts from a wide range of flight simulator publishers. Full information can be found on the [Offers & Discounts](#) page.

The offers and discounts listed on the Offers & Discounts page are for current Fly UK members only; you must not share the information on the page with non-Fly UK members. Every time a purchase is made using a discount coupon code, or special link from this page, both Fly UK and the company in question are notified. This is in order to identify unlawful claims for these offers and discounts, and also making it possible to negotiate further discounts in the future.

Anyone found to be sharing information from the Offers & Discounts page with non-Fly UK members will be suspended immediately.

5.0 Organization Policies

5.1 Membership Policy

You must use your full name when registering with Fly UK. Incomplete, incorrect or misleading information will result in a termination of the account and may lead to a ban on future attempts to join Fly UK.

You may register for and hold only one Fly UK account at any one time.

It is your responsibility to keep the information we hold about you up to date and correct. You can modify your details via the **My Controls** page under Crew Centre. If you feel that you have difficulty ensuring that the information we hold on you is correct, please contact Human Resources or a member of the Executive Team.

Fly UK may, from time to time, send news and updates to the email address you provide us with on your My Controls page.

Fly UK reserves the right to temporarily suspend or terminate an individual's pilot account without notice or reason.

Pilots must comply with the limitations of ranks.

Pilots can only submit Pireps for Fly UK flights (includes codeshare flights).

Flights must be flown as one continuous leg from departure to destination, non-stop, in one continuous flight. Saving mid-flight and resuming at a later date or time is not permitted.

Flights can be flown offline or online on IVAO, VATSIM or the Fly UK FSD Server.

If flying a flight online, you must only be connected to 1 network at a time.

Pilots are permitted to use their Fly UK pilot ID when flying non Fly UK flights, however, Pireps must not be submitted for these flights.

5.2 General Conduct Policy

Members should respect all other members and staff to maintain a friendly community environment. In particular, members should never act in a way that may cause offence, or harm the feelings of anyone else.

When using a UKV callsign, you are representing Fly UK Virtual Airways; any inappropriate behaviour therefore affects people's opinions of, and damages the reputation of Fly UK. Any pilot

found acting inappropriately within Fly UK or to members of any other affiliate organizations will be suspended immediately.

5.3 Active/Inactive Policy

New pilots must file at least 1 Pirep within the first 2 weeks of joining or their account will be automatically deleted by our system.

Pilots must file at least 1 Pirep per month in order to remain active.

Pilots who do not file 1 Pirep per month will have their account status set to inactive. When their account status is set to inactive, an email will be sent to the address provided on the My Controls page. A message will also appear at the top of the Crew Page.

Any account which is inactive for a period of 1 month will be automatically deleted by our system.

Please note that once an account is deleted all data is lost and unrecoverable. We are not able to re-instate deleted pilot accounts.

If a pilot's account is inactive, all they need to do in order to become active again is to file a Pirep. Please note, in terms of activity, a qualifying Pirep consists of the following:

- Any Mainstream flight which is filed through SkyTrack or exported to the website
- Any Tour flight (not Flying Club tours) which is filed through SkyTrack or exported to the website
- Any Flying Club Pirep (including Flying Club tour flights) **of at least 1-hour duration** which is filed through SkyTrack or exported to the website
- Successfully completing a training session with our [Training Academy](#)

Please note that Flying Club Pireps under an hour in duration (including Flying Club tour flights) will not count towards a pilot's activity as described on this page.

5.4 Leave Policy

Pilots are responsible for setting their account to/from leave status.

Pilots may set their to/from leave dates via the My Controls page. Once the leave dates are set, they cannot be amended via the My Controls page.

To amend leave dates after they have already been set, pilots should send an email to the Human Resources department - human.resources@flyuk.aero.

New pilots cannot go on leave within the first 2 weeks of joining.

Pilots are allowed a total of 90 days of leave per year. Only 30 days of leave may be booked at a time. If you need to book more than 30 days of leave, please contact our Human Resources department - human.resources@flyuk.aero.

Pilots will receive an email on the day their account changes to on leave status to confirm it. Pilots will also receive an email on the day their account changes from leave to active status to confirm it.

To return from leave early, pilots can simply file a Pirep and their account status will change from leave to active instantly.

After returning from leave, pilots cannot set themselves on leave via the My Controls page until 30 days have passed.

If you experience any problems, please contact our Human Resources department - human.resources@flyuk.aero.

5.5 Sandbagging Policy

What is sandbagging?

When you start a flight either to just sit on the ground, or leave your aircraft flying airborne without you being in front of the computer, so that the hours accumulate under your name, but you are not actively flying the aircraft.

Fly UK Policy

Fly UK will not tolerate sandbagging of any kind. We appreciate that long flights may be a little tedious; this however does not mean that pilots can leave the aircraft flying for hours on its own. If a pilot starts a Fly UK flight, they must be able to spend the vast majority of the flight in front of the computer. Obviously breaks are permitted, but we kindly ask that pilots do not spend more than 20 minutes away from the computer at any given time. Pilots who break this rule will have their Pirep deleted and action will be taken against pilots who we find to be repeatedly involved in this.

SkyTrack, our flight tracking and logging software, requires the pilot to periodically adjust the COM1 or COM2 radio frequency to indicate cockpit presence. The first check is at 2 hours from pushback, subsequent checks are randomised between every 1 to 3 hours. Pilots receive a banner

and an audible alert when a frequency change is required. Pilots have up to 20 minutes to respond, or else the Pirep will be cancelled.

SkyTrack also has a feature called Cruise Relief. This was introduced to bring flexibility to pilots wishing to take on long haul flights with fewer of the current SkyTrack restrictions, whilst complying with Fly UK policy on accelerated flight and pilot time away from desk. In summary enabling Cruise Relief enables pilots to step away from the sim and will prevent the SkyTrack check-in process from occurring. Flight hours whilst Cruise Relief is enabled will not be recorded nor count towards pilot hours. Cruise Relief should not be used when flying online.

Fly UK also support both IVAO and VATSIM network policies in regards to sandbagging.

As much as we encourage flying online, we must stress that you are setting an example as pilots of our airline. If air traffic control log on to find a ghost plane, not only do they get annoyed, but it gives Fly UK a bad reputation as well. If you do ever intend to leave your computer for a short period of time UNDER 20 MINUTES when in UNICOM, please put a small note in the remarks.

If you intend on leaving for longer, please disconnect from the network, and connect when you return, AFTER checking that there is no active ATC in the sector that you are in.

IVAO Policy:

Link: <https://www.iva0.aero/ViewDocument.aspx?Path=/rules:network>

4.4.7 - You are expected to be at your computer while online as a pilot or controller. Short breaks lasting no longer than 20 minutes are permitted. ATC shall provide service at all times. Under exceptional circumstances, an absence of maximum 5 minutes can be allowed if traffic permits.

4.4.8 - Users not responding to communications with ATC or to Supervisor's calls 20 minutes after the first attempt at communication will be disconnected from the network. This period of time could be reduced depending on the particular circumstances of the situation. In addition, a suspension of membership privileges could be issued and/or the flight/ATC hours of the day up until the suspension moment can be deleted.

VATSIM Policy:

Link: <https://www.vatsim.net/documents/code-of-conduct>

9. When logging on to the VATSIM.net network, a member is not permitted to leave his or her connection unattended for a period in excess of thirty (30) minutes. If a member is unable to comply with this requirement, then he or she must log off of the VATSIM.net network. A member who is found to be unresponsive for more than thirty (30) minutes is subject to immediate removal from the network. Members who are found to repeatedly leave their connections unattended are subject to the terms of Article VI. of the VATSIM.net Code of Regulations.

5.6 Transfer of Hours Policy

Previous hours from other virtual airlines can be transferred to Fly UK. These hours will not count towards your Fly UK rank or total hours. They will display as transferred hours on your public pilot profile.

Hours from IVAO, VATSIM or similar cannot be transferred.

Hours can be transferred using the online application form when you join, or by contacting our Human Resources department - human.resources@flyuk.aero.

5.7 Suspension Policy

Inappropriate behaviour or actions will not be tolerated at Fly UK.

Any pilots found to be violating any policies, rules or regulations contained in our Pilot Handbook and Standard Operating Procedures, or who have acted in a way that Fly UK staff feel is inappropriate, will be suspended from Fly UK without notice.

Suspensions are issued by staff members on a case by case basis. The duration of the suspension will take into consideration the severity and nature of the misconduct. In extreme cases, the pilot will be banned from Fly UK Virtual Airways.

6.0 Standard Operating Procedures

6.1 Standard Flying Procedures

This section outlines how we expect pilots to carry out flights step by step.

1. Book Flight
2. Check NOTAMs
3. Flight Dispatch
 - ✓ Use Downloadable Flight Plans if possible
 - ✓ Check CFP
 - ✓ Check departure/arrival/alternate airport information (inc. charts)
 - ✓ Check Weather
4. Fly the flight
5. File SkyTrack Pirep as soon after the flight as possible

6.2 Language

Fly UK is an international virtual airline registered in the United Kingdom. We are registered with IVAO UK and VATSIM UK. All company operations should be conducted in English.

6.3 Time System

All times given are **Zulu**. This includes flight schedules, Pirep times, event times and training session times. Date format is dd/mm/yy or dd/mm/yyyy.

During the winter time Zulu time is the same as local British time. During the summer time Zulu time is 1 hour behind local British time.

Current Zulu time is displayed at the top right hand side of the Fly UK homepage.

Please visit the following link to find out more about your time zone and Zulu time:

<http://www.timeanddate.com/worldclock/>

6.4 Simulator Settings

Simulation Rate

Pilots are not permitted to use any simulation rate enhancement.

Crash Detection

If flying online, pilots must ensure that crash detection in Flight Simulator (and FS Passengers if running) is turned off. This will avoid unnecessary collisions and subsequent aircraft 'crashes' that can be caused due to FS settings and/or slower internet connections.

Pause on Task Switch

We strongly recommend that all pilots ensure the pause on task switch setting is turned off.

Use of Slew Mode

Pilots should never use slew mode. If you have to change gates, use the options within flight sim to load your aircraft at a new gate.

6.5 Search & Book Flights

Booking Mainstream Flights

Pilots are able to search and book Fly UK flights via the **Flight Search** page, under Operations. This page offers a variety of search features to search for flights.

On the flight search results page you can click the flight number to get further information on the flight or click the **Book** link to book the flight.

When booking a flight you will be asked if you are going to fly online or offline. You will then be asked what time you plan to fly the flight (remember this is Zulu time).

Pilots can book any flight which uses an aircraft they are cleared to fly based on their rank.

Dispatch Me!

Dispatch me is a function that will randomly pick a flight commensurate with your rank for you. This may be combined with search criteria, such as Aircraft Type and Flight Duration, for example.

Booking Tour Flights

Tour flights can be booked via the **Tours** page. Only 1 tour leg can be booked at a time. The Book link for the next leg will become available after a Pirep is filed for previous leg.

Pilots of rank Class A Captain or above may repeat tours that they have already flown, or individual legs from those tours at any time.

6.6 Flight Schedules & Times

You can fly flights at any time of the day. We do ask that you fly the flights on the days specified. For example you cannot fly a flight that only operates Monday to Friday on a Saturday or Sunday. If you want to be more realistic, you can fly flights at the times specified on the schedule. The other option is to set your flight simulator 'world time' to coincide with the times specified on the schedule.

6.7 Aircraft Types

Pilots are expected to fly the correct aircraft as stated on the Dispatch page. This applies to all supported simulator platforms.

Fly UK strive to provide freeware downloads where available and liveries for selected payware aircraft, but due to cross-platform availability and compatibility, it may not be possible to cater for everyone's needs.

Members can check what downloads are available within the **Aircraft Info & Downloads** area of their selected aircraft type, within the [Fleet Centre](#).

6.8 NOTAMs

We use NOTAMs to inform pilots of operational information which may affect your flight, or the ability to complete your flight on IVAO or VATSIM.

We issue NOTAMs to inform pilots of software updates, changes to standard operating procedures, important IVAO/VATSIM NOTAMs, important aerodrome or aircraft specific information.

Pilots should check Fly UK NOTAMs before each flight.

6.9 Flight Dispatch/CFP

Flight dispatch pages contain essential information that you will need for your flight.

Overview Tab

Contains general flight information and downloadable flight plans.

For more information on downloadable flight plans please see (6.10) Flight Plans.

Computerized Flight Plan (CFP) Tab

Contains route data, ICAO flight plan and passenger loads.

Departure Tab

Contains general airport info, airport errata, alternative airports, chart links, scenery links (freeware & payware), online ATC (IVAO & VATSIM) and weather information for your departure airport.

Arrival Tab

Contains general airport info, airport errata, alternative airports, chart links, scenery links (freeware & payware), online ATC (IVAO & VATSIM) and weather information for your arrival airport.

Alternate Tab

Similar information to the above, but for your alternate airport.

6.10 Flight Plans

If provided, all pilots should use the published company flight plans on the CFP tab of the flight dispatch pages.

Downloadable Flight Plans

Pilots should make use of the downloadable flight plans available on the flight dispatch pages. The following applications are supported:

- IvAp
- FSInn
- SquawkBox
- Electronic Flight Bag (EFB)
- Microsoft Flight Simulator
- FlightSim Commander
- vasFMC
- PMDG products
- Level-D 767-30

Invalid Flight Plan Errors

If you come across any invalid flight plans, please report them to our operations team by posting them in the [operations bug tracker](#) in our forums. This allows us to update it for the next pilot.

Flight Plans - Non Fly UK Flights

If you are flying a non-Fly UK flight using your UKV callsign we suggest you make use of the route finder located on our planning & ops info page when planning your flight.

Flight Plan Remarks

If you use the downloadable flight plans, the remarks will enter automatically on your flight plan.

6.11 Callsigns

ICAO Code: UKV

Radio Callsign: Skyways

Pilots should use the callsign stated on the computerized flight plan (CFP) unless the callsign is already in use on the network.

DO NOT put FL in your callsign, it must be UKV.

You should use your Fly UK pilot ID as your callsign, e.g. UKV1121, Skyways 1121, if you are flying online and:

- you are taking part in an event
- someone else is flying the same flight as you (in which case the callsign is already in use)
- you are flying a Fly UK tour leg
- you are flying a non-Fly UK route

6.12 Cost Indexes

Some add-on aircraft allow you to enter a cost index into the FMC when planning your flight.

Here are the standard Fly UK cost indexes:

Airbus A320-214 - 25

Airbus A320-214 (Topa Sky) - 25

Airbus A321-231 - 30

Airbus A330-343 (Fly2) - 30

Airbus A350 XWB - 30

- Boeing 717-200 (Nordic Sky) - 30
- Boeing 737-800 - 26
- Boeing 737-800 (Fly2) - 25
- Boeing 747-400 - 90
- Boeing 747-400F – 90
- Boeing 747-8F - 90
- Boeing 757-200 (Fly2) - 35
- Boeing 757-200ER (Aurora) - 35
- Boeing 757-200F - 35
- Boeing 767-300 - 40
- Boeing 787-8 - 25
- Boeing 787-9 (Fly2) - 25
- Boeing 777-200LR - 90
- Boeing 777-200LRF - 90
- Dash 8 Q400 - 18
- Dash 8 Q400 (Nordic Sky) - 18

6.13 Alternate Airports

Pilots should always search for & file an alternative airport.

Recommended company alternate airports are specified on the flight dispatch pages for all our mainstream flights. However, if you are flying a tour flight or non-Fly UK flight, you may need to search and enter an alternate airport on your flight plan yourself.

In the real world, legislation gives some exemptions from this (such as during certain good weather conditions, multiple runways & short flights) however, most real world carriers make it policy to always file alternatives.

Therefore it is Fly UK policy that members should always file an alternative airfield EXCEPT when:

- The destination aerodrome is isolated and there is no other suitable aerodrome in the vicinity (e.g. Easter Island).

If the alternative aerodrome has no ICAO code, ZZZZ should be entered in the field and the name of the airfield should then be entered into the remarks section of the flight plan e.g. ALT/Wickham Farm.

6.14 Checklists

Pilots are strongly encouraged to make use of aircraft checklists where they are available.

Where company checklists for our aircraft are provided, they can be found under the **Checklists** tab on the specific aircraft page under the Fleet Centre.

6.15 Charts

Pilots are encouraged to use charts on all flights and it is strongly recommended when flying online. If a pilot does not have them he should request either vectors or taxi guidance from the controller.

Chart links can be found on the Departure and/or Arrival tabs of the Dispatch pages.

If you require help reading charts, our Training Academy have an [Understanding Charts](#) course.

6.16 Stand/Gate Allocations

At many of our main destinations and bases, we have specified company stands. When flying to an airport with these defined, they will be displayed on the departure and or arrival tabs of the dispatch pages as relevant. These should be used where possible to ensure realism and company uniformity.

Should an airfield you are operating to not have specified company stands, please select an appropriate stand at the relevant passenger or cargo area.

In the presence of ATC, their instructions should be followed first and foremost.

6.17 Online Flying - Basic Requirements

Basic Requirements to Fly Online

Are you ready for online flying? Remember when flying online with a UKV callsign you are flying the flag for Fly UK so it is very important you know what you're doing.

You don't need to be an aviation expert. However it is important that:

- ✓ You are already familiar with your flight simulator software (FS2004, FSX, P3D, X-Plane)
- ✓ You are comfortable flying with the aircraft you want to use online
- ✓ You have a basic understanding of Air Traffic Control

- ✓ You are able to fly SIDs/STARs and fly an IFR flight plan with waypoints
- ✓ You have a good understanding of Fly UK standard operating procedures

We also strongly recommend pilots pass the Fly UK basic flying checkride before beginning online flying.

If you struggle with any of the above points then please let us help you. Before you begin online flying we strongly recommend you speak to our [Training Academy](#) to organize a few training sessions to prepare you.

It is a good idea to work your way through all the areas covered on the basics checklist. We have training sessions and documents available which cover all areas of basic training.

Remember also that we also host sessions on our own FSD server every Saturday. These sessions emulate online flying, but within a Fly UK environment, where both fellow pilots and ATC staff are members of Fly UK. These informal sessions are therefore ideal for those wanting to fly online, to hone their skills in a friendly and constructive environment. Newcomers are most welcome!

Actually, contrary to popular belief, online flying really isn't that daunting. It is meant to add another dimension to your flight simulator experience in terms of realism but also in terms of fun and the way you enjoy it, so believe us when we say 'once you get started you will never look back'.

If you decide to fly online before taking training then you must include one of the following lines in the remarks section of your flight plan:

- RMK/NEW TO IVAO
- RMK/NEW TO VATSIM

Please do not include the word NEWBIE.

6.18 Online Flying - General Guidelines

At Fly UK we encourage a high standard of flying and we aim to help and support all our members to the best of our ability. If we all follow these guidelines when flying online, it will help Fly UK build a good reputation on the online networks.

If you are new to online flying, please start by reading our [UKV-TRD-4.0 - Online Flying Guidelines](#) document which will point you in the direction of all the information you need.

Communication

All pilots flying online must be familiar with the information in the [UKV-TRD-4.2 - IFR ATC](#)

[Communication](#) document which contains a transcript, ATC terminology & phrases, information on read backs & levels, phonetic alphabet & numbers, UNICOM and general hints & tips.

Flying in Uncontrolled Airspace

If there is no ATC online in the area where you are flying, you should tune to the Unicom frequency of 122.800 (a text only frequency) and broadcast your intentions. When flying on Unicom, keep a good look out for other traffic that may be operating in your area.

Unicom is not to be used as a chat channel. It should be used for operational messages only (such as reporting current position or announcing intentions for the benefit of nearby traffic). If a pilot wishes to have a private chat, entering '.msg [space] callsign' will open a private chat tab in vPilot. It is also the command for FSIIn.

Disputes with air traffic control

Where possible, attempt to resolve a dispute with air traffic control when on the ground. Wait until the aircraft is safely shut down on the ground and then contact a network supervisor by private message or email in order to resolve the dispute.

Operations will be happy to advise and assist in any resolution between a company pilot and air traffic control organization. We will at all times operate fairly and without prejudice.

Instant Replays & Other Simulator Settings

If you wish to watch an instant replay, please make sure you disconnect from the network before you do so. Please make sure you follow simulator setting guidelines as described in (6.4) Simulator Settings.

Simulation Limitations

It is not permitted to simulate the following whilst flying online:

- Hijackings
- Interceptions
- Ad-hoc emergencies

General Hints & Tips

Always remember to check if there is ATC online. If when you depart the gate there is no ATC online, check again before you enter the runway.

Remember to use squawk mode STANDBY BY on the ground until you enter a runway, then you should use squawk mode CHARLIE.

Never pause the flight simulator while flying online.

Always connect with aircraft parked on a stand/gate.

Standard Operating Procedures

All pilots flying online must follow information set out in Fly UK standard operating procedures.

We have included some of the most important information below as a reminder.

Charts

Pilots flying online must have the relevant charts for their flight. If a pilot does not have them he should request either vectors or taxi guidance from the controller. Chart links can be found on the departure/arrival airport information tabs on the Flight Dispatch pages.

If you require help reading charts our training academy have an [Understanding Charts](#) course.

Callsigns

Pilots should use the callsign stated on the computerized flight plan (CFP) unless the callsign is already in use on the network.

DO NOT put FL in your callsign, it must be UKV.

You should use your Fly UK pilot ID as your callsign, e.g. UKV1121, Skyways 1121, if you are flying online and:

- you are taking part in an event
- someone else is flying the same flight as you (in which case the callsign is already in use)
- you are flying a Fly UK tour leg
- you are flying a non-Fly UK route

Flight Plans, Downloadable Flight Plans & Flight Plan Remarks

All pilots should use the downloadable flight plans available on the flight dispatch pages. This will help reduce errors in flight plans and improve consistency.

Alternate Airports

You will find alternate aerodromes listed on flight dispatch pages for all our mainstream flights. However if you are flying a tour flight, you may need to search and enter an alternate aerodrome on your flight plan yourself.

For further information on alternate airports please see: (6.13) Alternate Airports

6.19 Recording & Pireps – SkyTrack

SkyTrack is our flight tracking and logging software. Pilots are required to record and submit a Pirep via SkyTrack for each Fly UK flight they fly.

SkyTrack will retrieve your booked flights, record flight data and then file a Pirep for you automatically.

SkyTrack requires the pilot to periodically adjust the COM1 or COM2 radio frequency in order to confirm their presence (see section 5.5 Sandbagging Policy). The first check is at 2 hours from pushback, subsequent checks are randomised between every 1 to 3 hours. Pilots receive a banner and an audible alert when a frequency change is required. Pilots have up to 20 minutes to respond, or else the Pirep will be cancelled.

SkyTrack also has a feature called Cruise Relief. This was introduced to bring flexibility to pilots wishing to take on long haul flights with fewer of the current SkyTrack restrictions whilst complying with Fly UK policy on accelerated flight and pilot time away from desk. In summary enabling Cruise Relief enables pilots to step away from the sim and will prevent the SkyTrack check-in process from occurring. Flight hours whilst Cruise Relief is enabled will not be recorded nor count towards pilot hours.

Please see the [SkyTrack information page](#) for full information.

6.20 Weight

Standard weight figures for bags and passengers.

Bags:

Domestic 11kgs / 24lbs

European 13kgs / 29lbs

Worldwide 15kgs / 33lbs

Passengers:

Adult 84kgs / 185lbs

Child 35kgs / 77lbs

7.0 Flying Club

The Flying Club is a General Aviation flying club for Fly UK members. Take a break from airline flying and hop in to a light plane or helicopter and either go solo or for more fun, join other Flying Club members flying VFR online.

7.1 Flying Club Online Events

These general notes apply to all Fly UK Flying Club multiplayer events. There are currently two types of events, main events and informal sessions. All pilots attending these events are expected to adhere to these general guidelines.

Main Events

On these Events, we don't practice or demand hard and fast rules because we want those taking part to have some relaxing flying with others, have fun and enjoy the scenery. However, we do expect basic good manners and airmanship.

Events are usually held on the Fly UK Multiplayer server. Pilots must have FS Copilot/FSInn or vPilot/proxy server installed and running. The Training Academy provide a course on setting up this software (please mention you want to connect to the Fly UK server when you book a session). Pilots should connect to the FC flying room on the Fly UK TeamSpeak server about 20 mins before the flight start time. This will allow Flight Control to give details of the flight and a short briefing.

Flying Club events are generally VFR flights. Pilots are free to use whatever electronic aids they wish (GPS, autopilot etc.) but excessive use is discouraged. We try to use the VRPs in the default scenery. We do make use of Plan-G (<http://www.tasoftware.co.uk/>), which is an excellent tool for flight planning and as a moving map during the flight. If you don't want to run Plan-G on your main computer it can be run on a spare networked laptop, using SimConnect. Specific information for individual events (including the flight plan) can be found on the FC event briefing page. Pilots are expected to have downloaded this information and be familiar with the flight plan.

Pilots should choose a suitable callsign for use during the flight. This should be the same format as a normal registration number for example G-ABCD. These callsigns will almost always be abbreviated, as in the real world, so G-ABCD will be Golf Charlie Delta. Many pilots use G-FCXX where XX is their initials.

We don't normally have ATC on these flights. However, proper R/T procedures are encouraged. Our procedures are based on the unattended aerodromes section of CAP413 (Chapter 4)

<https://publicapps.caa.co.uk/docs/33/CAP413%20MAY16.2.pdf>

We assume that all aerodromes (of whatever size) are unattended. If you don't know the name of the airfield then the ICAO is acceptable. Pilots are expected to listen to the communications of other pilots and make their approach plans appropriately (finding someone overtaking you when you have called finals is no fun for anyone). General chat is allowed, but please show courtesy to other pilots and desist from this when other pilots are in the circuit.

The flight plan in the briefing document is for guidance only. Pilots are not expected to stick rigidly to it and often we'll deviate from the route to explore the scenery. Common sense and good airmanship are the order of the day. For example, climbing over a mountain just to stay on the heading in the flight plan when an alternative is available, doesn't make sense. Use any VRPs, natural valleys, depressions, river beds or even roads for navigation.

Altitude and Airspeed are left up to the individual pilot although as a general guide 1000-1500 feet AGL and about 140 knots have been found to be the most appropriate. Pilots are free to use any GA aircraft of their choice within the recommended FC weight limitations, bearing in mind that it should be capable of comfortably flying within these ranges. Please also note when choosing an appropriate aircraft, that we often fly through mountainous regions.

Weather should normally be turned off from the server but weather engines may be used for your flight. However, we do not encourage a discussion about the differences pilots observe in their system. Pilots are advised to set their simulator weather to "clear skies" before connecting to the server. If the weather is unsuitable it is acceptable to use the CAVOK button on the FSInn control panel. Generally, the flight leader will call the weather on the day.

Touch and Go's at en-route airfields are optional. If you are intending a touch and go please make your intentions clear and please perform a proper touch and go. There should be no difference on the approach between a touch and go and a full stop landing. Please also maintain your situational awareness as you would for a full stop landing. If you are too close to somebody else then slow down, go around or simply overfly the airfield. The aircraft in front is YOUR problem, not theirs!!!

If you have connection problems during the flight, you'll have to sort it out by yourself. If you are in this situation, please try & keep your radio chat to the minimum but keep us informed of your status.

Informal (Wednesday Evening) sessions

Guidance for informal sessions is similar to the above, but as the name suggests, everything is more relaxed.

7.2 What Aircraft Can I Fly?

Any SEP or light twin of under 2,722kg (6,000lbs) **empty weight**.

Wednesday evening flights and monthly event flights will be restricted to 2267kg (5000lbs) **empty weight** unless otherwise advised.

The ratings tours are restricted to these lower limits too - other tours can use the upper limits.

Please note, that warbirds and military trainers are not allowed in the Flying Club.

Other Types will be allowed on an ad hoc basis for specific events which will be advertised Via NOTAMS and in the Forums.

8.0 Terms & Conditions

8.1 Website Terms & Conditions

Our website, www.flyuk.aero, is operated and maintained by Fly UK Virtual Airways ("we", "us" or "our"). The following terms and conditions apply to all visitors to, or users of our website.

By using the website you agree to be bound by these terms and conditions. If you do not accept these terms, you may not use our website.

License to use website

Unless otherwise stated, we or our licensors own the intellectual property rights in the website and material on the website. Subject to the license below, all these intellectual property rights are reserved.

You may view, download for caching purposes only, and print pages or PDF downloads from the website for your own personal use, subject to the restrictions set out below and elsewhere in these terms and conditions.

You must not:

- a) republish material from this website (including republication on another website)
- b) sell, rent or sub-license material from the website
- c) show any material from the website in public
- d) reproduce, duplicate, copy or otherwise exploit material on our website for a commercial purpose
- e) edit or otherwise modify any material on the website
- f) redistribute material from this website (except for content specifically and expressly made available for redistribution such as our Skyways magazine or email updates)

Acceptable use

You must not use our website in any way that causes, or may cause, damage to the website or impairment of the availability or accessibility of the website; or in any way which is unlawful, illegal, fraudulent or harmful, or in connection with any unlawful, illegal, fraudulent or harmful purpose or activity.

You must not use our website to copy, store, host, transmit, send, use, publish or distribute any material which consists of (or is linked to) any spyware, computer virus, Trojan horse, worm, keystroke logger, rootkit or other malicious computer software. This includes forums, TeamSpeak, Discord or any other Fly UK channels of communication.

You must not conduct any systematic or automated data collection activities (including without limitation scraping, data mining, data extraction and data harvesting) on or in relation to our website without our express written consent.

Restricted access

Access to certain areas of our website is restricted. We reserve the right to restrict access to other areas of our website, or indeed our whole website, at our discretion.

If we provide you with a user ID and password to enable you to access restricted areas of our website or other content or services, you must ensure that that user ID and password is kept confidential.

We may disable your user ID and password in our sole discretion without notice or explanation.

User generated content

In these terms and conditions, “your user content” means material (including without limitation text, images, audio material, video material and audio-visual material) that you submit to our website, for whatever purpose.

You grant to us a worldwide, irrevocable, non-exclusive, royalty-free license to use, reproduce, adapt, publish, translate and distribute your user content in any existing or future media. You also grant to us the right to sub-license these rights, and the right to bring an action for infringement of these rights.

Your user content must not be illegal or unlawful, must not infringe any third party's legal rights, and must not be capable of giving rise to legal action whether against you or us or a third party (in each case under any applicable law).

You must not submit any user content to the website that is or has ever been the subject of any threatened or actual legal proceedings or other similar complaint.

We reserve the right to edit or remove any material submitted to our website, or stored on our servers, or hosted or published upon our website.

Limited warranties

Whilst we endeavour to ensure that the information on this website (excluding user content) is correct, we do not warrant its completeness or accuracy; nor do we commit to ensuring that the website remains available or that the material on the website is kept up-to-date.

To the maximum extent permitted by applicable law we exclude all representations, warranties and conditions relating to this website and the use of this website (including, without limitation, any warranties implied by law of satisfactory quality, fitness for purpose and/or the use of reasonable care and skill).

Limitations of liability

Nothing in these terms and conditions (or elsewhere on our website) will exclude or limit our liability for fraud, for death or personal injury caused by our negligence, or for any other liability which cannot be excluded or limited under applicable law.

Subject to this, our liability to you in relation to the use of our website or under or in connection with these terms and conditions, whether in contract, tort (including negligence) or otherwise, will be limited as follows:

- a) To the extent that the website and the information and services on the website are provided free-of-charge, we will not be liable for any loss or damage of any nature
- b) We will not be liable for any consequential, indirect or special loss or damage
- c) We will not be liable for any loss of profit, income, revenue, anticipated savings, contracts, business, goodwill, reputation, data, or information
- d) We will not be liable for any loss or damage arising out of any event or events beyond our reasonable control.

Indemnity

You hereby indemnify us and undertake to keep us indemnified against any losses, damages, costs, liabilities and expenses (including without limitation legal expenses and any amounts paid by us to a third party in settlement of a claim or dispute on the advice of our legal advisers) incurred or suffered by us arising out of any breach by you of any provision of these terms and conditions, or arising out of any claim that you have breached any provision of these terms and conditions.

Breaches of these terms and conditions

Without prejudice to our other rights under these terms and conditions, if you breach these terms and conditions in any way, we may take such action as we deem appropriate to deal with the breach, including suspending your access to the website, prohibiting you from accessing the website, blocking computers using your IP address from accessing the website, contacting your internet service provider to request that they block your access to the website and/or bringing court proceedings against you.

Variation

We may revise these terms and conditions from time-to-time. Revised terms and conditions will apply to the use of our website from the date of the publication of the revised terms and conditions on our website. Please check this page regularly to ensure you are familiar with the current version.

Assignment

We may transfer, sub-contract or otherwise deal with our rights and/or obligations under these terms and conditions without notifying you or obtaining your consent.

You may not transfer, sub-contract or otherwise deal with your rights and/or obligations under these terms and conditions.

Severability

If a provision of these terms and conditions is determined by any court or other competent authority to be unlawful and/or unenforceable, the other provisions will continue in effect. If any unlawful and/or unenforceable provision would be lawful or enforceable if part of it were deleted, that part will be deemed to be deleted, and the rest of the provision will continue in effect.

Exclusion of third party rights

These terms and conditions are for the benefit of you and us, and are not intended to benefit any third party or be enforceable by any third party. The exercise of our and your rights in relation to these terms and conditions is not subject to the consent of any third party.

Entire agreement

These terms and conditions, together with our privacy policy and pilot handbook, constitute the entire agreement between you and us in relation to your use of our website, and supersede all previous agreements in respect of your use of this website.

Law and jurisdiction

These terms and conditions will be governed by and construed in accordance with English law, and any disputes relating to these terms and conditions will be subject to the non-exclusive jurisdiction of the courts of England and Wales.

8.2 Forum Terms & Conditions

All members are encouraged to regularly visit [Fly UK Community Forums](#).

When you register with Fly UK we automatically create an account on our forums for you to use. You can log into this using your pilot ID (UKVXXXX) and website password.

Members are reminded that abusive, foul or obscene language will not be tolerated. Members are to refrain from engaging in argumentative slanging matches. We expect all posts to be made in clear English (do not use abbreviated / text language).

Members are reminded not to post off topic replies, all posts that are off topic belong in the Off Topic forum. Members who are unable to conduct themselves in an appropriate manner should not post items on the forum. The Fly UK community forums are moderated the staff team.

The following debates or posts are considered unacceptable in the forums:

- a) Any offensive statements, but especially if directed at / or about other pilots
- b) Pornographic links or sexually orientated material
- c) Any debates or remarks which may offend International pilots regarding religious issues and local customs. This includes any material that may offend younger pilots
- d) References to links for illegal software
- e) Posts that are considered as non-contributory to the general wellbeing and morale of the Virtual Airline
- f) Advertising of other Virtual Airlines and businesses. This includes pilot's forum signatures and links.
- g) Any posts that are of a political nature
- h) Posts which contain spam, flooding, advertisements, chain letters, pyramid schemes, and solicitations.

Note that it is impossible for the staff team to confirm the validity of posts. Please remember that we do not actively monitor the posted messages, and as such, are not responsible for the content contained within. We do not warrant the accuracy, completeness, or usefulness of any information presented. The posted messages express the views of the author, and not necessarily the views of Fly UK Virtual Airways, its staff or its subsidiaries. Anyone who feels that a posted message is objectionable is encouraged to notify a member of the staff team immediately. The staff team reserves the right to remove objectionable content, within a reasonable time frame, if they determine that removal is necessary.

You remain solely responsible for the content of your posted messages. Furthermore, you agree to indemnify and hold harmless the owners of this forum, any related websites to this forum, its staff, and its subsidiaries. The owners of this forum also reserve the right to reveal your identity (or any other related information collected on this service) in the event of a formal complaint or legal action arising from any situation caused by your use of this forum.

Signatures

In order to keep the forum readable, also at lower screen resolutions and with slower internet connection, members are allowed:

- One image in their forum signature - no larger than 500 x 150 pixels (preferably Fly UK status signature)
- Up to 3 forum user bars (no larger than 350 x 25 pixels per user bar)

Screenshots/Images

No screenshots/images should be uploaded to new forum posts that exceed the maximum width of the forum, and stretch the page. Any new posts which include images that stretch the forum will be deleted without notice.

8.3 TeamSpeak Server Acceptable Use Policy (AUP)

Fly UK run a 24/7 TeamSpeak server for the general use of Fly UK members. We strongly recommend all members use TeamSpeak.

When joining our TeamSpeak server, your username must begin with your Pilot ID followed by a hyphen and your name.

Example: UKV1121 – Chris

- Due to trouble in the past, we have had to disable unregistered members from connecting to the server; all members are required to connect to the server as registered
- We ask that members do not sit in the 'Welcome Lounge' channel and move to the crew rooms or other channels
- Staff team members can be identified by '(SA)' next to their name
- All members are required to use push to talk and not voice activation

Disruptive Behaviour

Disruptive behaviour will not be tolerated. We operate on a 'three strikes and out policy' - You will get two chances to stop the disruptive behaviour. Failure to do so will result in being kicked from the server and your IP will be banned so you will be unable to connect again.

When we say disruptive behaviour this includes things such as:

- Abusive language either spoken or typed.
- Purposely talking over the top of other people.
- Deliberately interrupting members who are chatting or busy
- Any attempts at hacking into the servers.
- Entering or attempting to enter rooms you are not authorized to do so
- Advertising/promoting/recruiting for other virtual airlines/organizations
- Not complying with the TeamSpeak server AUP
- Or anything else which an SA (Server Admin / Staff Team Member) deems inappropriate.

Racism

Fly UK is a multinational organization, there is **no place for racism at Fly UK** and it will not be tolerated. Anyone being racist will be banned from TeamSpeak and have their pilot account deleted. There are absolutely no exceptions whatsoever

Swearing

Members are kindly asked to watch their language while connected to TeamSpeak and respect other members. There should be no swearing on TeamSpeak whatsoever during the day or early evening.

After 9.00 PM (UK local time) this rule is relaxed and swearing is allowed. However, any members who are excessively swearing or being OTT may be quietly pulled aside by a staff member and asked to kindly watch their language and basically just calm it down. Should there be a case where any specific member(s) is causing major concern; the member(s) should be referred to a member of the Executive Team to discuss further action.

8.4 FSD Server Acceptable Use Policy (AUP)

Fly UK run a 24/7 FSD multiplayer server for the general use of pilots.

The server is used for Fly UK hosted online events, training and any pilots who may want to use the server for a multiplayer flight with another Fly UK pilot, or simply want to fly around on the server.

When connecting to the FSD server, pilots should choose a suitable callsign for use during the flight. This should be the same format as a normal registration number for example G-ABCD. These callsigns will almost always be abbreviated, as in the real world, so G-ABCD will be Golf Charlie Delta. Many pilots use G-FCXX where XX are their initials.

You must be connected to the Fly UK TeamSpeak server at all times if connected to the FSD server. We recommend you use the In-Flight Multiplayer FSD Room on TeamSpeak.

If there is an online event taking place on the server, pilots must participate in the event or stay well clear from the airspace of where the event is in progress.

Pilots may connect FS NAV if they wish.

The chat box is to be used for stating flying intentions only, please do not use it for general chat.

Disruptive behaviour will not be tolerated whatsoever. We operate on a three strikes and out policy. You will get two chances to stop the disruptive behaviour before being kicked from the server and your IP will be banned so you will be unable to connect again consequently resulting in you not having the privilege of using our servers.

When we say disruptive behaviour this includes things such as:

- Abusive language/disruptive messages in the chat box
- Causing deliberate disturbance to other aircraft
- Not complying with the FSD server AUP
- Or anything else which staff team member deems inappropriate.

8.5 Cookies & Privacy Policy

We are committed to safeguarding the privacy of our website visitors; this policy sets out how we will treat your personal information. As a data controller we take all necessary steps to comply with the Data Protection Act 1998 and its relevant subordinate legislation when handling any personal information.

What information do we collect?

We may collect, store and use the following kinds of personal information:

- a) information about your computer and about your visits to and use of this website (including your IP address, geographical location, browser type and version, operating system, referral source, length of visit, page views, website and navigation)
- b) information that you provide to us for the purpose of registering as a pilot (including Full name, date of birth, gender, country of residence and email address) and
- c) any other information that you choose to send to us

Cookies

A cookie consists of information sent by a web server to a web browser, and stored by the browser. The information is then sent back to the server each time the browser requests a page from the server. This enables the web server to identify and track the web browser.

We use both session cookies and persistent cookies on the website. We use the session cookies to keep track of you whilst you navigate the website. We use the persistent cookies to enable our website to recognise you when you each time you visit.

Session cookies will be deleted from your computer when you close your browser. Persistent cookies will remain stored on your computer until deleted, or until they reach a specified expiry date.

We use Google Analytics to analyse the use of this website. Google Analytics generates statistical and other information about website use by means of cookies, which are stored on users'

computers. The information generated relating to our website is used to create reports about the use of the website. Google will store this information. Google's privacy policy is available at: <http://www.google.com/privacypolicy.html>.

Most browsers allow you to reject all cookies, whilst some browsers allow you to reject just third party cookies. For example, in Internet Explorer you can refuse all cookies by clicking Tools > Internet Options > Privacy and selecting Block all cookies² using the sliding selector. Blocking all cookies will, however, have a negative impact upon the usability of many websites, including this one.

For further information on Cookies please visit <http://www.allaboutcookies.org>.

Using your personal data

Personal information submitted to us via this website will be used for the purposes specified in this privacy policy or in relevant parts of the website.

We may use your personal information to:

- a) administer the website
- b) improve your browsing experience by personalizing the website (including displaying network information collected by Fly UK Virtual Airways, VATSIM or IVAO
- c) enable your use of the services available on the website
- d) send you general communications such NOTAMS and news updates and
- e) deal with enquiries and complaints made by or about you relating to the website.

We will not without your express consent provide your personal information to any third parties for the purpose of direct marketing.

We will ensure that any information will be held only as long as is necessary to ensure our service runs smoothly.

Personal information including your full name and country of residence is used on the pilot roster and public pilot profiles which are available to all visitors to this website.

If you have chosen to fill in the regional group box on the website my controls page, you will be listed under the region you have selected on the UK regional roster page which is available to all visitors to the website.

If you have chosen to enter your date of birth on the forum my controls page, your birthday and age will display on the forum calendar on your birthday. The forum calendar is available to all visitors to the forum.

Disclosures

We may disclose information about you to any of our staff team insofar as reasonably necessary for the purposes as set out in this privacy policy.

In addition, we may disclose information about you:

- a) to the extent that we are required to do so by law
- b) in connection with any legal proceedings or prospective legal proceedings
- c) in order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk) and
- d) to the purchaser (or prospective purchaser) of any assets which we are (or are contemplating) selling.

Except as provided in this privacy policy, we will not provide your information to third parties.

Security

We will take reasonable technical and organizational precautions to prevent the loss, misuse or alteration of your personal information.

We will store all the personal information you provide on our secure password and firewall protected server.

Of course, data transmission over the internet is inherently insecure, and we cannot guarantee the security of data sent over the internet.

You are responsible for keeping your password and user details confidential.

Your Rights

Under the Data Protection Act you have the right to request a copy of the personal information that we hold about you and to have any inaccuracies corrected. (We charge £10 for information requests and will require you to prove your identity with 2 pieces of approved photographic identification.) We will use reasonable efforts to supply, correct or delete personal information about you on our files.

Please address requests and questions about this or any other question about this Privacy Policy to privacy@flyuk.aero.

Third Party Websites

The website contains links to other websites. We are not responsible for the privacy policies or practices of third party websites.

Amendments to this Privacy Policy

We may update this privacy policy from time-to-time by posting a new version on our website. You should check this page occasionally to ensure you are happy with any changes.

Contacting Us

If you have any questions about this privacy policy or our treatment of your personal data, please contact us by email privacy@flyuk.aero.