1. Policies & Procedures

Our Company's Policies & Procedures are detailed here.

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Welcome Message From Our Founder & CEO

*All items in our **Document Management System** are best viewed in **Dark Mode.***

Hello, Pilots.

I want to take a moment to thank all of you for joining *Walker Air Transport* and embarking on this journey. My life in flight simulation started around 1998 when *Flight Simulator 98* hit the market, followed by the addition of home-quality (they were okay) flight yokes/throttles, etc. to my setup. Shortly after that, VATSIM was founded and it completely changed the experience. As I grew up, moved around, joined the Army and went to college, I slowly left behind the simulation world and took on other hobbies, though I never gave up my passion and love for flying. I left the U.S. Army in 2006 after serving multiple tours in Iraq, went to college and started my professional career in IT.

In 2012, I began working on my Private Pilot License at *Genesis Flight Academy* in Georgetown, Texas. It was an incredibly amazing experience and confirmed simulator practice does truly help you learn. I built up about 20 hours of flight time before I was asked to relocate to Pennsylvania for work. It was a difficult decision to make, but I ended my training and moved to start a new chapter in my life. This experience furthered my career, introduced me to my wife and brought me to Florida. My wife and I live at the beach with our 2 dogs (and a cat). As life settled down, though, I began getting back into flight simulators and building my home setup. I looked into local flight schools and took a few flights to see if I still had it in me – which I did. I have a 5-year plan that involves finishing my private license and starting on the other licenses required. My goal is to continue in IT and do this – teaching and discovery flights – on the side. It will be a slow roll, but in the end, I want it to be my retirement plan – my escape from corporate America. I'd be content just flying puddle jumpers to the Keys or Bahamas from here – and living in Florida, I'm in the perfect place for it.

So, how did *Walker Air Transport* come to be?

Walker is my last name, and let's be honest – I love my career and what I do. However, if I could've done it differently, I would likely have started my own private airline (even if it was only a couple of Cessna 172s). And that's why I created *Walker Air Transport*. I began by creating liveries for my company. They were well-received on social media, frequently prompting questions about how they could be acquired. That got me thinking about how I could build a community with purpose. I didn't want to just upload my liveries to a site and let folks download them – I wanted to

bring people into a community and give them a platform to fly together as *Walker Air Transport*.

In 2019, I decided to build a virtual airline named *Walker Air Transport* and accepted it would be a challenge – a challenge because very few virtual airlines not based on a real-world counterpart succeed. However, I wasn't letting that stop me! I began coding the platform and adding on to what was required; scheduled system, cargo system and charter system. A dedicated group of Founders helped me guide the platform in the direction that would enable every Pilot to enjoy it. Features were implemented taking the difficult business of running a virtual airline and automating them. *Walker Air Transport* was created with the Pilot in mind. At the end of the day, by offering great features and functional flexibility, you can truly enjoy it and have fun!

As you read our *Policies & Procedures Documents*, I'd like you to reflect on our *Mission* and *Values* and think about the impact you make. If you ever have a question or a need, my door is *always* open.

Thank you – and happy flying!

Storm Walker
Founder & CEO

Introduction

Purpose

This *Policies & Procedures Document* is intended to provide direction and guidance for all company pilots and staff.

It details how our Virtual Airline operates, though there may also be other specific, independently-published company documents containing additional *Policies* and/or *Procedures* to supplement it.

Scope

This *Policies & Procedures Document* has been approved by the company's Chief Executive Officer (CEO) and Executive Team.

All pilots and staff are required to carry out their operations and duties in accordance with the *Policies* and *Procedures* it contains.

By joining our Virtual Airline, you agree to abide by these *Policies* and *Procedures*. Your failure to do so may be grounds for termination.

If you do **not** agree with or cannot abide by any item within this *Policies & Procedures Document*, please submit a **Help Ticket**.

Mission & Values

Walker Air Transport's **Mission** *is:*

> *To create and maintain a community fostering family by providing a realistic Virtual Airline experience for all in a fun, responsible and respectful manner.*

We actively promote flight simulation and Virtual Airline communities in order to create awareness and share our support for all within them. In doing so, we've set high standards and require our pilots to conduct themselves in accordance with the tenants of our **Code of Conduct**.

Our **Values**:

Service To All	Reverence	Integrity	Dedication
Bring people together.	Respect and have compassion for the dignity and diversity of life.	Inspire trust through personal leadership.	Affirm the values of our organization and the joys of our passion.

General Policies

Age Requirement

To join our Company, you must be *at least* **16 years of age**.

Those aged 16-18 will be required to have permission from a parent or legal guardian.

By applying to join the company, you, the applicant, affirms that you satisfy below criteria

1. Meet the age requirement, and,
2. As appropriate, have been granted permission to do so by a parent or legal guardian.

If you do not meet above, please submit a **help ticket**.

Art Assets

The company's logo, avatar and livery design – collectively known as *Art Assets* – are copyrighted by *Walker Technologies Group, Inc.*, a Florida Corporation.

> *Considered a form of branding, the Walker Air Transport livery is defined as a set of comprehensive design elements, incorporating unique color, graphic and typographical identifiers applied to our company aircraft.*

The use of our *Art Assets* is governed by the rules noted below.

- You're free to use the company's *Art Assets* for your **personal use** (streaming, social media, etc.) as long as you:
  - are an active pilot with us; and,
  - use them in a manner consistent with our *Mission & Values* and *Code of Conduct.*
- **The Company's *Art Assets* are *not* to be modified in any way.**
  If you fail to abide by this rule, you *may* be terminated.
- If you're removed from *Walker Air Transport* – either by termination or your request – **all** assets incorporating the *Walker Air Transport* logo and/or avatar are to be deleted from any device or alternate location where you have saved them. This *includes* projects involving the use of the Company avatar, logo, name or design likeness.

> *If you have an interest in creating liveries or mods for us, submit a **Help Ticket**.*

Aircraft Developers maintain the copyright(s) of the base textures upon which the Company's logo, avatar and/or livery are placed.

Aircraft Liveries

A bespoke, readily-identifiable *Walker Air* livery has been painstakingly created for each aircraft in the company's cargo, charter and scheduled fleets – and for some aircraft models, there are alternative special liveries from which to choose.

Liveries may be downloaded from this link, or by heading to the CrewOps site and going to Downloads - Liveries

A significant amount of time and effort has been expended to design and maintain them in a way intended to establish and visually enhance our company's brand and showcase our unique identity in the sim community and beyond.

If there is an aircraft that you would like to fly but does not have a Walker livery - please submit a **ticket** and our paintshop will evaluate the request.

Validate Your Livery

Each ACARS application utilized by our platform has a real-time log visible to the pilot. You should always check that log, the first or second line (maybe 3rd) will always be a Flying .... with the type of aircraft and the name of the livery. If you are not a Patreon subscriber, the livery detected **must be** a Walker Air Transport livery. If it is anything else, or blank, it will cause your PIREP to be rejected.

There is a small rare situation where the livery will be blank. Usually a restart of your flight (not your simulator) will fix it.

smartCARS 3 and X-Plane 11/12 on PC

If you are using smartCARS 3, X-Plane 11/12, PC computer, and your PIREP was rejected that is due to a bug in smartCARS 3. Please go to smartCARS 3 | Windows PC Mac OS Linux and read the IMPORTANT INFO! section. You must use XPUIPC and configure the app accordingly or every single PIREP will be rejected.

We have raised this to TFDi and are waiting on them to fix the application.

For that reason, whenever you fly using our proprietary, ACARS-based *Flight Data System*, you're expected to do so in the company's livery. This may only be bypassed if you are enrolled in Walker's Patreon program.

Walker Air Transport aims to provide liveries as soon as possible, particularly for highly anticipated releases. However, as different aircraft have differing amounts of complexity, as well as availability of paint kits and other resources, there are no commitments as to when liveries will be available. Until a livery has been released, you will be unable to log any flights with us unless you are a member of the Patreon program. We recommend that you join our Discord and sign up for the liveries notifications to be kept up to date on releases.

If a pilot consistently abuses this, it will result in removal from the airline.

Code of Conduct

Being a *Walker Air Transport* Pilot is more than just flying and logging hours – it's how you:

- connect with your fellow Company Pilots;
- portray yourself – *and* the way your actions reflect upon us when flying in Air Traffic Control (ATC) simulation networks (*IVAO*, *PilotEdge, POSCON* and *VATSIM*) or posting in social media; and,
- interact with others in the flight simulation community at large.

We're very proud of our organization and the reputation we've built. It's important to us, therefore, to *always* be known as a professional *and* highly-respected virtual airline.

We're also a global community rich in cultural and geographic diversity – our pilots come from all walks of life and reside in countries throughout the world, all of us united by a shared passion for flying.

As a result, we continually strive to be welcoming, supportive and accommodating of all people. *Everyone*, we believe, *deserves* to be treated with dignity, respect, tolerance and civility.

Code of Conduct

Our **Code of Conduct** outlines the expectations we have regarding your behavior towards others within our company and the flight simulation community at large.

We promote the freedom of ideas, expression and open communication; however, we also expect you to follow our **Code of Conduct** when interacting with others while in the company *Discord* – *and* when using the company's assets in any Air Traffic Control (ATC) simulation network and/or representing us in social media.

From time to time, we understand there *will* be differences in opinions, viewpoints and/or perspectives when interacting with others. We readily acknowledge these differences and encourage active debate and/or discussion around them – *as long as our values are consistently upheld*.

At all times when interacting with others, therefore, you shall:

- treat everyone with courtesy, civility and respect;

- maintain a professional demeanor;
- think before you act;
- exercise good judgment and manners;
- use the Walker livery – **on all aircraft *and* at all times unless a member of the Patreon program, under which you follow the amended guidelines under said program** – when using our ACARS-driven *Flight Data System*;
- **not** discuss religion, sex, politics or any other topics commonly known to be controversial;
- **not** harass or threaten anyone;
- **not** insult or make derogatory comments about anyone;
- **not** use offensive, defamatory or threatening language;
- **not** engage in immature or situationally-inappropriate behavior;
- **not** disrupt the harmony and camaraderie of the company *Discord*;
- **not** troll Walker pilots or others in the Flight Simulation community;
- **not** share the private information of other Walker pilots with anyone *without* their express consent;
- **not** advertise another virtual airline (unless formally authorized in writing to do so by the *Business Office*);
- **not** discuss, reference and/or provide links to sites or locations holding/hosting illegal (pirated) software;
- **not** upload or distribute malicious material that may harm another pilot's computer and/or electronic device(s); and,
- **not** post pornographic links or materials.

In order to ensure these behavior standards are maintained by all Walker pilots and staff, we have formalized them by creating and implementing this **Code of Conduct**.

Should you be found to have violated *any* tenant of this **Code of Conduct**, you may, depending on the severity of the violation(s) and at the discretion of the **Business Office**, be subject to any/all of the **Disciplinary Action** steps noted below, up to and including termination.

However, if the **Business Office** determines your violation is of a grave enough nature, whether in matter, intent or effect, the BO reserves the right to skip the warning and reprimand stages and merit your actions with immediate **termination** from Walker Air Transport.

Violation Stage	Action Steps
First	**Warning** with corrective action(s) required to alleviate the offending behavior(s).
Second	**Reprimand**; a reduction in the accumulated earnings a pilot has received in the *most recent* twenty-five (25) flights and a reduction in the total points a pilot has accumulated in the *most recent* twenty-five (25) flights.
Third	**Termination** from *Walker Air Transport* and a permanent ban from the company *Discord*.

The decision of the *Business Office* is final. Appeals are **not** permitted.

And a final point…

Always be respectful towards your fellow **Pilots**, **Marshallers** and **Business Office Staff**. Remember – in order to receive the respect of others, you must show respect to them.

If, for any reason, you can't accept the tenants of our **Code of Conduct** and agree to comport yourself in the manners prescribed, submit a **Help Ticket**.

Piracy

Walker Air Transport does **not** condone nor allow the use of pirated software.

If you're known to be using it or discussing its use in our *Discord* or social media, you will be terminated from the company.

Privacy Policy

Last Updated:	Monday, 9 December 2024

We're committed to protecting your personal information *and* your right to privacy. When you visit our Website (**https://walkerair.us**) and use our Services, you trust us with your personal information. As a result, we take your privacy *very* seriously.

Our *Privacy Policy* has been developed using the Articles of the internationally-recognized *General Data Protection Regulation* | *GDPR (**https://gdpr-info.eu/**)* as a guide, and they apply to all information collected through our Website and/or any related services, sales, marketing or events, collectively referred to in this document as our "Services".

In this document, we seek to explain to you, in the clearest and most direct way possible, what information we collect, how we use it and what rights you have in relation to it. By reading through it carefully, you'll be better prepared to make informed decisions about sharing your personal information with us.

If you disagree with any of this Policy's terms and/or conditions, discontinue using our Sites *and* our services.

Direct any questions, comments or concerns to us you have about this *Policy* – **or** – our practices related to the collection and/or handling of your personal information – by submitting a **Help Ticket**.

Summary | Overview

1.	WHAT INFORMATION DO YOU COLLECT?
	Personal information you disclose to us
	We collect personal information you provide to us – such as name, address, contact information, passwords and security data.
	Information automatically collected from you
	Some information – such as IP address and/or browser and device characteristics – is collected automatically when you visit our websites.
2.	**HOW DO YOU USE MY INFORMATION?**
	We process your information for purposes based on legitimate business interests, the fulfillment of our contract with you and compliance with our legal obligations and/or your consent.

3.	**WILL MY INFORMATION BE SHARED WITH ANYONE?** *We only share information with your consent to comply with laws, provide you with services, protect your rights and/or fulfill business obligations.*
4.	**DO YOU USE COOKIES AND OTHER TRACKING TECHNOLOGIES?** *We may use cookies and other tracking technologies to collect and store your information.*
5.	**HOW LONG DO YOU KEEP MY INFORMATION?** *We keep your information for as long as necessary to fulfill the purposes outlined in this Policy unless/until otherwise required by law.*
6.	**HOW DO YOU KEEP MY INFORMATION SAFE?** *We seek to protect your personal information through a system of organizational and technical security measures.*
7.	**WHAT ARE MY PRIVACY RIGHTS?** *In some regions – such as the European Economic Area – you have rights allowing you greater access to and control over your personal information. You may review, change or terminate your account at any time.*
8.	**HOW IS A DATA BREACH HANDLED?** *You'll be notified about data breaches when we think you're likely to be at risk or serious harm.*
9.	**WHAT CONTROLS ARE THERE FOR DO-NOT-TRACK (DNT) FEATURES?** *We don't currently respond to DNT browser signals or any other mechanism automatically communicating your choice not to be tracked online.*
10.	**DO CALIFORNIA RESIDENTS HAVE SPECIFIC PRIVACY RIGHTS?** *Yes – residents of California are granted specific rights regarding access to their personal information.*
11.	**DO YOU EVER UPDATE THIS POLICY?** *Yes – we will update this Policy as necessary to remain in compliance with relevant laws.*
12.	**HOW CAN I CONTACT YOU ABOUT THIS POLICY?** *If you have questions or comments about this policy, submit a **Help Ticket**.*
13.	**HOW CAN I REVIEW, UPDATE OR DELETE THE DATA YOU COLLECT FROM ME?** *To review, update or delete your personal information, submit a **Help Ticket**.*

Policy Details

WHAT INFORMATION DO YOU COLLECT?

Personal information you disclose to us

We collect personal information you voluntarily provide us. What we collect depends on (1), the context of your interactions with us and the Services, (2), the choices you make, and (3), the features you use.

Pilot Application Form

When you complete and submit the *Pilot Application Form*, you will be voluntarily providing us with your personal information. The information you enter is encrypted – as noted by the https:// prefix in its address on the Website – *before* it's submitted to us. While we've implemented encryption to ensure the secure transmission of your personal information, Internet-based data transmissions may, in principle, have security gaps. Absolute protection, therefore, may not be guaranteed. For this reason, you're always welcome to contact us via alternative means – such as email.

On the *Pilot Application Form*, we collect the following information about you:

- Your first and last name (we do not validate the legitimacy of provided data, this can be a fake name);
- Your email address;
- Your geographic location (country of residence);
- Your IVAO, PilotEdge, or VATSIM IDs;
- Your IP address.

On your *Pilot Profile*, we collect the following information if you choose to share it, in addition to what was collected on your *Pilot Application Form*.

- Your Steam, Twitch, Xbox, and YouTube IDs.

Email

We communicate with you via email processed through *Google Workspace*. By completing the Pilot Application *Form*, you consent to receiving occasional service-related email communications from us. You can opt out of receiving them by submitting a **Help Ticket**. It's important to note, however, doing so will prevent you from receiving information and updates on our company and its operations. That may compromise the level of service quality you receive and your enjoyment of the overall experience.

The use of *Google Workspace*, as well as its relevant data transfer and processing, is governed by *Google's Data Protection Policy.*
Link: **https://policies.google.com/privacy?hl=en**

TFDi Design | smartCARS 3 and FlightTrackerXP

We use flight tracking software – *smartCARS 3* and *FlightTrackerXP* (X-Plane only) – to document flights. They serve as the interface for the data exchange between your flight simulator and our *Flight Data System* Software. In order to function properly, they require access to your computer system to facilitate the real-time flow of data while you're flying.

The operation of smartCARS 3 is governed by TFDi Design's *Privacy Policy*. Link: **https://www.tfdidesign.com/legal.php?request=pp**	The operation of FlightTrackerXP is governed by its Developer's *Privacy Policy*. Link: **https://discord.com/invite/GF9sEdE**

Discord

Discord is a proprietary freeware VoIP application and digital distribution platform designed for creating online communities and facilitating interaction among its participants. While not mandatory, our Pilots are nonetheless encouraged to have and maintain a presence there to foster a sense of community and enhance their overall Company experience. The use of *Discord* is governed by their *Privacy Policy*.

Link: **https://discord.com/privacy**

The personal information we collect and store include the following:

- **Unique Discord Snowflake ID**
  A Discord user ID is a unique eighteen or nineteen-digit number and is not the same as your username.

> ***All personal information you provide us must be true, complete and accurate – and you must notify us of any changes to such personal information.***

International Virtual Aviation Organization (IVAO)

IVAO is an online virtual Air Traffic Control (ATC) network, and while our Pilots are encouraged to use online ATC networks, it's **not** mandatory they do so. Their actions are governed by their *Privacy Policy*.

Link: **https://wiki.ivao.aero/en/home/ivao/privacypolicy**

They record information about their Users. As a User, you can request that data be retrieved and deleted by visiting this URL:

https://www.ivao.aero/ContactGDPR.asp

Information Automatically Collected

We automatically collect certain information when you visit, use or navigate our Services. This information does **not** reveal your specific identity – like your name or contact information – but *may*

include device and usage information, such as your IP address, browser and device characteristics, operating system, language preferences, referring URLs, device name, country, location, information about how and when you use our Services and other technical information. This information is needed primarily to maintain the security and operation of our Services and for internal analytics and reporting purposes.

Like many businesses, we also collect information through cookies and similar technologies.

Online Identifiers
We collect cookies – or others such as the ones used for analytics and marketing – and other similar data.

HOW DO YOU USE MY INFORMATION?
We use personal information collected via our Services for a variety of business purposes described on the following page. We process your personal information for these purposes:

1. in reliance on our legitimate business interests;
2. in order to enter into or perform a contract with you, with your consent; and/or,
3. for compliance with our legal obligations. We indicate the specific processing grounds we rely on next to each listed purpose.

We store your information for the sole purpose of ensuring service quality and enhancing your overall experience while flying for the Company. Some of your personal information (first name and initial of last name) will be displayed on the front page (public) and in other areas (private | "Crew Only") of the Website. Displaying this information is a vital part of establishing and maintaining a strong sense of community and fosters interaction among our Pilots.

We use the information we collect or receive:

- **To facilitate account creation and logon process.** If you choose to link your account with us to a third party account – such as your *Google* or *Facebook* account, for example – we use the information you allowed us to collect from those third parties to facilitate account creation and the logon process for the performance of the contract.
- **To send administrative information to you.** We may use your personal information to send you service and new feature information and/or information about changes to our terms, conditions and policies.
- **To protect our Services.** We may use your information as part of our efforts to keep our Services safe and secure – for example, for fraud monitoring and prevention.
- **To enforce our terms, conditions and policies for Business Purposes, Legal Reasons and Contractual Obligations.**
- **To respond to legal requests and prevent harm.** If we receive a subpoena or other legal request, we may need to inspect the data we hold to determine how to respond.
- **To manage user accounts.** We may use your information for the purposes of managing your account and keeping it in working order.
- **To deliver services to the user.** We may use your information to provide the service

you requested.

WILL MY INFORMATION BE SHARED WITH ANYONE?

We may process or share data based on the following legal basis:

- We may process your data if you've given us specific consent to use your personal information for a specific purpose.
- **Legitimate Interests.** We may process your data when it's reasonably necessary to achieve our legitimate business
- **Performance of a Contract.** Where we've entered into a contract with you, we may process your personal information to fulfill the terms of our
- **Legal Obligations.** We may disclose your information where we're legally required to do so in order to comply with applicable law, governmental requests, a judicial proceeding, court order or legal process, such as in response to a court order or a subpoena – *including* in response to public authorities to meet national security or law enforcement
- **Vital Interests.** We may disclose your information where we believe it's necessary to investigate, prevent or take action regarding potential violations of our policies, suspected fraud, situations involving potential threats to the safety of any person and illegal activities or as evidence in litigation in which we're

More specifically, we may also need to process your data or share your personal information in the event of a business transfer. As necessary, we may share or transfer your information in connection with, or during negotiations of, any merger, sale of company assets, financing or acquisition of all or a portion of our business to another company.

DO YOU USE COOKIES AND OTHER TRACKING TECHNOLOGIES?

Cookies are small text files containing user IDs automatically placed on your computer or other device when you visit a Website. They're stored by your Internet Browser. The Browser sends the Cookies back to the Website on each subsequent visit, allowing the Website to recognize your computer or device. This recognition enables the Website provider to observe your activity on the Website, deliver a personalized, responsive service and improve functionality. We may also use cookies and similar tracking technologies – like web beacons and pixels – to access or store information. Specific information about how we use such technologies and how you can refuse certain cookies is set out in our **Cookie Policy Addendum**.

HOW LONG DO YOU KEEP MY INFORMATION?

We will only keep your personal information for as long as it is necessary for the purposes set out in this document, unless a longer retention period is required or permitted by law – such as tax, accounting or other legal requirements. No purpose in this policy will require us to keep your personal information for longer than the period of time in which users have an account with us.

When we've no ongoing legitimate business need to process your personal information, we'll either delete or anonymize it – or, if this isn't possible (for example, because your personal information has been stored in backup archives) – we'll securely store your personal information

and isolate it from any further processing until deletion is possible.

HOW DO YOU KEEP MY INFORMATION SAFE?

We've implemented appropriate technical and organizational security measures designed to protect the security of any personal information we process. We cannot, however, guarantee the Internet itself is 100% secure. Although we'll do our best to protect your personal information, its transmission to and from our Services is at your own risk. **You should only access the Services within a secure environment.**

WHAT ARE MY PRIVACY RIGHTS?

In some regions – like the *European Economic Area*, for instance – you may have certain rights under the *General Data Protection Regulations (GDPR)* and/or other applicable data protection laws.

> While our Privacy Policy is **not** governed by the GDPR, we support its intent. Learn more about it **here**.

These rights may include:

- **The right to be informed**.
  The Company is completely transparent in how it uses your personal data.
- **The right to access**.
  You have the right to know exactly what information is collected and held about you – and how it's processed.
- **The right to rectification (correction)**.
  You are entitled to have your personal data rectified if it's inaccurate or incomplete.
- **The right to erasure (to be forgotten)**.
  You have a right to having your personal data deleted or removed without the need for a specific reason as to why you wish to have that done.
- **The right to restriction of processing**.
  You have a right to block or suppress the processing of your personal data.
- **The right to data portability**.
  You have the right to retain and reuse your personal data for your own purpose.
- **The right to object**.
  You have the right to object to your personal data being used for purposes not disclosed to you.
- **The right to not be subject to automated decision making**.
  You are protected against the risk a potentially damaging decision is made without human intervention.

If you wish to exercise any of these rights, submit a **Help Ticket**. We'll act upon your request appropriately in accordance with applicable data protection laws.

If you reside in the *European Economic Area* and believe we're unlawfully processing your personal information, you also have the right to complain to your local data protection Supervisory Authority.

Contact details: **http://ec.europa.eu/justice/data-protection/bodies/authorities/index_en.htm**.

If we're relying on your consent to process your personal information, you have the right to withdraw your consent at any time. This, however, will **not** affect the lawfulness of the processing before its withdrawal.

Submit a **Help Ticket** with any questions or comments you have about your privacy rights.

Account Information
If, at any time, you'd like to review or change the information in your account or terminate it, submit a **Help Ticket**. Upon receiving your request, we'll provide you a means to (1), review your information, and (2), change it. If you've requested we terminate your account, we'll deactivate and/or delete it and any related information from our active databases. Some information, however, may be retained in our files to prevent fraud, troubleshoot problems, assist with any investigations, enforce our Terms of Use and/or comply with legal requirements.

Cookies and Similar Technologies
By continuing to use our Website, you accept our use of the following cookies:

> **Google Analytics**
> We use *Google Analytics* to provide us with information about how our Website is used, such as what countries our visitors are browsing from and what pages are the most popular. The data gathered is anonymous and cannot be used to identify individual users. You may block the collection of the data generated by the cookie and the data related to your use of the Website – including your IP address – by *Google*, as well as their ability to process it, by downloading and installing a browser plugin from the link.
>
> Link: **https://tools.google.com/dlpage/gaoptout?hl=en**
>
> **Google ReCAPTCHA**
> *ReCAPTCHA* is a service provided by *Google* allowing us to confirm only real people and not

spambots are able to submit our *Pilot Application* When you tick the "I'm not a robot" box, *Google* places a cookie called NID in your browser. It communicates information such as your browser's language setting, the date, how many mouse clicks you have made on the screen and what other *Google* cookies you may have on your device.

Link: **https://developers.google.com/recaptcha**

Google Fonts

We use *Google Fonts API* to provide the font faces you see on this Website. When you use our Website, some data, including your IP address, will be transferred to and stored on *Google's* servers in the USA. This data is used solely for the purpose of providing the service, and is not associated with other data *Google* may hold on you. The use of *Google Maps API* and *Google Fonts API*, as well as the relevant data transfer and processing, is governed by *Google's* Data Protection Policy.

Link: **https://policies.google.com/privacy?hl=en**

DATA BREACH

A privacy breach occurs when there's unauthorized access to or collection, use, disclosure or disposal of, personal information. You'll be notified about data breaches when we think you're likely to be at risk or serious harm, for example, when a data breach could likely result in serious financial harm or harm to your mental or physical well-being. In the event we become aware of a security breach which has resulted, or *may* result, in unauthorized access, use or disclosure of personal information, we will promptly investigate the matter and notify the appropriate Supervisory Authority no later than 72 hours after having become aware of it, *unless* the personal data breach is unlikely to result in a risk to the rights and freedoms of natural persons.

CONTROLS FOR DO-NOT-TRACK FEATURES

Most web browsers and some mobile operating systems and mobile applications include a Do-Not-Track (DNT) feature or setting you can activate to signal your privacy preference not to have data about your online browsing activities monitored and collected. No uniform technology standard for recognizing and implementing DNT signals has been finalized. As such, we don't currently respond to DNT browser signals or any other mechanism automatically communicating your choice not to be tracked online. If an online tracking standard is adopted in the future and we're required to follow it, we'll inform you about that practice in a revised version of this *Privacy Policy*.

DO CALIFORNIA RESIDENTS HAVE SPECIFIC PRIVACY RIGHTS?

California Civil Code Section 1798.83 – also known as the "Shine The Light" law – permits our users who are California residents to request and obtain from us, once a year and free of charge, information about categories of personal information (if any) we disclosed to third parties for direct marketing purposes and the names and addresses of all third parties with whom we shared personal information in the immediately preceding calendar year.

If you're a California resident and would like to make such a request, submit a **Help Ticket**.

If you're under 18 years of age, reside in California and have a registered account with the Services, you have the right to request removal of unwanted data you publicly post on the Services. To request removal of such data, submit a **Help Ticket**. Include the email address associated with your account and a statement you reside in California. We'll make sure the data isn't publicly displayed on the Services. Be aware, however, the data may **not** be completely or comprehensively removed from our systems.

DO YOU EVER UPDATE THIS POLICY?

We may update this document from time to time. The updated version will be indicated by an updated *Version* date and it'll be effective as soon as it's accessible. If we make any material changes, we may notify you either by prominently posting a notice of such changes to our Services or by directly sending you a notification. We encourage you to review this *Privacy Policy* frequently to remain informed about how we're protecting your information.

HOW CAN I CONTACT YOU ABOUT THIS POLICY?

If you have questions or comments about this policy, submit a **Help Ticket**.

HOW CAN I REVIEW, UPDATE OR DELETE THE DATA YOU COLLECT FROM ME?

Based on the laws of some countries, you may, as mentioned above, have the right to request access to the personal information we collect from you, change that information or, in some circumstances, delete it. To make a request to review, update or delete your personal information, submit a **Help Ticket**. We'll respond to it within thirty (30) days.

Children's Protection Act

We act in accordance with the **Children's Online Privacy Protection Act**. Under the provisions of this act, Website owners are restricted from disseminating any form of personal information of children under the age of 13. We display our Pilot's personal information on our Website. As a matter of practice, though, we do **not** permit children under 14 years of age to join us. If we become aware one of our Pilots is under 13 years of age, we will immediately suspend their credentials. We continually work to ensure all user-generated content meets our goal of a family-friendly environment and is suitable for all ages. To meet this standard, we moderate our content, but cannot guarantee consistent compliance.

Cookie Policy Addendum

This *Cookie Policy Addendum* to our *Privacy Policy* has been created to explain:

- how we use cookies and similar technologies; and,
- to demonstrate our firm commitment to the privacy of your personal information.

The first time you visit our Website, we notify you about our use of Cookies through a notification

banner. By continuing to use the Website, you consent to our use of Cookies as described in this *Cookie Policy*. However, you can choose whether or not to continue accepting Cookies at any later time. Information on how to manage Cookies is set out later in this Cookie Policy.

> *Our use of any personal information we collect about you is subject to the tenants of our Privacy Policy.*

What are Cookies?

Cookies are small text files containing user IDs that are automatically placed on your computer or other device by when you visit a Website. The Cookies are stored by the internet browser. The browser sends the Cookies back to the Website on each subsequent visit, allowing the Website to recognize your computer or device. This recognition enables the Website provider to observe your activity on the Website, deliver a personalized, responsive service and improve the Website.

Cookies can be 'Session Cookies' or 'Persistent Cookies'. Session Cookies allow a Website to link a series of your actions during one browser session, for example to remember the items you have added to a shopping basket. Session Cookies expire after a browser session and are therefore not stored on your computer or device afterwards. Persistent Cookies are stored on your computer or device between browser sessions and can be used when you make subsequent visits to the Website, for example to remember your Website preferences, such as language or font size.

Cookies We Use and Their Purpose

We use four (4) types of Cookies – 'Strictly Necessary' Cookies, 'Performance' Cookies, 'Functionality' Cookies and 'Targeting'/'Advertising' Cookies. Each type and the purposes for which we use them are described in this section.

Strictly Necessary Cookies

Strictly Necessary Cookies enable you to move around the Website and use essential features. For example, if you log into the Website, we use a Cookie to keep you logged in and allow you to access restricted areas, without you having to repeatedly enter your login details. If you are registering for or purchasing a product or service, we will use Cookies to remember your information and selections, as you move through the registration or purchase process. *Strictly Necessary* Cookies are necessary for our Website to provide you with a full service. If you disable them, certain essential features of the Website will not be available to you and the performance of the Website will be impeded.

Performance Cookies

Performance Cookies collect information about how you use our Website – for example which pages you visit and if you experience any errors. These Cookies don't collect any information that could identify you – all the information collected is anonymous. We may use these Cookies to help us understand how you use the Website and assess how well the Website performs and how we could improve it for you. We may also use such Cookies to discover which parts of the Website interest you and measure how effective our promotion of features is.

Functionality Cookies

Functionality Cookies enable a Website to provide you with specific services or a customized experience. We may use these Cookies to provide you with services such as watching a video or adding user comments. We may also use such Cookies to remember changes you make to your settings or preferences – for example, changes to text size or your choice of language or region – or offer you time-saving or personalized features. You can control whether or not *Functionality* Cookies are used, but disabling them may mean we're unable to provide you with some services or features of the Website.

Targeting or Advertising Cookies
Targeting or *Advertising* Cookies enable a Website to show you relevant advertising or facilitate your use of third party services. We may use such Cookies to make it easier for you to 'like' or 'share' Website content through your social network(s). The social networking Websites may subsequently use information about your visit to target advertising to you on those Websites. See their Website terms and policies for further information on such use. You can control whether or not *Targeting* or *Advertising* Cookies are used, though disabling them may mean we're unable to provide you with some services or features of the Website.

First and Third Party Cookies
The Cookies placed on your computer or device include *First Party* Cookies, meaning Cookies placed there by us, or by third party service providers acting on our behalf. Where such Cookies are being managed by third parties, we only allow the third parties to use the Cookies for our purposes, as described in this Cookie Policy, and not for their own purposes.

The Cookies placed on your computer or device may also include *Third Party* Cookies, meaning Cookies placed there by third parties. These *may* include third party advertisers who may display advertisements on our Website and/or social network providers who provide 'like' or 'share' capabilities (see the above section on *Targeting* or *Advertising* Cookies). They may also include third parties who provide video content which is embedded on our Website (such as *YouTube*). Please see the Website Terms and Policies of these third parties for further information on their use of Cookies.

To learn about the specific *First Party* and *Third Party* Cookies used by our Website – and manage them – submit a **Help Ticket**.

Managing Cookies
You always have a choice over whether or not to accept Cookies. When you first visit the Website and we notify you about our use of Cookies, you can choose not to consent to such use. If you continue to use the Website, you're consenting to our use of Cookies for the time being. However, you can choose not to continue accepting Cookies at any later time. In this section, we describe ways to manage Cookies, including how to disable them.

You can manage Cookies through the settings of your internet browser. You can choose to block or restrict Cookies from being placed on your computer or device. You can also periodically review the Cookies placed there and disable some or all of them.

You can learn more about how to manage Cookies on this website: **youronlinechoices.com**

> *If you choose **not** to accept certain Cookies, it may mean we're unable to provide you with some services or features of the Website.*

Flash Cookies and How to Manage Them

We may provide videos and other content through the Website using *Adobe Flash Player*, which uses *Flash Cookies* – also known as *Local Shared Objects* – to provide useful features such as auto-resume and the ability to save your preferences. Flash Cookies are placed on your computer or device in much the same as other Cookies. However, it's not possible to manage them in the same way through your internet browser settings.

> *If you choose **not** to accept Flash Cookies, you may be unable to view certain content, such as videos.*

Changes to Cookie Policy

We may update this Addendum from time to time. The updated version will be indicated by an updated *Version* date at the top of the first page of this document and it'll be effective as soon as it's accessible. If we make any significant material changes, we may notify you either by:

- prominently posting a notice of such changes to our Services; or,
- by directly sending you a notification.

We encourage you to review the *Privacy Policy* and this *Cookies Policy Addendum* frequently to remain informed about how we're using and protecting your information.

Questions or Concerns

If you have any questions or concerns about this Cookie Policy Addendum or our use of Cookies on the Website, submit a **Help Ticket**.

Administrative Policies

Requirements

In order to become a Company Pilot and remain on **Active** status, you must:

- meet the minimum age requirement;
- own a licensed copy of:

  - Laminar Research X-Plane;
  - Lockheed Martin Prepar3D®; and/or,
  - Microsoft® Flight Simulator 2020 (MSFS2020);

- have an active email account you can access on a regular basis;
- agree to be bound by the *Policies* and *Procedures* in this Document, along with any/all others that may be communicated and/or distributed separately; and,
- complete *at least* one (1) flight every thirty (30) days.

Transfer of Hours

We do **not** set restrictions on aircraft types by Pilot rank; therefore, we do **not** transfer hours from another Virtual Airline or VATSIM.

Everyone begins their career with us as a **Flight Student** with 00:00 hours of flight time.

Home Assignment

You selected your Home Airport ('**Home**') when you completed our *Application Form*.

It's from this assigned location you must make your *first* **Cargo** *or* **Scheduled** flight. Thereafter, your assigned Home Airport doesn't factor into your flying *unless* that's what you want to do.

*If your Home does **not** have any Cargo or Scheduled flights and you desire to fly them, you must enable **Worldwide Persistence (WWP)** to fly to an airport that does have Cargo and/or Scheduled flights. Learn more about WWP **here**.*

*For Charter operations, your Home will **not** be a factor at all.*

If you wish to change your **Home**, you can do so on your own anytime – and as many times as you desire; however, be aware of the fact there **is** a fee involved **each time** you do so.

That fee will be deducted from your Ledger (**Pilot Profile > Ledger**).

As long as your balance is *greater than* the fee for the Transfer, your Home will be changed.

If your Ledger balance is *less than* the fee for the Transfer, your Home will **not** be changed..

To initiate a Home Transfer, go to **Settings** > **My Information** > **My Home** in the *Navigation Bar* of the *Crew Operations* website. Follow the prompts.

You may also click **here** to learn how to change your **Home**.

Pilot Status & Flight Requirements

Every Company Pilot maintains a status based on the frequency of their flight activity.

Status	Description
New Hire	Must complete first flight within fourteen (14) days after receiving *Acceptance Email*.
Active	*At least* one (1) completed flight/PIREP in the past **thirty** (30) days.
On Leave	No completed flight/PIREP in the past **thirty** (30) days.
Retired	No completed flight/PIREP in the past **ninety** (90) days.

*A PIREP is, quite simply, a **Pilot Report**. It contains digital data about the flight you flew and completed. After processing that data in our automated, proprietary system, it's immediately filed, at which time it's also added to your Pilot Logbook and is available for review.*

You'll be placed **On Leave** if you do **not** complete *at least* one (1) flight every **thirty** (30) days.

You'll be **Retired** if you do **not** complete *at least* one (1) flight every **ninety** (90) days.

We do not delete pilot accounts unless specifically requested.

If you find yourself retired, simply log in to CrewOp and follow the automated reactivation process. Our staff does not reactive accounts manually unless there is a specific issue such as "no access to the email on file."

Rehire Eligibility

We do **not** remove Pilot records, unless it is requested by the pilot.

> *If you wish to have your data removed from our system, please email removeme@walkerair.us.*

If you were:

Retired	Terminated
... for failing to complete one (1) flight every ninety (90) days – or by personal request – you may be rehired. Your statistics will be restored to the values they were at the time you were Retired.	... you will **not** be rehired.

To be considered for rehire, post your request in the **#support** channel in the Company *Discord* – **or** – submit a **Help Ticket**.

Termination

You can be terminated if it's determined you've failed to adhere to our:

- **Code of Conduct**; and/or,
- **Policies** and **Procedures**, along with those that may be communicated and/or distributed separately.

If you think you were unjustly terminated, contact **help@walkerair.us**.

Membership in Other VA(s)

Walker pilots are not restricted in any way to join other virtual airlines, up to and including logging flights for Walker and the other VA. Do note that this is Walker policy and you must check with the other airline if you are allowed to double log on their end.

Walker pilots may hold leadership or staff status in other virtual airlines or other flight simulation organizations with no effect, positive or negative, to their standing in Walker.

Walker staff, both Business Office and Marshallers, **may not** hold a staff position of any capacity in another virtual airline.

Operations

Pilot Rank

Rank

Walker Air Transport utilizes the smartCARS 3 (Windows/MacOS/Linux) or FlightTrackerXP (Mac) ACARS systems and the company's proprietary, fully-automated *Flight Data System (FDS)* to log data produced and transmitted to us by your Simulator.

Once you've completed your flight and submitted the PIREP, our *FDS* goes to work reviewing it and making a decision on its acceptability. And it's all done very quickly. Within seconds, you'll have all of your flight's data to review, including, though not limited to, these major items:

1	2	3	4	5	6
Aircraft Type Flown	Flight Time	Flight Distance	Landing Rate	Points Awarded	Flight Status (Approved; Rejected; Diverted)

We're pleased and excited to have this system in place because we think it:

- adds more value to the total experience; and,
- by analyzing their performance and applying what they learn from it, our Pilots are challenged to continually improve their flying skills and proficiency.

In order to be promoted to the next **rank**, you must meet **both** of the requirements noted below for *minimum hours* **and** *minimum points*.

> *Hours and points do not reset on promotion. They carry over as you progress towards your next rank.*

Rank	Title	Insignia	Minimum Hours	Minimum Points	Pay Rate (Hourly)
Flight Student		0	0	$15.00
First Officer		25	300	$35.00

Senior First Officer		75	900	$45.00
Captain		100	1,200	$65.00
Flight Captain		300	3,600	$85.00
Senior Flight Captain		500	6,000	$105.00
Chief Pilot I		1,000	12,000	$115.00
Chief Pilot II		2,500	30,000	$135.00
Chief Pilot III		5,000	60,000	$165.00
Senior Chief Pilot I		7,500	90,000	$192.00
Senior Chief Pilot II		10,000	120,000	$225.00
Senior Chief Pilot III		15,000	180,000	$255.00
Walker Emeritus		50,000	300,000	$300.00

Points

Points are awarded for each completed flight receiving an 'Approved' designation.

The number of points you earn will depend on several factors – as you can see from the categories and points awards in the chart below.

Approved	Rejected	Diverted

The criteria for an **Approved** flight are:

- You completed a flight from your planned *departure* airport to your planned *arrival* airport; and,

- The Company's *Landing Rate Standard – a landing rate equal to or softer than -800 fpm* was **achieved**.

All points, flight hours and pay are awarded.

The PIREP is posted to your Logbook as being Completed | **Approved**.

The criteria for a **Rejected** flight are:

- The Company's *Landing Rate Standard – a landing rate equal to or softer than -801 fpm* was **exceeded**; and/or,

- The total points awarded for your flight equals -15 or more.

- Your flight time was 00:00 hours (premature landing); and/or,

- You used more fuel than you left the airport with (in-flight refueling); and/or,

- You did **not** fly with a *Walker Air Transport* livery.

No points, flight hours or pay are awarded.

The PIREP is posted to the your Logbook as being Completed | **Rejected**.

The criteria for a **Diverted** flight are:

- You completed a flight from your planned *departure* airport to an *unplanned arrival* airport;

- The Company's *Landing Rate Standard – a landing rate equal to or softer than -800 fpm* was **achieved**.

All points, flight hours and pay are awarded.

> *If this occurs when flying a* ***Tour*** *leg, you will* ***not*** *be advanced to the next leg. The leg will have to be reflown.*

The PIREP is posted to your Logbook as being Completed | **Diverted**.

Points are calculated based on log entries from the ACARS client. If your client fails to record all the entries we require you may lose out on points. Flight Operations is unable to modify your log file.

Microsoft Flight Simulator 2020 has a habit of not registering pilots in 'Cruise' phase due to how their altitude is determined. This will impact your log record, in order to ensure you get proper points awarded.

Category	Points	How is it determined?
Completed Flight	+5	
Per Hour of Flight	+1	
Per 50 Nautical Miles of Flight	+1	

Completed 20-Minute Pre-Flight	+3	*Pre-flight time is calculated between the log entries 'Preflight started, flying' and 'Pushing back with # of fuel'.*
Flaps Position Set – Takeoff	+1	*Takeoff flaps are determined by log entry 'Flaps set to' that occur **before** the log entry 'Taking off'.*
Flaps Position Set – Landing	+1	*Landing flaps are determined by log entry 'Flaps set to' that occur **after** the log entry 'Approaching'. The 'Approaching' log entry will not occur if you are not properly in cruise phase. Please read note above regarding MSFS 2020 and/or ensure you know how to properly use the ACARS application to set your correct cruise level.*
Exceed 250kts under 10,000 ft for *more than* 2 minutes *Only applicable when aircraft MTOW is **less than** 300,000lbs (136,077kgs).*	-5	*Aircraft that have an MTOW **less than** 300,000lbs (136,077kgs). You can view the MTOW of our fleet by visiting Company > Fleet in CrewOps and viewing the MTOW column.*
Overspeed *Only deducted once regardless of number of instances of overspeeding*	-2	*Log indicates 'Overspeed'.*
Time Compression		*Log indicates 'Simulation rate set to'.* *A 15% penalty will be assessed against the total number of points earned for that flight.* ***EXAMPLE:*** *46 points earned – 7 point penalty (.15 × 46) = 39 points awarded.*
Bonus Multiplier		*The bonus multiplier helps equalize flights in all Fleet aircraft regardless of distance flown and/or cruising speed by using a proprietary algorithm and applying it to those with cruise speeds of 250kts or less and cruise speeds between 251kts and 400kts.*
Pilots Home Airport	+5	*You departed from or arrived at your Hub airport.*

Landing Rate	MTOW less than 12,500lbs	MTOW more than 12,500lbs
-800 fpm to -701 fpm	-8	-4
-700 fpm to -601 fpm	-6	-2
-600 fpm to -501 fpm	-4	+1
-500 fpm to -401 fpm	-2	+2
-400 fpm to -300 fpm	+1	+4
-300 fpm to -201 fpm	+2	+5
-200 fpm to -151 fpm	+3	+5
-150 fpm	+100	+100
-149 fpm to -101 fpm	+4	+3
-100 fpm to 0 fpm	+5	+2

If you happen to be lucky enough to land the illustrious -150fpm. You will be awarded with our super special "BUTTER!" badge and 100 points! Now, we must state for legal reasons that a -150fpm is not the holy grail landing you need to aim for in every single aircraft. Doing this can result in gear breakage, spoilers not activating, autobrakes sitting around, and well, the plane not working right. We warned you!

Here are some examples illustrating how these category points factor into each completed flight.

1	2	3

Card 1

FLIGHT INFORMATION

A21N AIRCRAFT
08:38 FLIGHT TIME
3,254 nm DISTANCE FLOWN
-118 fpm LANDING RATE
88 AWARDED POINTS

POINTS

5 COMPLETED FLIGHT
8 8 HOUR FLIGHT TIME
65 3254 NM FLOWN
5 -118 FPM LANDING RATE
3 COMPLETED 20 MINUTE PREFLIGHT
1 FLAPS SET FOR TAKEOFF
1 FLAPS SET FOR LANDING

Card 2

FLIGHT INFORMATION

BE35 AIRCRAFT
00:19 FLIGHT TIME
25 nm DISTANCE FLOWN
-181 fpm LANDING RATE
15 AWARDED POINTS

POINTS

5 COMPLETED FLIGHT
5 -181 FPM LANDING RATE
1 FLAPS SET FOR TAKEOFF
1 FLAPS SET FOR LANDING
3 BONUS MULTIPLIER ⓘ

Card 3

FLIGHT INFORMATION

E55P AIRCRAFT
03:30 FLIGHT TIME
1,271 nm DISTANCE FLOWN
-32 fpm LANDING RATE
44 AWARDED POINTS

POINTS

5 COMPLETED FLIGHT
3 3 HOUR FLIGHT TIME
25 1271 NM FLOWN
5 PILOT'S HUB AIRPORT
2 -32 FPM LANDING RATE
3 COMPLETED 20 MINUTE PREFLIGHT
1 FLAPS SET FOR TAKEOFF

If you think your flight was graded incorrectly – **or** – you'd like to ask a question, submit a **Help Ticket**.

Flight Classification

A completed flight is classified as being **Approved**, **Rejected** or **Diverted**.

> *A flight is classified as being Completed when it was:*
> *(1) flown from a departure airport to an arrival airport, and,*
> *(2) documented by our ACARS-based Flight Data System.*

> *The Company's Landing Rate Standard is -800 fpm or softer.*

Approved	Rejected	Diverted
✔	✖	⚠

The criteria used to make that decision is as follows.

Approved	Rejected	Diverted

The criteria for an **Approved** flight are:

- You completed a flight from your planned *departure* airport to your planned *arrival* airport; and,

- The Company's *Landing Rate Standard – a landing rate equal to or softer than -800 fpm* was **achieved**.

All points, flight hours and pay are awarded.

The PIREP is posted to your Logbook as being Completed | **Approved**.

The criteria for a **Rejected** flight are:

- The Company's *Landing Rate Standard – a landing rate equal to or softer than -800 fpm* was **exceeded**; and/or,

- Your flight time was 00:00 hours (prematurelanding); and/or,

- You used more fuel than you left the airport with(in-flight refueling)

- You did **not** fly with a *Walker Air Transport* livery. (Patreon program members excluded)
- You used slew mode while not on the ground

No points, flight hours or pay are awarded.

The PIREP is posted to the your Logbook as being Completed | **Rejected**.

The criteria for a **Diverted** flight are:

- You completed a flight from your planned *departure* airport to an *unplanned arrival* airport; and,

- The Company's *Landing Rate Standard – a landing rate equal to or softer than -800 fpm* was **achieved**.

All points, flight hours and pay are awarded.

> *If this occurs when flying a* ***Tour*** *leg, you will* ***not*** *be advanced to the next leg. The leg will have to be reflown.*

The PIREP is posted to your Logbook as being Completed | **Diverted**.

If you think your flight was categorized incorrectly or you'd like to ask a question about it, submit a **Help Ticket**.

Flight Logs

You will only receive credit for a completed flight by using our automated, ACARS-based *Flight Data System*.

Manual PIREPS are not are permitted. *No exceptions.*

Departure & Arrival Times

Scheduled flight times shown in *Crew Ops* are displayed in UTC. This is simulator time, **not** real-world time.

While **not** mandated, we still encourage you to fly those scheduled times within your simulator.

In summary – if a flight departs at 1600 UTC, you do **not** have to fly it at the real-world time of 1600 UTC.

Pausing Your Sim

As long as you're flying offline and don't do anything to interrupt the operation of ACARS, you may pause your flight and resume it at any time afterwards *without* penalty.

If you're flying online in a simulated, real-world environment, though, the controllers at *IVAO*, *PilotEdge*, or *VATSIM* will likely not be as accommodating. They typically do not allow flights to be paused.

Time Compression

Time compression – changing the simulation rate during a flight – **is** permitted as often as desired; however, a 15% penalty will be assessed against the total number of points earned for that flight if its use is detected by ACARS.

EXAMPLE: *53 points earned – 8 point penalty (.15 × 53) = 45 points awarded.*

Diversions & Emergencies

If you experience an in-flight emergency, or you simply *have* to divert to another airport, treat it as a real life experience.

You may find the information below helpful in your recovery planning.

Worldwide Persistence	If You Stop ACARS and Submit PIREP	If You Do Not Stop ACARS
Divert to Departure Airport		
Cancel your flight and re-start it.		
Divert to Any Other Airport		
Disabled	Your flight will be classified as **Diverted**. The Starting point for the next flight: • **Cargo** *and* **Scheduled** flights: The nearest airport to where you landed having Cargo and/or Scheduled flights. If, however, the airport at which you landed *has* those flights available, you'll remain there. • **Charter** flights: Pilot discretion. The flight's hours, distance and points will be calculated from your Departure airport to *this* airport – **not** the Arrival airport noted in your Bid. **EXAMPLE:** *If you fly from KJAX to KDAL and land at KATL, you'll only get hours, distance and points for KJAX to KATL.*	**For Aircraft with *Autosave*** Settle what needs to be done, restart the SIM and continue to your planned **Arrival** airport. ACARS will reacquire your simulator and continue pushing data to our *Flight Data System*. Based upon your landing rate and flight duration, the flight will be classified as either **Approved** or **Rejected**. The Starting point for the next flight: • **Cargo** and **Scheduled** flights: The planned **Arrival** airport. • *Charter* flights: Pilot discretion. **For Aircraft without *Autosave*** Cancel your flight and re-start it.

Enabled	Your flight will be classified as **Diverted.** The Starting point for the next flight: **Cargo**, **Charter** and **Scheduled** flights: The airport to which you diverted. **EXAMPLE:** *If you fly from KJAX to KDAL and land at KATL, the departure airport for your next flight will be KATL.*	

Once you arrive at your final destination and land, take a moment to review the **Flight Log** to ensure its entries appear to be normal *and* logically sequenced.

If Log Entries appear...	Action Step
Normal	Submit the PIREP. As noted above, if your landing has **not** exceeded the Company's *Landing Rate Standard* and meets all other **flight-related criteria**, it'll be automatically approved.
Not Normal	Click **Cancel**. *Manual PIREPS are not allowed under any conditions.*

PIREP REVIEWS: *We certainly sympathize with you if something appears abnormal in your PIREP. However, w e do not have any control over the operation and functionality of your computer, the stability of your flight simulator and addons, the performance of your Internet connection or any other operational factors affecting how data is collected and transmitted to us. As a result, we must trust the data your flight simulator generates and transmits to us via ACARS to be an accurate representation of what occurred during your flight. After that transmission occurs, we do not have the ability to change or alter any flight data nor will we ever do so.*

Afterwards, if you review the PIREP *and* flight tracker **Map**, you'll see you landed at an interim airport and subsequently continued on to your final destination.

If you experience difficulties with this process or *ACARS,* submit a **Help Ticket** for assistance.

Make it a habit to check your Flight Log immediately before and after takeoff – and regularly throughout your flight – in order to avoid time-wasting instances like this resulting in rejected PIREPS.

Sim Crashes

If entries in your **Flight Log** file are determined to be improperly sequenced as a result of a SIM crash, the PIREP will be removed from your **Logbook**.

Manual changes cannot and will not be made.

PIREP Flight Time 00:00 Entry

If you see a **Flight Time 00:00** entry in your PIREP, then, to ACARS, it means you triggered a landing *before* you took off.

It can happen in a number of ways while flight logging is taking place – for instance, by moving the plane or rolling across bad airport mesh during your taxi to the runway or on takeoff.

If you see this entry, the PIREP will be automatically **rejected**.

Manual changes cannot and will not be made.

'The Flight May Now Be Ended' Line Entry In ACARS

It's wise to monitor your **Flight Log** periodically throughout your flight to ensure its data is being logged/recorded *and* transmitted correctly.

If, at any time **before** you land and taxi to a stop at the end of your flight, you see the entry below in your **Flight Log**, your PIREP will be **Rejected**.

[xx:xx:xx] The flight may now be ended

No hours, distance or points will be awarded – and we will not be able to fix it.

Unlimited Fuel, Mid-Air Refueling, and Enroute Fueling

Unlimited Fuel

The use of *unlimited fuel* – a PIREP indicating no fuel was consumed during a flight – is **not** permitted.

If the use of unlimited fuel is detected, your PIREP will be **Rejected**.
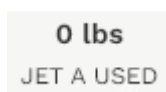
No hours, distance or points will be awarded – and it will not be overridden.

You can identify that unlimited fuel has been recorded by reviewing the log file and your PIREP.

Click on the Financials tab of your PIREP

You will see Fuel Used is 0

Click on the Log tab of your PIREP

Look at the following lines in your log and you will see that each fuel amount is the same as the previous. This indicates that your simulator has unlimited fuel turned on and it must be disabled.

- Taking off: with 42375lbs
- Climbing: with 42375 lbs
- Touched Down: fuel remaining 42375 lbs

Mid-Air Refueling

The use of *mid-air refueling* – manually adding fuel to your aircraft while in flight to extend its range – is **not** permitted.

If the use of mid-air refueling is detected, your PIREP will be **Rejected**.

No hours, distance or points will be awarded – and we will not fix it.

Enroute Fueling

The use of *enroute refueling* – landing at an airport not noted in your Bid and refueling to extend the range of your aircraft – is **not** permitted.

You will be required to submit your flight and it will be treated as a diverted flight. You can read more about the diversion system by clicking here.

> *smartCARS 3 and FlightTrackerXP does not support the ability to conduct enroute refueling and is the reason we do not allow it. You will be forced to submit your flight by the application.*

Aircraft Substitutions

Our flight modules are built in a way substituting aircraft isn't necessary. We do **not**, therefore, accept substitutions.

If a PIREP documents a *different* aircraft than what was initially selected for the flight *after* ACARS was started, it will be **Rejected**.

No exceptions.

Virtual Money

When you complete a flight and it's **Approved**, you're compensated in virtual currency – what's referred to as our *Virtual Money*. The amount you make per hour – and subsequently, for each *completed* flight – depends on the Pilot Rank you hold.

Your *Virtual Money* can be used for:

1	2	3
Purchasing Jumpseat Tickets when you wish to move from one location to another for **Cargo** and **Scheduled** flights. Purchasing a Jumpseat for **Charter** flights if *Worldwide Persistence* is **Enabled**.	Changing your **Home**.	Re-Flying a **Tour** you've already completed.

Any virtual money you earn with us has no real world value. As such, it can't be redeemed, exchanged or otherwise used.

IVAO, PilotEdge & VATSIM

While we do **not** require you to fly online, it's strongly encouraged. To assist you in doing so, we've partnered with *PilotEdge* and *VATSIM*.

> You can fly on the IVAO network, however Walker Air Transport is not partnered with this company nor will we be due to their unnecessary requirements.

Whenever flying online, enter the following information in the remarks section of your pre-file.

CALLSIGN = WALKER // VISIT US AT HTTPS://WALKERAIR.US

> **Unlike other Virtual Airlines, when flying for us, your Callsign will *always* be your *Walker Air Transport* Pilot ID.**

EXAMPLE: *If your Company-assigned Pilot ID is WAT 300...*	
*Your call sign is **WAT300**.*	*Depending on your Region of the world, when making radio calls, you say **Walker 300** or **Walker Three Hundred** or **Walker Three-Zero-Zero***

And a final note...

When using any of these online networks *and* the WAT Callsign, you're considered a Company Ambassador. As such, *at all times*, you're expected to:

- be professional;
- be courteous and respectful of others;
- exercise good judgment; and,
- engage in behavior that could **not** be interpreted as being argumentative or disruptive.

Additionally, in order to maintain a sense of professionalism, general chat with other Company Pilots while flying online should only be conducted on our *Discord*, **not** on an active network frequency.

If, at any time, we learn about a Pilot's questionable or disruptive behavior while flying on an online network, the matter will be fully investigated and, if deemed appropriate, they'll be formally disciplined.

Usage of Slew Mode

Use of **slew mode** while on the ground to adjust your parking position or whatever purpose you need it to be is allowed. Other usage of slew mode will lead to your PIREP being immediately rejected.

> Unlike **time compression, slew mode** is not allowed in flight for all flights, regardless if tour or not.

You can identify that slew mode has been recorded by reviewing the log file in your PIREP.

Click on the Log tab of your PIREP

Look for the *Slew mode entered* and *Slew mode left* lines between the *Taking off* and *Touched down* lines.