

# Standard Operating Procedures

Standard Operating Procedures for Air Transat Virtual.

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# Welcome

## Mission Statement

Air Transat Virtual (TSC Virtual) exists to provide an authentic, engaging, and professional virtual airline experience centered around the operations, fleet, and destinations of Air Transat, fostering a welcoming community for aviation enthusiasts worldwide.

## Scope

The scope of Air Transat Virtual (TSC Virtual) defines the boundaries and focus of our simulation, ensuring a focused and realistic experience for all members.

### I. Simulated Operations

TSC Virtual is dedicated to simulating the commercial and operational practices of the real-world Air Transat. This scope includes:

1. **Passenger Flights:** All scheduled routes and seasonal operations relevant to Air Transat's history and current schedule.
2. **Realistic Procedures:** Adherence to established Standard Operating Procedures (SOPs), flight planning requirements, and dispatch protocols as closely as simulation limitations allow.
3. **Real-World Integration:** While TSC Virtual is a fictional organization, its operations are grounded in real-world data, including accurate route schedules, aircraft performance, and seasonal network adjustments.

### II. Fleet and Aircraft

The TSC Virtual fleet encompasses all aircraft models operated by Air Transat, ensuring comprehensive coverage for our pilots:

- **Core Fleet:** The modern, narrow-body (e.g., Airbus A321LR) and wide-body (e.g., Airbus A330-200) aircraft that form the backbone of current operations.
- **Historical Fleet:** Select legacy aircraft that played a significant role in Air Transat's history, available for historical and special event flights. This includes any wet-leases previously used by Air Transat.
- **Excluded Aircraft:** Aircraft not historically or currently operated by the parent airline are explicitly outside the scope of official TSC operations.

### III. Global Network

Our operational network mirrors the diverse destinations served by Air Transat:

- **Primary Hubs:** Operations are centered around our primary real-world hubs in Montreal (CYUL) and Toronto (CYYZ).
- **Seasonal Destinations:** Extensive coverage of major vacation destinations in the Caribbean, Mexico, South America and Central America during the winter season.
- **Transatlantic Routes:** Detailed focus on transatlantic operations to Europe (including France, UK, Portugal, etc.) during the summer season.
- **Domestic Coverage:** Inclusion of domestic Canadian routes that support or feed our international network.

## IV. Community and Engagement

The scope extends beyond flight operations to the administration and community aspect of the Virtual Airline:

- **Pilot Ranking System:** The implementation and maintenance of a clear, progression-based ranking structure that recognizes pilot activity and experience.
- **Training & Resources:** Development and provision of resources, tutorials, and training materials (like this documentation) to enhance pilot knowledge and skills.
- **Online ATC Networks:** Active support and integration with major online Air Traffic Control (ATC) networks (e.g., VATSIM, IVAO) to promote realistic procedural environments.

## Purpose

The purpose of TSC Virtual and this official documentation is multi-faceted, serving both the administration and the pilot community to ensure a high-quality, standardized, and rewarding virtual airline experience.

### I. Documentation and Standardization

1. **Centralized Resource:** To serve as the single source of truth for all official TSC Virtual policies, procedures, fleet information, and operational standards.
2. **Consistency Assurance:** To ensure a consistent and professional flying experience across all pilot activity by documenting and enforcing Standard Operating Procedures (SOPs).
3. **Governance:** To clearly outline the rules, leadership structure, and expected conduct required for active membership in the TSC Virtual community.

### II. Pilot Experience and Development

1. **Member Onboarding:** To provide new members with a clear, guided pathway for enrollment, training, and beginning their flight career with TSC Virtual.
2. **Knowledge Enhancement:** To serve as a continuous learning resource, offering in-depth tutorials and references that help pilots improve their virtual aviation skills and realism.
3. **Community Engagement:** To act as a platform for sharing operational news, event details, and historical context, deepening the connection pilots have with the Air Transat brand and the TSC Virtual organization.

# Staff Team

## Administrative Staff



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# Membership Requirements

Joining TSC Virtual (TSCV) requires a commitment to professionalism, realism, and adherence to both our internal policies and the rules of the online Air Traffic Control (ATC) networks we support.

## I. General Prerequisites

To ensure a foundational level of readiness and compliance, all applicants must meet the following general requirements:

1. **Valid Simulator:** Possession of a **licensed, non-pirated** copy of a modern flight simulator platform (e.g., **MSFS, Prepar3D, or X-Plane**) and the ability to operate complex aircraft realistically.
2. **Aircraft Access:** Access to a high-quality rendition of an aircraft type currently or historically operated by Air Transat, as outlined in the [Aircraft Fleet Documentation].
3. **Communication:** Access to a stable internet connection. Necessary hardware (headset/microphone) is required **only** for pilots who choose to fly on online ATC networks (VATSIM, IVAO, etc.). All members must be able to communicate professionally in English (the internationally accepted language of aviation).
4. **Application:** Submission of a complete and honest application through the official TSC Virtual website.

## II. Minimum Age Requirement

TSC Virtual adheres to the strictest age requirement imposed by the largest supported online networks to ensure a mature and professional environment:

- **Minimum Age:** All applicants must be **sixteen (16) years of age or older** at the time of application.

## III. Online Network Usage (Optional but Recommended)

While flying on networks like VATSIM and IVAO is **completely optional** for TSC Virtual membership, it is highly recommended for the most immersive and realistic experience.

1. **Pilot Choice:** Pilots may choose to fly offline, or on any supported network (VATSIM, IVAO, PilotEdge, etc.). All official PIREPs (flight reports) are logged via the TSC Virtual system regardless of the environment.
2. **External Compliance:** When a pilot *chooses* to connect to an online ATC network (e.g., VATSIM or IVAO), they must adhere strictly to the respective network's [Code of Conduct and Rules and Regulations](#) at all times while connected.
3. **Callsign Standard:** When connected to an online network, pilots **must** use the official airline callsign (**TSC + Flight Number, e.g., TSC155**), corresponding to the planned flight. **The use of a personal member/pilot ID from the CrewCentre as the callsign**

**is strictly prohibited** as it prevents accurate auditing and flight tracking on the network.

## IV. Pilot Status and Activity Policy

To keep our roster accurate and reflect member engagement, TSC Virtual implements a status system based on flight logging:

- **Status Maintenance:** There is **no mandatory minimum flight requirement** to remain a member of TSC Virtual. Your membership will not be terminated due to low activity.
- **'On Leave' Status Trigger:** A pilot will be automatically moved to **'On Leave'** status if they have not logged a valid flight (PIREP) within **60 days**.
- **Reinstatement:** A pilot's status will be automatically and immediately **reinstated** to 'Active' upon the successful logging of any flight (PIREP). You do not need to contact administration to return to Active status.

## V. Pilot Hours Transfer Policy

TSC Virtual recognizes the experience pilots have gained on established online networks. We offer a transparent policy for transferring flight hours:

1. **Source of Hours:** Only logged flight hours recorded directly on recognized online ATC networks (e.g., VATSIM, IVAO) will be considered for transfer. Hours from other virtual airlines or unsupported third-party trackers are not accepted.
2. **Transfer Amount:** Accepted hours will be transferred fully (100%) and will be credited to your TSC Virtual pilot profile upon application approval.
3. **Maximum Rank:** While hours are fully transferred, the maximum initial rank a new member can progress to is **First Officer (FO)**. Achieving the FO rank grants immediate access to all aircraft types in the TSC Virtual fleet, but further rank progression (e.g., to Captain) must be earned through active flying within TSC Virtual.

## VI. Flight Logging and ACARS Requirements

All flights for TSC Virtual credit **must** be logged through an approved automated ACARS (Automated Communications Addressing and Reporting System) tracker to ensure accuracy and realism.

1. **Mandatory ACARS Use:** Pilots have a choice between the **Air Transat Virtual ACARS system (vmsACARS)** and **smartCARS 3**. All flights must be logged using one of these two supported tools.
2. **Manual PIREP Policy:** Should a supported ACARS application crash or fail during a flight, a pilot may file a manual PIREP. Manual PIREPs are subject to administrative review and **must** be accompanied by verifiable flight tracking proof (e.g., screenshots or flight logs) from recognized third-party tracking software such as **Volanta** or **Elevatex**.

# Code of Conduct

## Preamble

The TSC Virtual community is built on a foundation of mutual respect, professionalism, and a shared passion for realistic flight simulation. This Code of Conduct outlines the expected behavior for all members, ensuring a welcoming and enjoyable environment both within our internal operations and on external online networks.

## I. General Behavior and Community Interaction

- 1. Respect and Professionalism:** All members must treat fellow pilots, staff, and members of external communities (e.g., VATSIM, IVAO, flight simulator developers) with courtesy and respect. Harassment, derogatory comments, personal attacks, or discrimination based on race, gender, religion, sexual orientation, disability, or nationality is strictly prohibited.
- 2. Appropriate Communication:** All communication, whether in Discord, forums, or during flights, must remain professional and family-friendly. Explicit, offensive, or inflammatory language is not permitted. Discussions regarding real-world politics or religion are to be avoided unless directly related to flight simulation or the virtual airline's operation.
- 3. Privacy:** Do not share the personal information (real names, email addresses, etc.) of other members or staff without their explicit consent.
- 4. Reporting Violations:** Members who witness a violation of this Code should report it immediately and privately to a member of the TSC Virtual Administration team, providing any available evidence.

## II. Discord Server Rules

As the primary communication platform, all members must adhere to the following rules within the official TSC Virtual Discord server:

- 1. Channel Relevance:** Post content only in the appropriate channel (e.g., technical support in dedicated channels, flight media in media channels). Off-topic discussions should be limited to designated general chat areas.
- 2. Tagging Policy:** Use `@mentions` sparingly and only when necessary. The use of mass pings like `@everyone` or `@here` is strictly reserved for staff members making critical, official announcements.
- 3. Voice Channels:** Maintain respectful behavior and use appropriate language in voice channels. Do not transmit loud, disruptive, or offensive audio.
- 4. No Solicitation or Self-Promotion:** Do not use the server for self-promotion, selling services, or soliciting funds unless expressly permitted by a staff member.

## III. External Network Decorum (VATSIM, IVAO, etc.)

While membership in external networks is optional, strict adherence to professional standards is mandatory when connected.

1. **External Rules:** When connected to any online ATC network (e.g., VATSIM, IVAO), every TSC pilot must strictly follow the network's published [Code of Conduct and Rules and Regulations](#). A violation on an external network may result in disciplinary action within TSC Virtual.
2. **ATC Instructions:** Pilots must comply with all Air Traffic Control (ATC) instructions promptly and professionally. If an instruction is unclear, pilots should use standard phraseology to request clarification.
3. **No 'Trolling' or Intentional Disruption:** Connecting to an online network without the intent to fly realistically, or deliberately acting in a manner that disrupts the experience of other pilots or controllers, is a serious violation. This includes, but is not limited to, intentionally blocking taxiways or using emergency codes without a valid emergency simulation.
4. **TSC Branding:** When using the official TSC callsign (e.g., TSC155), the pilot represents the virtual airline. Any unprofessional behavior under the TSC callsign reflects poorly on the entire community and may lead to immediate suspension.

#### IV. Operational and Reporting Integrity

1. **Honest Flight Reporting (PIREPs):** All flight reports (PIREPs) must accurately reflect the flight simulation experience. Falsifying flight times, fuel usage, aircraft type, or route information is prohibited.
2. **ACARS/Logging Integrity:** Pilots must not attempt to manipulate or exploit the ACARS tracking software or CrewCentre systems to gain unearned hours, ranks, or currency. Manual PIREPs should only be filed in accordance with the policies outlined in the [Membership Requirements](#) document ([Section VI](#)).
3. **Simulator Licensing:** Consistent with our [Membership Requirements](#), pilots must only use licensed, non-pirated copies of flight simulator software and add-ons.

#### V. Disciplinary Action

The TSC Virtual Administration reserves the right to enforce this Code of Conduct. Actions taken will depend on the severity and frequency of the violation.

1. **Warning:** For minor infractions, a private written warning will be issued to the member.
2. **Temporary Suspension:** For repeated minor infractions or a serious single violation, the member may face a temporary suspension of their TSC Virtual account and privileges.
3. **Permanent Removal:** Severe or continuous violations, particularly those involving harassment, network exploitation, or actions that significantly harm the reputation of TSC Virtual, will result in the immediate and permanent removal of the member from the virtual airline.
4. **Appeal:** Members have the right to appeal any disciplinary decision by submitting a written request to the designated staff email address within seven (7) days of notification.

# PIREP Approval Criteria

All flights (PIREPs) submitted by TSC Virtual pilots are subject to automated and manual review to ensure the highest standards of realism, compliance, and accuracy. Failure to meet these criteria will result in PIREP rejection and may require the pilot to re-fly the sector.

## I. General Logging Requirements

- Mandatory ACARS:** All PIREPs must be logged using one of the two approved ACARS clients: **Air Transat Virtual ACARS** or **smartCARS 3**.
- Route Integrity:** The flight route submitted via the CrewCentre must be accurately reflected in the ACARS log. Direct airport-to-airport routes (without waypoints or standard SIDs/STARs) are prohibited.
- TSC Compliance:** The flight must utilize a TSC Virtual scheduled route or an officially approved charter route, flown in a TSC-approved aircraft type.
- No Double Dipping:** Pilots may not log the flight time for credit with any other virtual airline or organization simultaneously.

## II. Operational Limits

These limits are enforced automatically by the ACARS system and are designed to reflect realistic airline operations.

Parameter	Limit/Requirement	Notes
<b>Landing Rate (V/S)</b>	Maximum -600 feet per minute (fpm).	This limit applies to the initial touchdown and any subsequent touches.
<b>Overspeed/Stall</b>	Any recorded overspeed or stall event may result in rejection.	Stalls and overspeeds must be avoided. Use of "Active Pause" in MSFS 2020/2024 is known to incorrectly trigger a stall event and should be avoided.
<b>Airspeed Restriction</b>	Maximum 250 knots indicated airspeed (KIAS) below 10,000 feet MSL.	Violations of this standard instrument procedure may lead to PIREP rejection based on duration and severity.

## III. Flight Time and Simulation Integrity

- Simulation Rate (Time Acceleration):**
  - Time acceleration is **strictly permitted only during the CRUISE phase** of flight (from Top of Climb to Top of Descent).
  - Time acceleration is **strictly prohibited** during taxi, takeoff, climb, descent, approach, and landing.

- On online networks (VATSIM/IVAO), pilots **must** obtain explicit permission from Air Traffic Control before engaging time acceleration.
2. **Flight Manipulation:** The use of features that skip flight phases (e.g., jump to next waypoint, jump to descent, or using simulator *Slew Mode*) is prohibited.
  3. **Slew Mode Grace Period:** Slew mode toggled on for more than **3 seconds** after pushback completion will result in PIREP rejection.

## IV. Fuel Management

1. **Prohibited Fuel Settings:** The use of the "Unlimited Fuel" option in any simulator is strictly forbidden. In-flight refueling is also prohibited.
2. **Minimum Landing Fuel:** All passenger transport aircraft must land with a minimum of 2,000 **kgs** of fuel remaining. This is to ensure adequate reserves for emergency or holding procedures.

## V. Flight Discrepancies and Manual PIREPs

1. **Diversions:** In the event of a required diversion due to weather, emergencies, or ATC instructions, the pilot **must** clearly note the diversion airport and the reason in the "Comments" section of the ACARS client before submission.
2. **ACARS Failure (Manual PIREP):** As outlined in the Membership Requirements (Section VI), if the primary ACARS system (TSC ACARS or smartCARS 3) fails, a pilot may submit a manual PIREP. This manual PIREP **must** include verifiable flight tracking proof (e.g., flight log or screenshot) from approved third-party trackers like Volanta or Elevatex.

## VI. Staff Discretion







The TSC Virtual Administration and designated Hub Managers reserve the right to review, approve, or reject any PIREP at their discretion, even if all automated criteria are met, to ensure the integrity of the virtual airline. A clear reason for rejection will always be provided to the pilot in the PIREP comments.

# Pilot Ranks and Progression

The TSC Virtual pilot ranking structure is designed to recognize and reward pilot commitment, experience, and hours flown within the virtual airline. Advancement through the ranks unlocks access to the full TSC fleet.

## I. Rank Structure and Hour Requirements

Ranks are achieved automatically upon meeting the minimum required flight hours logged and approved within the TSC Virtual CrewCentre.

Rank Title	Minimum Flight Hours	Rank Insignia	Access Status
<b>Trainee</b>	0 Hours		Restricted Fleet
<b>Junior Officer</b>	25 Hours		Restricted Fleet
<b>Second Officer</b>	75 Hours		Restricted Fleet
<b>First Officer</b>	150 Hours		Full Fleet Access
<b>Senior First Officer</b>	300 Hours		Full Fleet Access
<b>Captain</b>	500 Hours		Full Fleet Access
<b>Senior Captain</b>	800 Hours		Full Fleet Access
<b>Chief Captain</b>	1,200 Hours		Full Fleet Access
<b>Senior Chief Captain</b>	1,800 Hours		Full Fleet Access

## II. Aircraft Access Policy

Access to the TSC Virtual fleet is determined by rank to ensure pilots gain experience on simpler aircraft before transitioning to long-haul and heavier operations.

### **Restricted Fleet Access (Trainee, Junior Officer, Second Officer)**

Pilots starting out, or those who have transferred hours but are capped at the First Officer maximum, will begin with the following core narrow-body aircraft. This ensures proficiency in short-to-medium-haul operations.

- Airbus A321-200
- Airbus A321neo
- Boeing 737 MAX 8 (Legacy)

### **Full Fleet Access (First Officer and Above)**

Upon achieving the rank of **First Officer** (150 hours or the maximum allowed transfer rank), pilots gain access to the entire TSC Virtual fleet, including all long-haul wide-body aircraft.

- Airbus A330-200
- Airbus A330-300
- Airbus A321-200
- Airbus A321neo
- Airbus A310-300 (Legacy)
- Boeing 737 MAX 8 (Legacy)

*Note on Transfer Hours: Pilots transferring hours will be capped at the **First Officer** rank, granting immediate access to the entire fleet (Full Fleet Access).*

# Aircraft Substitutions

To provide our pilots with flexibility across various simulator platforms and add-on availability, Air Transat Virtual allows for aircraft substitutions. However, to maintain the professional image of the airline, certain standards must be met.

## I. General Substitution Rules

- Livery Requirement:** Any aircraft used as a substitute **MUST** have a high-quality Air Transat livery installed and active. Flying an Air Transat route in a default or different airline livery is prohibited and will result in PIREP rejection.
- Type Match:** Substitutions should generally be kept within the same "class" of aircraft (e.g., substituting one A321 variant for another) to ensure performance characteristics remain similar to the filed flight plan.
- ACARS Comment:** When performing a substitution, pilots must leave a brief note in the "Comments" section of the ACARS client (vmsACARS or smartCARS 3) prior to filing the PIREP.

## II. Approved Substitution Matrix

The following table outlines approved substitutions and the common high-fidelity add-ons that can be used to fulfill them.

Scheduled Aircraft	Microsoft Flight Simulator '20/'24	Prepar3d (P3D)	X-Plane 11/12
<b>Airbus A320-200</b>	Fenix A320-200	FSLabs A320	Toliss A320, FlightFactor A320
<b>Airbus A321-200</b>	Fenix A321-200, FSLabs A321-200	FSLabs A321-200, Aerosoft A321-200	Toliss A321-200
<b>Airbus A330-200/300</b>	iniBuilds A330-200/300, Headwind A330-900, PMDG 777-300ER	Aerosoft A330-300	Laminar A330-300, Toliss A330-900neo, Toliss A340-600 (Fictional livery available on CrewCentre)
<b>Airbus A321neo (LR)</b>	FSLabs A321neo PW Only ( <i>Entire fleet liveries available on the CrewCentre</i> ), iniBuilds A321neo, Default iniBuilds A321neo (MSFS 2024 Only)		Toliss A321neo, Toliss A320neo
<b>Airbus A310-300 (Legacy)</b>	iniBuilds A310-300, iniBuilds A300-600		iniBuilds A310
<b>Boeing 737 MAX 8 (Legacy)</b>	PMDG B737-800NG, iFly B737 Max 8	iFly B737 Max 8, PMDG B737-800NG	LevelUp B737-800NG, Zibo B737-800NG

### III. Legacy & Special Operations

For our legacy fleet (A310, L-1011, etc.), pilots are encouraged to use the closest modern equivalent if the specific legacy add-on is not functional in their simulator, provided the Air Transat livery is used. For example, the **iniBuilds A300-600** is an acceptable substitute for A310 operations.

### IV. Prohibited Substitutions

- **Class Mismatch:** You may not substitute a narrow-body aircraft (A321) for a wide-body aircraft (A330) or vice versa, as this significantly alters the operational profile of the route.
- **Non-Fleet Types:** Aircraft types never operated by Air Transat (e.g., Boeing 777, 747, 787) may not be used as substitutes for any Air Transat schedule.

# Free Flight Operations

Air Transat Virtual understands that our pilots may occasionally wish to explore destinations outside of our scheduled network. To accommodate this, we provide the "Free Flight" system via the CrewCentre Trip Builder and our ACARS clients.

## I. Creating a Free Flight

Pilots have three primary ways to initiate a flight not found in the official TSCV schedule:

1. **CrewCentre Trip Builder:** Use the built-in tool in the CrewCentre to create a custom itinerary.
2. **vmsACARS / smartCARS 3:** Flights can be created directly within the ACARS interface by entering the desired departure and arrival ICAO codes. When booking via ACARS, the flight number **MUST** begin with the number **7** followed by three digits of your choosing (e.g., **TS7xxx**). This specific numbering convention is used to distinguish free flights from our officially scheduled operations and assists in administrative auditing.
3. **Missing Airports:** If you wish to fly to or from an airport that is not currently available in our database, please reach out in the [#crew-support](#) channel on our official Discord server to request that it be added.

## II. Operational Requirements

While Free Flights offer flexibility, they must still adhere to the core standards of Air Transat Virtual:

1. **Livery Requirement:** All free flights **MUST** be performed using a high-quality Air Transat livery. Using generic or other airline liveries is strictly prohibited.
2. **Aircraft Performance & Capability:** The aircraft selected for the flight must be physically capable of completing the route safely.
  - *Example:* An **Airbus A321ceo** cannot be used for a route like **Toronto (CYYZ) to Istanbul (LTFM)** as it lacks the necessary range.
  - Pilots are expected to perform basic flight planning to ensure fuel and performance limits are respected.
3. **Aircraft Class:** Pilots are encouraged to use aircraft they have already unlocked via their current [Pilot Rank](#).

## III. Logging and PIREPs

- Free flights are logged and treated with the same scrutiny as scheduled flights.
- All [PIREP Approval Criteria](#) (landing rates, overspeeds, simulation rates, etc.) apply to Free Flights.

- Hours flown during Free Flights count fully toward your total Air Transat Virtual hours and rank progression.

# Flight Assignments

For pilots who prefer a guided experience or wish to explore the network without manually searching the schedule, Air Transat Virtual offers a [Flight Assignment](#) system. This tool generates randomized flight opportunities based on your current location and rank.

## I. How it Works

[Flight Assignments](#) are designed to simulate a "week in the life" of a commercial pilot by selecting a sequence of flights for you to complete.

1. **Generation:** When you request a flight assignment in the CrewCentre, the system looks at your current "location" (the airport where you last landed) and your [Pilot Rank](#).
2. **The 5-Flight Sequence:** Instead of a single trip, the system generates a roster of **five (5) consecutive flights**. These flights are chained together, meaning the arrival airport of the first flight will be the departure airport for the second, and so on.
3. **Randomization:** The system provides random scheduled flights that match your aircraft certifications while ensuring the logical flow of the tour.
4. **Acceptance:** Once the flights are generated, you can add them to your active schedule by selecting the "**Add to Bids**" button located beside each flight.
5. **Dispatch:** After adding a flight to your bids, the dispatch data for your current leg is sent to your preferred ACARS client (vmsACARS or smartCARS 3). As you complete each flight, the next leg in your assignment becomes available for tracking.

## II. Benefits of Assignments

Using the Flight Assignment system offers several advantages:

- **Network Exploration:** It encourages pilots to fly routes they might otherwise overlook, helping to distribute Air Transat Virtual traffic across our global network.
- **Operational Realism:** It simulates the "bid" or "scheduling" environment of a real-world commercial pilot.
- **Ease of Use:** It eliminates the need to manually browse hundreds of flights in the schedule search tool.

## III. Operational Rules

1. **Rank Restrictions:** Assignments will only generate flights for aircraft types you are currently authorized to fly based on your rank.
2. **Location Persistence:** The system is "Location Aware." You must be at the arrival airport of your previous flight to receive a new assignment from that location.
3. **Manual Overrides:** If you are unhappy with an assignment, you can "un-bid" the flight in the CrewCentre and request a new one or manually select a different flight from the

schedule.

4. **Logging:** Flights booked via the assignment system are subject to the same [PIREP Approval Criteria](#) as any other flight.

## IV. Troubleshooting

If no assignments are available at your current location:

- Ensure you have not already reached the maximum number of active bids.
- Check if the airport you are at has scheduled Air Transat departures.
- If you are at a remote airport with no scheduled service, you may need to perform a [Free Flight](#) or use the "Jumpseat" feature to return to a major hub like **Montreal (CYUL)** or **Toronto (CYYZ)**.

# VATSIM Account Policy

To ensure a professional and seamless integration between Air Transat Virtual and the VATSIM network, all members who choose to fly online must adhere to the following account and connectivity policies.

## I. Account Verification

1. **Single Account Rule:** In accordance with the VATSIM Code of Conduct, pilots must only possess and operate one (1) VATSIM account.
2. **CID Linking:** During the application process or via the CrewCentre profile settings, pilots are encouraged to link their VATSIM Certificate ID (CID). This allows for automatic flight tracking and verification of online hours.
3. **Name Consistency:** While not mandatory, it is highly recommended that your name on the Air Transat Virtual roster matches the name registered to your VATSIM account to avoid confusion during administrative audits or events.

## II. Network Presence and Decorum

1. **Callsign Usage:** When flying an Air Transat Virtual route on VATSIM, pilots **must** use the "Transat" telephony and the "TSC" 3-letter designator followed by the flight number (e.g., **TSC155**).
2. **Connection Status:** Pilots should not connect to the network until they are parked at a gate or ramp. Connecting on a runway or taxiway is a violation of network rules and Air Transat Virtual policy.
3. **Communication:** Pilots must be able to communicate effectively with Air Traffic Control. If you are not comfortable with voice communication, you must be proficient in text-based communication and state "Receive Only" or "Text Only" in your flight plan remarks.

## III. Air Transat Virtual Branding on VATSIM

1. **Flight Plan Remarks:** To help promote our community, pilots are encouraged to include "Air Transat Virtual" in the remarks section of their VATSIM flight plan.
2. **Representing the Airline:** When flying under a TSC callsign, your behavior directly reflects on Air Transat Virtual. Any disciplinary action taken by VATSIM supervisors (e.g., suspensions or "wallops") may result in a mirror disciplinary review by Air Transat Virtual Administration as per our [Code of Conduct](#).

## IV. Shared Accounts and Security

1. **Account Sharing:** Sharing your VATSIM account with another person to "farm" hours for Air Transat Virtual is strictly prohibited. This is a violation of both VATSIM and Air Transat Virtual policies and will result in immediate permanent removal.

2. **Inactivity:** If your VATSIM account is suspended or becomes inactive, you may still fly offline for Air Transat Virtual, but you will be unable to participate in official Air Transat Virtual/VATSIM group flights or events.

# Terminal Information

## Canada

Location	Airport	Terminal
Calgary, Alberta, Canada (YYC)	Calgary International Airport	International Terminal (Main Terminal)
Halifax, Nova Scotia, Canada (YHZ)	Halifax Stanfield International Airport	Main Terminal
Hamilton, Ontario, Canada (YHM)	John C. Munro Hamilton International Airport	Main Terminal
London, Ontario, Canada (YXU)	London International Airport	Main Terminal
Moncton, New Brunswick, Canada (YQM)	Greater Moncton Roméo LeBlanc International Airport	Main Terminal
Montreal, Quebec, Canada (YUL)	Montreal-Pierre Elliott Trudeau International Airport	Main Terminal
Ottawa, Ontario, Canada (YOW)	Ottawa MacDonald-Cartier International Airport	Main Terminal
Quebec City, Quebec, Canada (YQB)	Quebec City Jean Lesage International Airport	Main Terminal
Toronto, Ontario, Canada (YYZ)	Toronto Lester B Pearson International Airport	Terminal 3
Vancouver, British Columbia, Canada (YVR)	Vancouver International Airport	South & Transatlantic: International Terminal. Within Canada: Domestic Terminal

## Europe and Africa

Location	Airport	Terminal
Amsterdam, Netherlands (AMS)	Amsterdam Schiphol Airport	Terminal 3
Athens, Greece (ATH)	Eleftherios Venizelos Athens International Airport	Main Terminal - Door A1 / Non Schengen departures
Barcelona, Spain (BCN)	Barcelona El Prat International Airport	Terminal 2
Basel-Mulhouse, Switzerland (BSL)	Basel-Mulhouse Freiburg International Airport	Main Terminal
Berlin, Germany (BER)	Berlin Brandenburg Airport	Terminal 1
Bordeaux, France (BOD)	Bordeaux-Merignac Airport	Hall B
Brussels, Belgium (BRU)	Brussels Airport	Terminal B

Location	Airport	Terminal
Dublin, Republic of Ireland (DUB)	Dublin International Airport	Terminal 1
Faro, Portugal (FAO)	Faro Algarve Airport	Main Terminal
Glasgow, Scotland (GLA)	Glasgow International Airport	Terminal 2
Istanbul, Türkiye (IST)	Istanbul Airport	Terminal I (International)
Lamezia, Italy (SUF)	Lamezia Terme International Airport	Main Terminal
Lisbon, Portugal (LIS)	Humberto Delgado Airport	Terminal 1
London (Gatwick), England (LGW)	London Gatwick Airport	North Terminal
Lyon, France (LYS)	Lyon-Saint-Exupery Airport	Terminal 1
Madrid, Spain (MAD)	Adolfo Suarez Madrid-Barajas Airport	Terminal 1
Malaga, Spain (AGP)	Malaga-Costa del Sol Airport	Main Terminal
Manchester, England (MAN)	Manchester Airport	Terminal 2
Marrakesh, Marocco (RAK)	Marrakesh-Menara international Airport	Terminal 1
Marseille, France (MRS)	Marseille Provence Airport	Terminal 1
Nantes, France (NTE)	Nantes Atlantique Airport	Hall 3
Nice, France (NCE)	Nice Cote d'Azur International Airport	Terminal 1
Paris, France (CDG)	Charles-de-Gaulle International Airport	Flights: Terminal 3 Trains operated by SNCF: Terminal TN (located in Terminal 2)
Porto, Portugal (OPO)	Francisco sa Carneiro International Airport	Main Terminal
Rome, Italy (FCO)	Leonardo Di Vinci Fiumicino International Airport	Terminal 3
Toulouse, France (TLS)	Toulouse-Blagnac Airport	Main Terminal Hall D
Valence, Spain (VLC)	Valencia Airport	Main Terminal
Venice, Italy (VCE)	Venice Marco Polo International Airport	Ground Level, Door E
Zagreb, Croatia (ZAG)	Zagreb International Airport	Main Terminal

## USA and South

Location	Airport	Terminal
Acapulco, Mexico (ACA)	General Juan N. Alvarez International Airport	Main Terminal
Cancun, Mexico (CUN)	Cancun International Airport	Terminal 4

Location	Airport	Terminal
Cartagena, Colombia (CTG)	Rafael Nunez International Airport	Main Terminal
Cayo Coco, Cuba (CCC)	Jardines Del Rey International Airport	Main Terminal
Cozumel, Mexico (CZM)	Cozumel International Airport	Main Terminal
Fort de France, Martinique (FDF)	Martinique Aime Cesaire International Airport	Main Terminal
Fort Lauderdale, Florida (FLL)	Fort Lauderdale-Hollywood International Airport	Terminal 4
Georgetown, Guyana (GEO)	Georgetown Cheddi Jagan International Airport	Main Terminal
Guadalajara, Mexico (GDL)	Guadalajara International Airport Miguel Hidalgo y Costilla	Terminal 1
Havana, Cuba (HAV)	Jose Marti International Airport	Terminal 2
Holguin, Cuba (HOG)	Frank Pais International Airport	Main Terminal
La Romana, Dominican Republic (LRM)	La Romana International Airport	Main Terminal
Liberia, Costa Rica (LIR)	Guanacaste Airport	Main Terminal
Lima, Peru (LIM)	Jorge Chavez International Airport	Main Terminal
Medellin, Colombia (MDE)	Jose Maria Cordova International Airport	Main Terminal
Miami, Florida (MIA)	Miami International Airport	Terminal H
Montego Bay, Jamaica (MBJ)	Sangster International Airport	Main Terminal
Orlando, Florida (MCO)	Orlando International Airport	Terminal A
Pointe-à-Pitre, Guadeloupe (PTP)	Pointe-à-Pître le Raizet International Airport	Main Terminal
Port-au-Prince, Haiti (PAP)	Toussaint-Louverture International Airport	Main Terminal
Puerto Plata, Dominican Republic (POP)	Gregorio Luperon International Airport	Main Terminal
Puerto Vallarta, Mexico (PVR)	Gustavo Diaz Ordaz International Airport	Main Terminal
Punta Cana, Dominican Republic (PUJ)	Punta Cana International Airport	Terminal A
Rio de Janeiro, Brazil (GIG)	Rio de Janeiro-Galeão International Airport	Terminal 2
Rio Hato, Panama (RIH)	Scarlet Martinez International Airport	Main Terminal
Salvador, El Salvador (SAL)	El Salvador International Airport	Main Terminal
Samana, Dominican Republic (AZS)	El Catey International Airport	Main Terminal

<b>Location</b>	<b>Airport</b>	<b>Terminal</b>
San Jose, Costa Rica (SJO)	Juan Santamaria International Airport	Main Terminal
San Juan, Puerto Rico (SJU)	San Juan Luis Muñoz Marin Airport	Terminal C3
Santa Clara, Cuba (SNU)	Abel Santamaria International Airport	Main Terminal
Santo Domingo, Dominican Republic (SDQ)	Las Americas International Airport	Main Terminal
St Maarten, Netherland Antilles (SXM)	Princess Juliana International Airport	Main Terminal
Tulum, Mexico (TQO)	Felipe Carrillo Puerto International Airport	Main Terminal
Varadero, Cuba (VRA)	Juan Gualberto Gomez International Airport	Main Terminal