



VIRTUAL AIRLINE POLICY

Version:	5.1
Effective:	27 January 2019
Review:	27 January 2020
Authority:	Director Operations

WARNING

Information contained in this document is intended for flight simulation purposes and must not be used for any real world aviation use.

1 Preliminary

1.1 Purposes

The purposes of this policy are:

- a) to provide for an affiliation program for virtual airlines and other similar organisations; and
- b) to specify the rules for such a program.

1.2 Policy owner and review schedule:

- a) This policy is owned by the Director Operations.
- b) This policy shall be reviewed annually and the most recent review date shall be displayed on the VATPAC website.

1.3 Objects

The objects of the affiliation program are:

- a) to promote online flying,
- b) to encourage Virtual Airlines to increase their online participation, and
- c) assist VATPAC members to find reputable Virtual Airlines who operate in the local airspace.

1.4 Definitions

In this policy:

- a) Affiliate means a Virtual Airline that has gained affiliation under this policy;
- b) Affiliation Rules means the rules in within this policy which applies to all affiliates before and after affiliation is granted;
- c) Director means the Director Operations;
- d) Nominated Manager means the person nominated by a Virtual Airline as a representative in dealings with VATPAC;
- e) Register means a register maintained by the Virtual Airline Liaison Officer which details the name of the airline, that date it was affiliated, the nominated manager and email contact;
- f) Virtual Airline Liaison Officer (VALO) is the person appointed by the Director to exercise the delegations made within this policy;
- g) VATSIM Partner means a Virtual Airline that is recognised as a VATSIM Virtual Airline Partner
- h) Virtual Airline includes any organisation whose objects include organised online flying, such as military flying groups.

2 Virtual Airline Liaison Officer (VALO)

2.1.1.1 There shall be a VALO to be appointed by the Director. The Director will assume the position of VALO if:

- a) resigns or is dismissed by the Director; or
- b) is on leave of absence; or
- c) is otherwise unable to fulfil his duties.

- 2.1.1.2 The VALO shall maintain a Register including all of the details relating to Affiliates.
- 2.1.1.3 The Register in paragraph 6 must be available for access by the Director at all times.
- 2.1.1.4 The VALO shall audit all Affiliates for compliance with the Affiliation Rules on an biannual basis. Information collected about Virtual Airlines is strictly to be used for the purpose of an audit and not to be shared or disclosed to another person or entity.

3 Administration of Affiliation

3.1 Application

- 3.1.1.1 To become an Affiliate, a Virtual Airline may apply by emailing the VALO including:
 - a) the name, web address, description and logo of the Virtual Airline;
 - b) the radio callsigns and corresponding abbreviations used by the Virtual Airline;
 - c) the name and email address of the Virtual Airline's Nominated Manager; and
 - d) evidence that the Virtual Airline meets the Affiliation Rules.
- 3.1.1.2 Application emails must originate from the Nominated Manager using an email address within the domain name of the Virtual Airline.
- 3.1.1.3 If a Virtual Airline applying for affiliation is judged by the VALO to be similar to an existing Affiliate or Affiliates, then:
 - a) the VALO shall notify that Affiliate or those Affiliates of the application; and
 - b) if, within seven days of the notification, an Affiliate or Affiliates protest against the application, and, in the opinion of the VALO, approving the application would be contrary to the goals of the affiliation program, then the application may be denied.

3.2 Approval or rejection of application

- 3.2.1.1 If the VALO is satisfied that the applicant meets the Affiliation Rules, then the officer shall approve the application using the form in Schedule 2.
- 3.2.1.2 Otherwise, the officer shall reject the application using the form in Schedule 3. All applicants have a right of appeal to the Director within 7 days of the original rejection notice.

3.3 Amendment of Details

- 3.3.1.1 If the VALO receives a request from an Affiliate's Nominated Manager to amend the details of that Affiliate, then the VALO shall amend those details in the Register.
- 3.3.1.2 If the VALO receives a request from the highest-ranking officer of an Affiliate, as verified by the Affiliate's website, to change the Affiliate's

Nominated Manager, then the VALO shall amend that detail in the Register.

3.4 Cancellation

3.4.1.1 An Affiliate can have their affiliation revoked:

- a) by applying in writing to the VALO; or
- b) if they breach the Affiliation Rules and fail to correct the breach.

3.4.1.2 If the VALO receives a request from either the Affiliate's Nominated Manager or the highest-ranking officer of an Affiliate, as verified by the Affiliate's website, to cancel their affiliation, then the VALO shall cancel the affiliation by producing a de-affiliation certificate using the form in Schedule 6 and sending this to the Director and the person requesting de-affiliation.

3.5 Breach of Affiliation Rules

3.5.1.1 If an Affiliate is found to be in breach of the Affiliation Rules, the VALO shall attempt to serve a notice, using the form in Schedule 4, to the Nominated Manager including:

- a) rule/s that have been breached; and
- b) the allowable timeframe for corrective action to be taken.

3.5.1.2 If, after the allowable timeframe has elapsed, the Affiliate has not taken adequate corrective action in response to a notice in paragraph 18, the VALO shall cancel the affiliation by producing a de-affiliation certificate using the form in Schedule 6 and sending this to the Director and the Nominated Manager.

3.5.1.3 If the VALO is unable to contact the Nominated Manager, then he shall publish a notice on the VATPAC Forums using the form in Schedule 5.

3.5.1.4 If after seven days from the publishing of the notice in paragraph 3.5.1.3, no one contacts the VALO regarding the matter, then he shall cancel the affiliation by producing a de-affiliation certificate using the form in Schedule 6 and sending this to the Director.

3.6 Audits

3.6.1.1 The VALO will send a notification of an audit, using schedule 7, to the VA/VSOA when an audit is upcoming.

3.6.1.2 All audit notifications will be sent via email to the nominated VA/VSOA contact.

3.6.1.3 A two-day minimum notification period is mandatory for every audit.

3.6.1.4 If a complaint and/or notification from an unidentified member reports breaches, no notification of an audit will be sent to the VA/VSOA.

4 Communication

- 4.1.1.1 All communication between VATPAC and Affiliates shall be via the VALO and Nominated Managers, except when this or any other VATPAC policy specifies otherwise.

5 Miscellaneous Provisions

- 5.1.1.1 Affiliates may utilise the “Virtual Airline” sub-forum at the VATPAC Forums for any public communication that relates to their organisation.
- 5.1.1.2 Virtual Airlines that are not Affiliates may make no more than one post in the “Virtual Airline” sub-forum at the VATPAC Forums. Such a thread will be locked immediately by a forum moderator.
- 5.1.1.3 This policy does not in any way affect the operation of the Special Operations Policy.
- 5.1.1.4 A Virtual Airline may appeal a decision by the VALO by writing to the Director with the grounds of their dispute.

6 Appendixes

6.1 *Schedule 1 - Affiliation Rules*

- 6.1.1.1 Affiliates must be VATSIM Partners.
- 6.1.1.2 Affiliates must comply with the rules for VATSIM Partnership as they apply from time-to-time.
- 6.1.1.3 Affiliates must be contactable via their Nominated Managers.
- 6.1.1.4 Affiliates must maintain a useable website that is free from malware and/or excessive advertising material.
- 6.1.1.5 Affiliates must display the VATPAC Affiliate logo on their home page which is hyperlinked to <http://www.vatpac.org>.
- 6.1.1.6 Affiliates must have a roster which is either publicly available, or made available to the VALO. The VALO must be able to access an up to date version at all times. The roster must display the date of the last flight made by that member and their VATSIM ID.
- 6.1.1.7 Affiliates must ensure its members conduct themselves appropriately when online. This could be, but not limited to, online flying, using the forums or other social media forums.
- 6.1.1.8 Affiliates' members must conduct at least 10 flights within VATPAC airspace in any 90-day period.
- 6.1.1.9 Affiliates must comply with reasonable requests from the VALO to assist with the audit process.

6.2 Schedule 2 - Certificate of Affiliation

I, A.B., Virtual Airline Liaison Officer for VATSIM Australia Pacific ('VATPAC'), hereby approve the affiliation of [name of Virtual Airline] (the 'applicant'), subject to the provisions of the Virtual Airline Policy 2019 (VATPAC) as amended from time to time.

VATPAC understands that [name of Nominated Manager] is the Nominated Manager of the applicant for the purposes of the Virtual Airline Policy 2019. In accordance with paragraph 4.1.1.1 of that policy, all official correspondence (except for those relating to Special Operations) must be between the Nominated Manager and the Virtual Airline Liaison Officer. Each of the parties undertakes to notify the other when a change of contact details arises.

A.B.
Virtual Airline Liaison Officer
VATSIM Australia Pacific
[date of approval]

6.3 Schedule 3 - Notice of Rejection

Unfortunately, your recent application for affiliation has been rejection for the following reason/s:

[insert reason/s, citing applicable paragraphs of the policy or rule numbers]

You are reminded of your right to appeal this decision in accordance with paragraph 3.2.1.2 of the Virtual Airline Policy 2019 by contacting the Director Operations at operations@vatpac.org.

A.B.
Virtual Airline Liaison Officer
VATSIM Australia Pacific
[date]

6.4 Schedule 4 - Notice of Breach of Affiliation Rules

During a recent audit/[insert other circumstance] (delete as appropriate), [name of Virtual Airline] was found to be in breach of the Affiliation Rules:

[insert details of the breaches, citing applicable paragraphs of the policy or rule numbers]

You must correct these by [timeframe for corrective action] or your Virtual Airline may be de-affiliated in accordance with paragraph 3.5.1.2 of the Virtual Airline Policy 2019. I am happy to discuss alternative options if this timeframe is unsuitable.

A.B.
Virtual Airline Liaison Officer
VATSIM Australia Pacific
[date]

6.5 Schedule 5 - Notice of Impending De-affiliation

Notice is given that [name of Virtual Airline] will be de-affiliated if no action is taken.

This is because they are no longer contactable through their Nominated Manager as required by Rule 3 of the Affiliation Rules.

This notice is given under paragraph 3.5.1.3 of the Virtual Airline Policy 2019.

To prevent de-affiliation, a representative from [name of Virtual Airline] should contact the Virtual Airline Liaison Officer at [email address] no later than [date and time, 7 days after the publication time].

A.B.

Virtual Airline Liaison Officer

VATSIM Australia Pacific

[date]

6.6 Schedule 6 - Certificate of De-affiliation

I, A.B., Virtual Airline Liaison Officer for VATSIM Australia Pacific ('VATPAC'), hereby revoke the affiliation of [name of Virtual Airline] (the 'applicant'), for the following reason/s:

[insert details of the breaches, citing applicable paragraphs of the policy or rule numbers]

This certificate is issued under paragraph 3.5.1.2 / 3.5.1.4 (delete as appropriate) of the Virtual Airline Policy 2019.

You may appeal this decision by emailing the Director Operations via operations@vatpac.org within 7 days of the date this notice was made as below.

A.B.

Virtual Airline Liaison Officer

VATSIM Australia Pacific

[date of approval]

6.7 Schedule 7 – Notification of Audit

Good morning/afternoon/evening,

This is a notification of an audit being conducted on your VA/VSOA. Your audit conduct date is [insert date].

Please note, this audit is for the affiliation between your VA/VSOA and VATPAC (*VATSIM Australia Pacific*). This audit in no way affects your affiliation with VATSIM.

You are required to respond to this email to verify your email address is correct and current.

If any breaches are found, you will be notified using schedule 4.

Kind regards,

A.B.

Virtual Airline Liaison Officer

VATSIM Australia Pacific

[date of email]

7 Endnotes

7.1 Table of Amendments

Effective Date	Changes
30 May 2016	<ul style="list-style-type: none"> - Establishment of VALO as separate office and related provisions - Addition of requirement to conduct 10 flights within VATPAC airspace per 90 days - Numbering of paragraphs
19 June 2015	<ul style="list-style-type: none"> - Added paragraph 1A on policy review - Renumbered paragraphs 14 and 18 (note that for stability of numbering, the gaps in numbering will not be corrected). - Corrected numbering clash at paragraph 21 by renumbering the latter paragraph. - Minor non-substantive editorial changes
16 July 2016	<ul style="list-style-type: none"> - Significant restructure and formatting changes. - Audit for compliance of Affiliates changed from annual to biannual. - Added rule regarding the displaying of VATPAC Affiliate logo on home page. - Added rule regarding roster being available either publically or at all times to VALO, the roster must display last flight date and their VATSIM ID. - Added rule regarding conduct of affiliate members.
28 May 2017	<ul style="list-style-type: none"> - Significant restructure and formatting changes
27 January 2019	<ul style="list-style-type: none"> - Addition of section 3.6 - Addition of Schedule 7 - Significant formatting changes.