

**UNITED**  
*VIRTUAL*



A STAR ALLIANCE MEMBER



# Flight Crew Standard Operating Procedures (FCSOP)

Version **5.2** | *Effective:* **January 24, 2024**



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## Changelog

<u>Name</u>	<u>Date</u>	<u>Change</u>
JD & FM	06/09/23	Version 5.0 Released
Jay D.	08/05/23	Aesthetic/Staff Update
Jay D./Cody B.	01/24/24	Staff/VATSTAR Update





## Introduction

Welcome to the Flight Operations team at United Virtual Airlines! We are delighted you have chosen to join our growing family!

United Virtual simulates the real-world operations of United Airlines utilizing various PC flight simulation platforms including Microsoft Flight Simulator, X-Plane, and Prepar3D. United Virtual was created in December of 2020 to provide virtual pilots with a relaxed but modern virtual airline experience. Our extensive and growing list of features that separate us from other virtual airlines include integrated SimBrief departure briefings, weekly group flights and events, a modern, innovative and state-of-the-art Crew Center, a helpful and friendly staff team dedicated to providing a unique experience, and our MileagePlus rewards program. We are excited to share all these features with you, and more! Our [#flyFriendly](#) motto means that we will always seek to innovate, update and elevate our pilot experience. Our development and staff teams are always looking for ways to improve and enrich your virtual airline experience.

Below, you will find all the information needed to maintain a successful virtual Flight Operations career with United Virtual. Should you have any questions after reviewing the content, please seek the assistance of a staff member by emailing us at the addresses listed on the [Human Resources>>Staff Team](#) page of the Crew Center, or through our preferred form of contact which is our Discord server. Our Discord server invitation can be accessed from the Crew Center website by clicking [Pilot Ops>>Join Discord](#) from the left-side navigation bar.

Again, welcome to United Virtual and we hope you enjoy your experience with us!

Chief Executive Officer

United Virtual Airlines

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## Goals

### Purpose

This manual is designed to provide guidance for all pilots and staff of United Virtual (UVA). It details how UVA operates in all matters.

### Scope

This manual is approved in accordance with the Chief Executive Officer of United Virtual Airlines. All UVA pilots, staff and admin are required to carry out operations in accordance with the regulations set forth. Failure to comply may result in penalties up to and including dismissal from the airline.

### Mission Statement

United Virtual's mission is to create and maintain a relaxed and modern virtual airline simulation experience, in a responsible and respectful fashion. Our goal is to promote flight simulation and the virtual airline community.







## Administrative Staff



**Jay D.**  
UAL1

Email: [ceo@flyuva.org](mailto:ceo@flyuva.org)

### **Chairman & Chief Executive Officer** (CEO)

The Chairman is responsible for leading all members of the Board of Directors (BODs) which is democratically comprised of the Administrative and Executive Staff Teams. The Chairman of the BODs has sole veto rights with matters that come before the Board. The CEO is responsible for the successful accomplishment of all tasks beneficial to UVA including the leadership, management, and oversight of the day-to-day operations of the airline, all staff management, the coordination and hiring of new staff members, assisting with the marketing of the VA, and will be the point-of-contact for our partner organizations. They will coordinate and share responsibility with the Administrative and Executive staff teams to manage the day-to-day operations and assist with implementing and managing any new corporate, pilot, and/or staff policies and programs. This staff member has the authority to suspend/remove a pilot or staff member from the roster of the virtual airline for failure to comply with our Pilot SOP or Staff SOP.



**Mark W.**  
UAL2

Email: [coo@flyuva.org](mailto:coo@flyuva.org)

### **Chief Operations Officer** (COO)

The COO will coordinate and share responsibility with the Administrative and Executive staff teams to manage the day-to-day operations of the virtual airline. The COO will share responsibility with the CEO and CTO (Chief Technology Officer) for the successful accomplishment of all tasks beneficial to UVA including the leadership, management, and oversight of the day-to-day operations of the airline, all staff management at the Exec level and below, the coordination and hiring of new staff members, and assisting with the marketing of the VA. They will assist with implementing and managing any new corporate, pilot, and/or staff policies and programs. This staff member currently serves as the Second-in-Command of the virtual airline and has the authority to suspend/remove a pilot or staff member from the roster of the virtual airline for failure to comply with our Pilot SOP or Staff SOP.

Reports to: Chief Executive Officer (CEO)





## Administrative Staff (cont.)



**Zac P.**  
**UAL3**

Email: [cto@flyuva.org](mailto:cto@flyuva.org)

### **Chief Technology Officer/Webmaster** (CTO)

The Chief Technology Officer/Webmaster will serve as the lead web design, integration, and IT specialist as well as coordinate and share responsibility with the Administrative and Executive staff teams to manage the day-to-day operations of the virtual airline. They will assist with implementing and managing any new corporate, pilot, and/or staff policies and programs. This staff member will serve as the Third-in-Command of the virtual airline and has the authority to suspend/remove a pilot or staff member from the roster of the virtual airline for failure to comply with our Pilot SOP or Staff SOP.





## Executive Staff & Events Coordinator



**Cody Blackford**

**UAL5**

Email: [dpo@flyuva.org](mailto:dpo@flyuva.org)

### **Director of Pilot Operations** (DPO)

The Director of Pilot Operations is responsible for overseeing the daily operations of the UVA including management of our Operations Staff and ensuring that the guidelines set forth in the FCSOP are upheld and maintained. They are responsible for processing all new pilot applications to UVA and for answering any questions that any potential new pilots may have, either in-house or via social media, forums, etc. They are also responsible for interviewing, hiring, processing, and training all new Operations Staff.

Reports to: Chief Operations Officer (COO)



**\*\*NOW HIRING\*\***

**UAL6**

Email: [dft@flyuva.org](mailto:dft@flyuva.org)

### **Director of Flight Training** (DFT)

The Director of Flight Training is responsible for overseeing, maintaining, and updating UVA's Aviate Flight Training program including building flight training courses/content in line with VATSIM's training and ATO standards. They are also responsible for managing, hiring, and training UVA's dedicated team of instructors as well as securing and maintaining our partnership with VATSIM's Pilot Training Department (PTD)..

Reports to: Chief Operations Officer (COO)



**Ketan Kane**

**UAL7**

Email: [events@flyuva.org](mailto:events@flyuva.org)

### **Events Coordinator** (EC)

The Events Coordinator is primarily responsible for setting up online group flights/events, creating and executing new United Virtual tours, and keeping our pilots updated with new VATSIM/VATUSA events that are posted within our Discord server and our website. The Event Coordinator will work together with the Director of Pilot Operations to ensure we are offering weekly/bi-weekly/monthly group flights and events.

Reports to: Director of Pilot Operations (DPO)







## Operations Staff

### Hub Managers (HM)

The Hub Managers will oversee our daily pilot operations in their respective bases including the productivity of their base's pilots, processing of all PIREPs and PIREP commentary, and assisting pilots with any questions or concerns they may have. Hub Managers will also monitor and moderate our Discord server daily. The Hub Managers are responsible for ensuring that the guidelines set forth in the FCSOP are upheld and maintained. Hub Managers for each pilot base are listed below.

Reports to: Director of Pilot Operations (DPO)



**\*\*NOW HIRING\*\***

**UALXXXX**

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**\*\*NOW HIRING\*\***

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## Registration Requirements

1. You must be at least fourteen (14) years of age to register.
2. You **MUST** use your real name. No fake names or aliases are permitted.
3. You may only register on our website and Discord **one** time. Attempting to register more than once with multiple email addresses is prohibited.
4. You must own a **licensed** copy of Microsoft Flight Simulator 2004, FSX, FSX:SE, MFS2020, X-Plane, or Prepar3D.
5. You must have an active email account that you can access on a regular basis.
6. You agree to be bound by the regulations in this manual plus all NOTAMS, memos and other company provided manuals.
7. Application requirements include Country of Residence and Date of Birth.
8. VATSIM ID is not required to join but is recommended in order to participate in our group flights which are mainly held on VATSIM.
9. You agree to complete your first flight within 30 days of registration acceptance to remain on our roster.
10. Transfer hours will not be accepted as our pilots are able to fly any aircraft they prefer at any time.

## Staff Requirements

1. Staff members are required to complete four (4) flights every 30 days to remain active.
2. Staff members may **NOT** be in a staff role with another virtual airline.
3. Staff members may not be in an "active" pilot status with another virtual airline (must be on LOA or Retired status) unless approved by a member of UVA's Admin team.
4. The minimum age for a staff member is **18** years old.
5. Staff members are required to be able to attend a monthly staff meeting, scheduled by the Administrative or Executive team.
6. Staff members must have a minimum of 1 month (30 days) with the airline and a minimum of ten (10) submitted and approved PIREPs through SmartCARS.
7. Must be in good standing with the airline with no disciplinary actions pending or active.
8. Must be an **active and sociable** member of our Discord server prior to and upon placement onto the staff roster.
9. All staff new hires are subject to a probation period of one (1) month (30 days) for performance evaluation and reconsideration of position hired if necessary.
10. All Staff members are **asked** to participate in at least 1 group flight/event per month. This is **not** a requirement at this time, but is subject to change at the discretion of the Administrative and/or Executive teams as the participation level of staff members dictates.





# Membership Requirements

## Code of Conduct

All Staff Members and Pilots for United Virtual Airlines (UVA) are expected to maintain professionalism when interacting with all United Virtual personnel, members and guests of our Discord server and in any online forum in which UVA is in any way represented. We maintain and foster partnership agreements with several vendors and developers that could be adversely impacted by any inappropriate actions of our members. This Code of Conduct shall be adhered to by all members of United Virtual Airlines.

All members of UVA shall NOT engage in the following actions on any UVA medium and/or property or while representing UVA in any way. You may **NOT**:

- a. Verbally abuse or bully any member of United Virtual or any member of our partner organizations while representing United Virtual.
- b. Engage in any activity that is harmful to the virtual airline.
- c. Send explicit/controversial/degrading messages including, but not limited to: race, color, religion, gender, sexual orientation, gender identity, national origin, veteran or disability status, or any other lawfully protected classifications.
- d. Use vulgar profanity or offensive language. Offensive language, including any "vulgar" profanity in any form or language that is of a sexual nature, is prohibited on UVA's and our partner's public facing Discord channels at all times. Please be respectful to everyone while representing UVA, always.
- e. Send any means of advertisements for the sale of any type of product or service on any of UVA's communication outlets, including our Discord server.
- f. Discuss pirating or the distribution of any other entertainment without completing proper purchases required by law.
- g. Use the @everyone/@here commands in our Discord server.
- h. Perform or promote the intentional use of glitches, hacks, bugs and other exploits that may cause an incident within the community and other pilots at United Virtual.
- i. Spam or flood any communication outlet within or used by United Virtual.
- j. Register or attempt to register on our website or any of United Virtual's communication outlets, including our Discord server, using more than one email account/Pilot ID. Only **one** (1) pilot registration and one Discord registration is permitted. If you need to change your Discord registration for any reason, you must notify an Executive or Administrative staff member **prior** to re-registering so that your old registration can be deleted accordingly.
- k. Advertise or promote any other virtual airline on any of United Virtual's communications outlets, including on our Discord server. This could lead to disciplinary action up to and including termination from UVA.
- l. Use any aliases or fake names on our website or any of United Virtual's communication outlets including on our Discord server. Real names must be used.
- m. Cause a nuisance at United Virtual. Repeated complaints from members will lead to necessary Administrative action up to and including termination from the VA, after a formal investigation. All members of UVA are expected to treat others (at UVA and our partner organization's members) with dignity and respect at all times.





For any Code of Conduct violations, notify the DPO, COO and CEO. Warnings will be established in a four-tiered system and will progress if corrective action is not implemented by the member.

<u>Warning Level</u>	<u>Action Taken</u>
One (1)	<p>The member will be issued a warning that clearly defines the grievance/violation and the corrective actions the member must take. The member will receive notice that probation or suspension is to be implemented if corrective action is not taken and a Level Two (2) warning and actions must be issued.</p> <p><i>Note: This Warning Level may be issued multiple times or skipped at the discretion of the DPO and/or Admin Staff, depending on the severity of the violation.</i></p>
Two (2)	<p>The member will be issued a formal written notice that clearly defines the grievance/violation and the corrective actions the member must take. The member will receive <b>one</b> of the following at the discretion of the DPO and/or Admin Staff, depending on the severity of the violation:</p> <ol style="list-style-type: none"> <li>1. Probation of no more than thirty (30) days in which progress must be made, OR</li> <li>2. Suspension from the VA including all flight/event activities, the Crew Center, and UVA's Discord server for a period not to exceed fourteen (14) days, OR</li> <li>3. Action up to and including termination from the VA.</li> </ol>
Three (3)	<p>A formal written notice that clearly defines the grievance/violation and the corrective actions the member must take. The member will receive <b>one</b> of the following at the discretion of the DPO and/or Admin Staff, depending on the severity of the violation:</p> <ol style="list-style-type: none"> <li>1. Suspension from the VA including all flight/event activities, the Crew Center, and UVA's Discord server for a period not less than fourteen (14) days but not to exceed ninety (90) days OR</li> <li>2. Action up to and including termination from the VA.</li> </ol>
Four (4)	<p>The member will be formally terminated from the VA and face a ban set for future membership. Written documentation will be provided by the DPO and the Administrative Staff.</p>

If a member is on a Warning Level of discipline, the DPO and/or Admin team will issue the next applicable Warning Level in consecutive order for any violations that occur within the rolling 12-month period from the date of issuance of their current Warning Level (unless termination is deemed necessary for the violation). If a pilot goes without any further discipline for 12 months from the date of issuance of any Warning Level, all disciplinary actions will be removed from their profile.

Requests for appeals for Warning Levels or terminations may be addressed/sent to the Chief Operations Officer (COO) at [coo@flyuva.org](mailto:coo@flyuva.org) and/or the Chief Executive Officer (CEO) at [ceo@flyuva.org](mailto:ceo@flyuva.org).







## Pilot Requirements

It is required that each pilot submits at least one (1) Pilot Report (or PIREP) per month. If you are unable to commit to this requirement, flying with United Virtual may not be the best fit for you. All PIREPs must be submitted using the smartCARS flight logging and monitoring software, provided free of charge by United Virtual. If a pilot is unable to comply with this requirement, they may submit a manual PIREP through the United Virtual Crew Center website. However, if a pilot submits a PIREP manually, a link from an approved source (VATSIM, ProjectFLY, etc.) must be submitted in the comments section of the manual PIREP form, in order to verify that the flight was completed. Failure to provide a link along with a manual PIREP, to verify the validity of the flight/hours, will result in that PIREP being rejected by the staff team. It is the pilot's responsibility to ensure they fly their (1) flight every 30 days.

### Pilot Inactivity Warnings

1. United Virtual will send out warning emails at 30 days and 90 days if a pilot should go inactive.
2. Pilots are required to complete one (1) flight every thirty (30) days to remain as an active pilot. After a total of 30 days of inactivity, you will be placed on a leave of absence. After 90 days of inactivity, you will be retired and no longer have access to the Crew Center.
3. Pilots who have been retired after 90 days of inactivity will have to write in first to their Hub Manager (HM) or [dpo@flyuva.org](mailto:dpo@flyuva.org) asking to be returned to active status, so that they may regain access our crew center. If their HM or the DPO isn't available, pilots may email or send a Discord message to any member of the staff team with this request.
  - a. A leave of absence may be requested through the Crew Center which will submit your request to the HR, Executive or Administrative staff.
  - b. Leaves of absence must be:
    - i. Between 30 and 90 days.
    - ii. Not repeated more than twice per calendar year.
  - c. Once you have returned from your leave of absence, you will have fourteen (14) days to file a PIREP which must be ACCEPTED to avoid being marked as retired due to inactivity.
    - i. For this reason, this PIREP **cannot be a manual PIREP**.

Roster purges will be completed twice per calendar year. After **12 months (365 days) of inactivity**, pilots will be removed from our roster, **deleted from our database, and their previous profile cannot be retrieved.**





## PIREP Approval Criteria

### 1) Simulation Rate

- a) Pilots may use any simulation rate (time acceleration) during the **CRUISE** phase of flight ONLY, regardless of flight time. Cruise phase begins at top-of-climb (TOC) and ends at top-of-descent (TOD).
- b) Time Acceleration is **NOT** permitted at any time during taxi, take-off, climb, descent, approach, and landing. **Be sure to place your correct cruising altitude into smartCARS so it will log your TOC and TOD.**
- c) Pilots using time-acceleration without a logged TOC and TOD may have their PIREPs rejected.
- d) When flying on VATSIM, pilots must receive permission from ATC
- e) Any feature that allows you to jump between phases of flight (i.e. to the next waypoint, to top of descent, slewing, etc.) is strictly prohibited.

### 2) Landing Rate

- a) Must not exceed -600 feet per minute (fpm).
- b) If multiple touchdowns are logged for an individual PIREP (i.e. bounces, go-arounds), no touchdown shall exceed -600 fpm.

### 3) Routing

- a) Routing must be entered in smartCARS. Direct (airport to airport) routes are not permitted.

### 4) Flight Errors

- a) Stalls, overspeeds, and >250kts. below 10,000 ft. MSL violations may cause your PIREP to be rejected, depending on the severity and/or duration
- b) If using FS2020, please note that using **"Active Pause"** will register as a stall in your PIREP report. Do not use this feature while trying to record your flight.

### 5) Fuel Guidelines

- a) At the time of landing, fuel must be more than 2000 lbs. for all aircraft.
- b) Reserve fuel should be added prior to departure in case of emergency, holding, or other unforeseen circumstances.
- c) **Using the "Unlimited Fuel" option within any simulator is strictly prohibited.**
- d) **In-Flight refueling is NOT permitted at any time.**





## 6) Staff

- a) Staff may approve or reject a filed PIREP at their discretion. Should a PIREP be rejected, a reason will always be provided in the comments. Any member of the administrative team may overrule a rejection if they find the rejection to be unnecessary
- b) No staff member may accept their own PIREP.

## 7) Diversions

- a) A diversion airport and reason for the diversion must be notated in the "Comments" section of smartCARS if the pilot deems flight conditions are unsafe or if there is an emergency and must divert to an alternate airfield or that PIREP will be rejected.

## 8) Slew Mode

- a) PIREPs that show slew mode toggled on for greater than 3 seconds after completion of pushback procedures, will be rejected.

## 9) Double Dipping

- a) Accruing hours for another VA while using the same flight to accrue hours for UVA is strictly prohibited. Violators will have the offending PIREP(s) rejected and face possible disciplinary action, to be determined by the Executive/Administration Team.

## 10) Airline & Aircraft Type Restrictions

- a) **Pilots may fly any airline and aircraft type (including corporate jets and General Aviation aircraft) on any route they desire as long as the following general requirements are met:**
  - i) The aircraft must have the fuel range capable of flying the route (i.e. you can't fly a CRJ-200 on KSFO to EGLL as that aircraft doesn't have the range capable of flying that route without fuel stops along the way).
  - ii) The aircraft must be an appropriate size to adhere to the departure and arrival airport restrictions, runway length, etc. (i.e. you can't fly an A380 into or out of KLGA as KLGA runways aren't long enough and the airport layout doesn't support A380 aircraft).
  - iii) If the aircraft you want to fly is not listed on our site, pilots may choose the closest size and range aircraft to the aircraft they plan to fly for the flight on the Charter Ops page. Keep in mind, Charters can only be created for routes that are not in our scheduling system already, so please search out your route in the Schedule Search page before creating a charter. Aircraft substitutions can be made through our smartCARS application and charters should NOT be created simply to change an aircraft type.
  - iv) If you substitute one aircraft for another, leave a comment in the "Comments" section of our smartCARS application before submitting your PIREP.





## Pilot Ranks

Pilots are **NOT** restricted to certain aircraft types by ranks. At UVA, we believe that our pilots should be able to fly their favorite aircraft, regardless of if they are just starting with us or if they are a seasoned pilot. However, PIREPs are graded by our system and/or staff and all pilots must fly aircraft in which they are competent and comfortable in flying, otherwise their PIREPs may be rejected. Pilots will still be assigned a rank based upon hours flown for bragging rights and payroll purposes. Please see the table below for a breakdown of hours required for each rank.

<u>Rank</u>	<u>Hours</u>	<u>Pay</u>
<b>Regional Pilot</b>	<b>0</b>	\$50/hr
<b>First Officer</b>	<b>50</b>	\$150/hr
<b>Captain</b>	<b>150</b>	\$250/hr
<b>Senior Captain</b>	<b>300</b>	\$300/hr
<b>ATP Captain</b>	<b>500</b>	\$350/hr



## Schedule Search

- a. Pilots may fly scheduled flights that are accessible from the Schedule Search page or can create their own Charter flight using our Charter system with any airline and any aircraft as long as they meet the aircraft type restrictions set in the PIREP approval criteria under section 10(a). on page 15 of this manual.
- b. Pilots may only have one flight in your bids at any given time. Pilots can search for a flight at any time using the Scheduled Flights tool (even when currently flying) allowing you to plan future flights, but the UVA system will not allow you to add future flights to your bid until you submit a PIREP for or remove your current bid from your My Bids page by double clicking the button marked "Double click to Remove Bid".
- c. You may also use the **My Flight Assignments** page to build a trip according to your preferences for more realism, however, you are only able to place one leg at a time (in consecutive order) into your bids. Assigned flights are completely optional so pilots are not required to use this feature unless they prefer to. More information on the Assigned Flights module can be found on page 18 of this FCSOP manual and from the **Assigned Flights Help** page located on the Crew Center's left-side navigation bar under the **Help Desk** tab.

## Charter Operations

- a. All pilots may fly charters through the Charter Ops menu.
- b. Pilots can create their own Charters and are not limited to a certain number of charters per month.
- c. Charter flights can be created for any airline, at any time, regardless if that airline is already in our scheduling system, giving pilots the freedom to fly any airline, any aircraft, at any time they wish on routes that are NOT currently in our scheduling system.
- d. **Charter flights may only be created on routes that are not in our scheduling system already. If the route is in our scheduling system already, your charter PIREP may be rejected by staff, so please search for the route you want to fly first before creating a charter.**
- e. **Charter flights CANNOT be created simply for an aircraft change. Aircraft changes/substitutions can be made in our smartCARS flight logging software.**





## Assigned Flights

- a. You can use the **Flight Assignments** module, located under the Dispatch menu on the Crew Center, to create pairings (or trips) for you to fly.
- b. Start by selecting your preferences and generating a pairing. If you select a trip/paring with multiple legs, you must complete those legs in the order that they are presented on your **"Assigned Flights"** page.
- c. If you generate and select a pairing with more than one flight/leg, you are only able to place one leg at a time into your bids, as the Schedule Search/Bid rules outlined on page 17 of this FCSOP manual still apply. Once you submit a PIREP for the current flight on your pairing, you will be able to place the next flight into your bids.
- d. Please visit the **"Assigned Flights"** help pages located on the left-side navigation bar on the Crew Center website under the Help Desk menu for more information and for help with the Assigned Flights module, its functions, and instructions for use.







## Bonus Hours & Incentives

- a. Advertise United Virtual on social media or a public flight simulation forum.
  - a. If you live-stream/record a flight and promote UVA by mentioning us by name and direct your viewers to our website and promo video, you will receive double (x2) hours for that flight (PIREP must be submitted thru smartCARS). You will need to record the flight and provide a link for staff to watch the video to verify this on our Discord server and your hours for that flight will be doubled.
- b. Monthly Focus Airport
  - a. The monthly focus airport is located on the main page after logging into the crew center.
  - b. Pilots who fly in or out of this airport, during the month that it is posted, will receive bonus MileagePlus miles on their approved PIREPS (check the NOTAMs channel on our Discord server to see how much the bonus is for that month, but typically its +200).
  - c. This airport will change every month. If you complete a flight after the change of the focus airport, your MileagePlus bonus miles will not be credited to your pilot profile.
- c. Group Flights/Events
  - a. Pilots who participate in a group flight or event hosted by United Virtual will receive double (x2) hours on their approved PIREPS.
  - b. Group flights will take place weekly, bi-weekly, or monthly and information will be posted in the events section of the website, as well as on our Discord in the event channel.
- d. Refer-a-Friend
  - a. If you refer a friend or family member to sign-up, have them put your name and pilot ID in the reference/comments box of the initial pilot application and you will receive 25 additional hours.





**UNITED**  
*VIRTUAL*



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