

Southwest

Virtual Airlines

Standard Operating Procedures (SOP)

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www.swavirtual.com

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Changelog

<u>Name</u>	<u>Date</u>	<u>Change</u>
Braden T.	09/26/22	Airline SOP Update/Refresh

We are not affiliated with Southwest Airlines, or any other 'real' airline/aviation companies. All flight and aeronautical information found here is for simulated use only. This is an operational guide for members of Southwest Virtual Airlines



Purpose

Purpose

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

Scope

This manual is approved by the Executive Team here at Southwest Virtual Airlines. All SVA 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

Southwest Virtual Airlines is dedicated to the highest quality of flight simulation with a sense of realism, warmth, friendliness, and company spirit.



Introduction

Welcome to Southwest Virtual Airlines (SVA). We are a virtual airline that is operated by flight simulator enthusiasts, for flight simulator enthusiasts. SVA simulates the flight operations of Southwest Airlines. We were formed on a set of 5 imperatives and are strongly committed to their advancement. Southwest Virtual Airlines advocates the advancement of flight simulation in an environment free of suffocating pressure, narrow-minded perspectives and zealotry that tend to become the hallmark of large-scale virtual airlines. In this respect, SVA strives to ensure all pilots are exposed to realistic and varied opportunities through the following strategic initiatives:

1. SVA is dedicated to the very pilots who form the nucleus of this virtual airline; all decisions by management shall be made with the interests of the pilots at the forefront of its thought-process.
2. SVA shall (through its web site and associated Discord Channel) provide an environment where pilots of all experience levels and interests are challenged and intellectually stimulated in the pursuit of their hobby.
3. Great weight shall be placed on providing incentives for online flying (VATSIM), as well as the necessary training for those pilots wishing to learn the how best to participate in online flying.
4. SVA shall continually strive to ensure its automated reporting systems, as well as its flight planning systems; remain up-to-date and accurate to ensure complete realism.
5. SVA shall provide ample opportunities for accomplished pilots seeking advancement into staff positions to demonstrate their leadership and commitment in consideration of promotion into vacant positions.

Based off our imperatives, this would be a great time to note that we host an 'open door' policy with all the members of our administration. This means that any concerns or general comments can be made to any staff member through an appropriate means of communication. Suggestions are highly encouraging, however, please keep in mind that decisions are made with the interest of all pilots in mind. We also operate on a quality over quantity focus.

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

Ryan Flynn



Code of Conduct

To maximize the overall experience for everyone involved, SVA follows a strict Code of Conduct policy. Violations of this policy can result in disciplinary action taken against the offender up to and including termination and exclusion from the airline. Please note that although we are simply a non-for-profit group of enthusiasts, the management reserves the right to refuse participation for anyone for any reason and at any time. Also note that this is only a general overview and may not cover all aspects of the high level of conduct that is expected from our members.

The code of conduct is a general guide of behavior for individuals participating in any entity offered by the airline (including LUVCARS chat and the Discord server). Any official communications regarding the airline or if you are actively representing the airline fall under these codes as well.

- Any member of Southwest Virtual Airline must abide by rules and regulations of any entity or organization for which they are consuming under the name or representation of SVA.
- Respect is a very crucial concept to understand with organizations that foster learning and are home to a diverse group of members. Southwest Virtual Airlines emphasizes that all members should respect one another, the organization, and the hobby in general.
- All members are expected to follow the laws and regulations of their residence, as well as the location where they are accessing Southwest Virtual Airlines entities from.
- Southwest Virtual Airlines encourages the exchange of information and expression so long as it is legally obtained and shared. We respect one's freedom of speech, however, expect individuals not to use it disrespectfully and destructively. Our communities are also no place for political discussion.
- We are committed to privacy and expect the same from our members. Please note that all material found using any Southwest Virtual Airlines entity is copyrighted and should not be shared without permission.
- Although there are many products used to enhance the flight simulation hobby, we ask our members not to advertise or spam on any Southwest Virtual Airlines entity. Members are however welcomed and encouraged to give their opinions or offer technical/operational support for products related to the hobby.
- As we are home to a diverse group of individuals, profanity is not welcome on any Southwest Virtual Airlines entity. Derogatory terms are also not welcome and will not be tolerated. We also have no place for harassment and discrimination.
- As a member of Southwest Virtual Airlines, you are not to use the entity for advancement of any illegal activities. Our organization cooperates with any law enforcement agency conducting investigations or members (current or inactive).
- Any form of multimedia that is considered graphic in nature is not welcome at any Southwest Virtual Airlines entity.
- Southwest Virtual Airline resources and communities are to be used only to enhance our hobby; therefore, all content should remain aviation (or SVA) related. Please do not use our resources for promoting other organizations or politics.



Pilot Hiring Requirements / Joining

- All members must own a legal copy of Microsoft Flight Simulator (FSX/2020), PREPAR3D, or X-PLANE 11/12.
- All members must be at least 13 years of age and agree to abide by all laws and regulations that limit or concern online activity.
- All members must always maintain a valid e-mail address on file with the airline.
- All members are requested to hold a valid and active VATSIM account (WWW.VATSIM.NET)
- All members must achieve a score of at least 70% on an operations and basic aviation knowledge test. The test is open book and open note. Most of the exam is regarding our operations manual so we expect all individuals applying to pass. Most other answers are readily available on most search engines.
- All members must have access to an internet connection.
- All members must be willing to download and use the LUVCARS flight tracking system (Free) or LUVARS for MacOS (Free).
- All members must be able to abide by our Activity Requirements.
- Due to prior incidents and for information protection, our members are NOT welcome to be members of other airlines that simulate the operations of Southwest Airlines.
- Members are not permitted to “Double-Log” flights operated through Southwest Virtual Airlines.



Membership/Activity Requirements

It is required that each pilot submits at least one (1) Pilot Report (or PIREP) every 30 days. All PIREPs must be submitted using the LUVARS flight logging and monitoring software.

- If a pilot is unable to comply with this requirement, they may submit a manual PIREP through the Southwest Virtual Operations Center on the website.
 - However, if a pilot submits a PIREP manually, a link from an approved source (VATSIM, ProjectFLY, Volanta, etc.) must be submitted in the comments section of the manual PIREP form, 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.

INACTIVITY NOTIFICATIONS

1. Southwest Virtual will send out warning emails at 30 days to members who are about to 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 warning status within the VA. After 7 additional days of inactivity, you will be set as terminated and will no longer have access to the SVA website or operations tab.
3. Pilots who have been terminated after 30 days of inactivity will have to write into their crew base manager, the COO, VPO, or HR asking to be returned to active status, so that they may regain access our SVA website.
 - a. A leave of absence may be requested through the Operations Tab which will submit your request to the appropriate staff members.
 - 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**.
4. New or re-hired members must file their first report within 14 days of hire using LUVARS or LUVARS for macOS.
 - a. Failure to do so will result in termination for inactivity without notice.

Leave of Absence

Pilots requesting a Leave of Absence “LOA” can do so by filing the LOA form located on the **Operations** panel of the website under **Settings**. Although most virtual airlines require a 90-day period before you are even allowed to make the request, our pilots must have only 5 approved flights before requesting a LOA. Each LOA can only last up to 90 days maximum. Any special requests to deviate from this policy must be submitted to the Director of Human Resources via e-mail. Please **DO NOT** wait until you are on a termination warning to request a LOA as sometimes, we do not activate the LOA in time.



Military Leave

Please note that individuals requesting a Military Leave (or special leave of absence due to elongated trainings for emergency services positions) do not follow the general Leave of Absence policy. Individuals requesting a Military Leave of Absence should make the request via e-mail to the Vice President of Operations. In your e-mail, you should include as much information as possible about your leave including an expected return date and the organization for which you are a part of.

Crew Base Transfer

Crew Base Transfers can also be done on the **Operations** panel of the website under **Settings**. Please note that you must include a reason for the transfer, and you can only have one (1) transfer every (four) 4 months.

SVALIFE

Southwest Virtual Airlines uses SharePoint to simulate the operations of the real-world Southwest Airlines flight operations system. On this SharePoint you will be able to request a dispatch, view Station Information Pages as well as Operational manuals for the different Southwest Aircraft. Members can access this SharePoint by visiting: <https://svaops.sharepoint.com/>

Pilot Suspensions

1. The Administrative staff and the Vice President of Operations will be responsible for appropriately issuing any pilot suspensions if the pilot is/was in violation of any of the regulations/policies found in this SOP manual.
2. Suspension Rules
 - a. First Offense: Maximum 14-day suspension
 - b. Second Offense: Maximum 90-day suspension
 - c. Third Offense: Discretion of Executive Team
 - d. Fourth Offense: Removal
3. Depending on the severity of the violation/situation, pilot suspension may be skipped and replaced with pilot termination.
4. Requests for appeals to a suspension may be addressed/sent to the Vice President of Operations (VPO), the Director of Human Resources (DHR) and/or the COO.
5. During any suspension, you may face a temporary ban of the Operations Center, Discord, and any web address associated with Southwest Virtual.



PIREP Approval Criteria

If you are unsatisfied with any of your flight reports or results, you should contact your Crew Base Manager Immediately. You **do not** have to fly according to the exact times published. Times listed in LUVCARS/SVA Timetable are local to the departure and arrival airports. Please see the aircraft substitution policy (near the end of this manual) also.

The minimum flight standards are as follows:

- Landing rate must be less than -800 FPM
- In-flight refueling is prohibited. Simbrief.com is an excellent resource for fuel planning but be sure to load fuel *before* you close the doors and release the parking brake.
- Pilots must depart & arrive at the specified airport according to the flight schedule.
- The pilot must use the appropriate aircraft for the flight. (SEE aircraft substitution below)
- Over-speeding for long periods of time is prohibited, as is flying above 250kts under 10,000 feet.
- Simulation rate can be Paused and should not exceed 1x speed at any point throughout the flight.

LUVCARS FLIGHTS

LUVCARS Flights are automatically processed to speed up PIREP Approval times. Should your flight meet all the above requirements, your flight will automatically be approved. Should it fail to meet the requirements, it will be “Held” for further review by your crew base manager. If your report is held, you will receive an automated e-mail with instructions on how to proceed including contacting your crew base manager within 48 hours. Please note that, due to the nature of the held reports, your report may take more than 48 hours to be processed. Here are the codes under which the reports are held:

Simulation Rate – This is the simulation rate that the flight was recorded in. Anything greater than 1X will result in a rejection.

Speed – This is triggered by breaking the 250kts under 10,000 feet (MSL) rule. PLEASE note that we do have buffers for these because we do know that other factors (such as wind) affect speed.

For example, the 250kts under 10,000feet rule really is not triggered until it flags passing over 265kts at 9,900 feet.

Fuel – This is triggered by refueling once your flight has started (brakes released) or by landing with no fuel.

Landing Rate – This is triggered by landing at a rate that is greater than -800 FPM.

Departure Airport – Departing from an airport other than your scheduled departure airport.

Arrival Airport – Arriving at an airport other than your scheduled arrival airport.



Tips to ensure a successful flight:

- PRE-PLAN your fuel and load it *before* your doors are shut!
- “Full Throttle” is not needed for *most* departures. Pilots who often use full throttle find themselves going at speeds above 250kts on departure under 10,000 feet.
- Descend **or** Decelerate. You often cannot do both at the same time. Plan your arrivals accordingly. You should *already be* at about 250kts at about 11,000-12,000 feet during your descent (not just starting to slow to that speed).
- Practice your landings under different weather conditions, and during different times of the day. Remember that different aircraft models have different landing capabilities and characteristics.
- You should be fully configured for landing at the outer marker (prior to reaching 1,000 Feet RA (AGL)). Although this varies by aircraft, airport, landing conditions (and much more), generally you should be set at flaps 30 and your speed should be at around 138-140kts when you land. Flare should begin at about 10ft from touchdown but be careful not to ‘over-flare’.
- DO NOT refuel your flight once you have released the parking brake at the gate. Also DO NOT refuel or re-set the flight simulator until you have submitted your report as this will disconnect LUVCARS, causing you to lose the flight report.

You are expected to be able to meet the general report standards and parameters before joining. If you feel uncomfortable with something (for example, landing is difficult and you often land at around -700fpm), please contact our Training Department for advice.

Aircraft Substitutions

The following aircraft may be used interchangeably for any Southwest flights in the timetable.

727-200 (legacy)
737-200 (legacy)
737-300 (legacy)
737-500 (legacy)
737-700
737-800
737MAX-8



Pilot Ranks

The following is a list of Pilot Ranks. Promotions are based on total approved flight legs and not flight hours. Please note that the staff team also abides by this same structure. None of the ranks below necessarily indicate a staff position. Please note that promotions are automated. Should you have any problems with not receiving a rank promotion, please contact your crew base manager no *earlier* than 48 hours after the approval of your flight to place you in that rank category.

Rank	Flights Completed
Trainee	0
Second Officer	5
First Officer	30
Captain	70
Senior Captain	140
Executive Captain	250
Chief Pilot	400
Senior Chief Pilot	700
Executive Chief Pilot	1200



Pilot Awards

In addition to the rank structure, pilots also have awards that they can obtain through achieving certain objectives. The awards based on numbers/statistics are also automated.

Award	Insignia	Achievement
One Year Award		Awarded to pilots who have completed one continuous year of service
Six Month Award		Awarded to pilots who have completed six continuous months of service
500 Flights Award		Awarded after completing the 500th accepted flight report
Distinguished Service Award		Awarded for service to the VA Above and beyond reasonable Expectations



<p>Good Conduct Award</p>		<p>Awarded for 1-year continuous service without LOA or Term. Warnings in the Calendar Year</p>
<p>HR Award</p>		<p>Awarded to members who assist the HR manager as a recognition for a never-ending job</p>
<p>Pilot of the Month Award</p>		<p>Awarded to the POM of their respective Crew Base primarily based on flight totals</p>
<p>Staff Award</p>		<p>Awarded to members who hold a current staff position</p>
<p>100 Flights Award</p>		<p>Awarded after completing the 100th accepted flight report</p>



1000 Flight Award



Awarded after completing the 1000th accepted flight report

Three Year Award



Awarded to members who have remained with Southwest Virtual for three (3) years



Pilot Training

Southwest Virtual has our very own state of the art training department available to provide our pilots with optional/voluntary training. SVA is an approved training organization that uses tools like flight simulators, online computer-based training, and screen sharing programs to provide training to virtual pilots who feel they may want/need it. **There is no charge for training services, so all SVA pilots will be able to complete all training that they offer without having to pay a dime.**

We are a certified Authorized Training Organization (ATO) with VATSIM.net, a simulated Air Traffic Control organization. We have highly qualified instructors and mentors from different backgrounds and a range of experience from flight simulators all the way up to real-world airline Captains. The instructors volunteer their time and offer a variety of ways to book training sessions and practical exams to further your virtual pilot career. SVA has partnered with VATSIM to provide the highest quality of training and uses VATSIM's servers to better simulate communications with Air Traffic Control. They are certified to train VATSIM members to obtain ratings from P1 to P4. These optional pilot ratings include:

P1: Private Pilot Rating

P2: Instrument Pilot Rating

P3: Commercial Multi-Engine License

P4: Airline Transport Pilot (ATP) License

Detailed information on the training offered and what each rating covers can be found by logging into your VATSIM account and selecting **Pilot Training** from the menu on the left or by visiting <https://my.vatsim.net/pilots/train>.

To get started, simply visit us at <https://www.swavirtual.training>

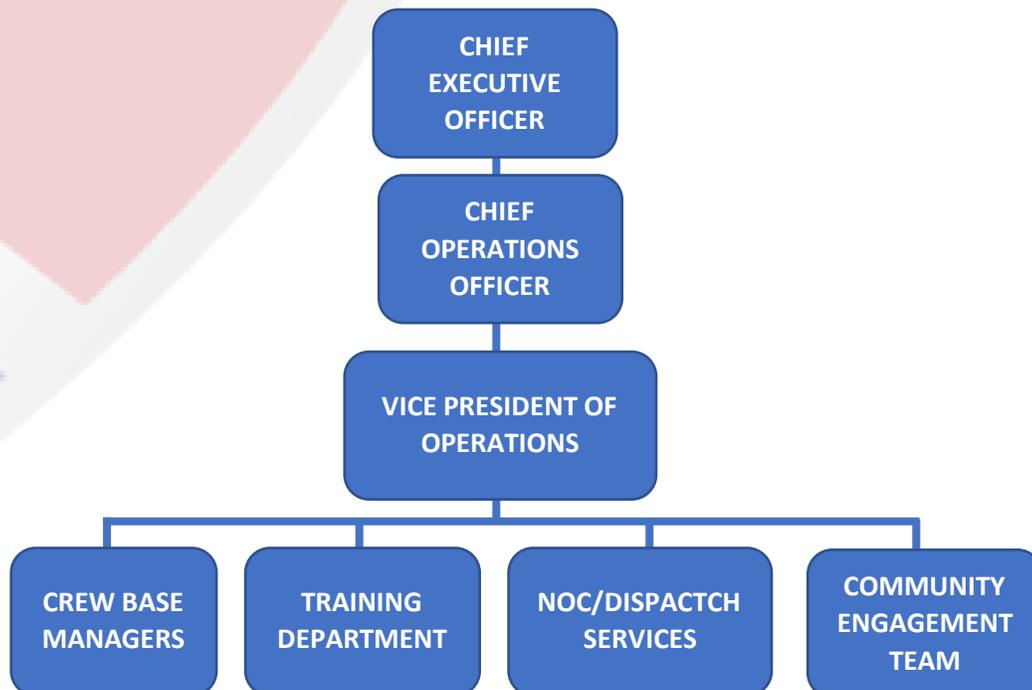


Staff Requirements

1. Staff members are required to complete two (2) flights every 30 days to remain active.
2. Staff members will **NOT** be in a staff role with another virtual airline.
3. Staff members must be at least 18 years of age.
4. Staff members are required to be able to attend a monthly/quarterly staff meeting, held within the first week of each month/quarter.
5. Staff members must have achieved at a minimum the rank of Captain within the VA.
6. Must be in good standing with the airline.
7. Must be an active and sociable member on our Discord server prior to and upon placement onto the staff team roster.
8. All staff new hires are subject to a probation period of one (1) month for performance evaluation and reconsideration of position hired if necessary.
9. Staff members must be actively working to obtain the instructor role within the VA. Members must have instructor role within 30 days of their probationary period.

Staff Structure

The following lists the current staff structure of the virtual airline. This list follows a 'top-down' hierarchy structure with the top administrative staff located at the top of the list. All staff contact information can be found on the public area of the main website. Please note that our staff members cannot be fully fledged staff members at other virtual airlines due to our need for committed staff members.



Executive Staff



Ryan Flynn
SWA 1002

Email – ceo@swavirtual.com

Chief Executive Officer (CEO)

The CEO is responsible for leading all members of the Administrative and Executive Staff Teams. The CEO of the VA has sole veto rights with matters that come before the Board. The CEO is responsible for the successful accomplishment of all tasks beneficial to SVA including the leadership, management, and oversight of the strategic large-scale operations of the airline as well as assisting with the marketing of the VA. 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.



Matt Grimes
SWA 5858

Email – coo@swavirtual.com

Chief Operating 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. They will assist with implementing and managing any new corporate, pilot, and/or staff policies and programs. This staff member will serve 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.



Executive Staff (cont.)



Braden Thompson
SWA 13682

Email – ops@swavirtual.com

Vice-President of Operations (VPO)

The Executive Vice-President of Operations is responsible for assisting with staff/pilot management and will coordinate and share responsibility with the Administrative and Executive Staff teams to manage the day-to-day operations, assist with implementing and managing any new corporate, pilot, and/or staff policies and programs, and monitor our Public Relations, Training, NOC, Dispatch, and Event departments. This staff member will serve as the first point-of-contact on the Administrative Staff team. 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.

Reports to: Chief Operating Officer (COO)



Matt Massey
SWA 4155

Email – hr@swavirtual.com

Human Resources (HR)

The Director of Human Resources is responsible for recruiting new pilots to the airline by posting on various websites, forums, and social media to ensure that SVA continues to reach out to the community and garner new pilots to the airline as well as process all new pilot applications. They are responsible for answering any questions that any potential new pilots may have. They will also be responsible for hiring and processing all new Executive and Management staff and any promotions of staff within the organization.

Reports to: Chief Operating Officer (COO)



Administrative Staff



Director of Training

Email – LCA@swavirtual.com

Responsible to the Director of Flight Operations for all Pilot training along with the efficient and timely operation of the Flight Training Program. The Director will ensure the accuracy of and the adherence to the Flight Training Manual as prescribed by VA. The position is responsible for the leadership of the Flight Training and Standards departments, its programs, and all associated duties. This responsibility includes, but is not limited to, assurance and enforcement of specific flying evaluation programs, oversight of the Check Airman Program, quality review, and assurance of operations and training procedures within all Flight Training departments.

Reports to: Vice-President of Operations (VPO)



Director of Events

Email – events@swavirtual.com

The Director of events is primarily responsible for setting up online group flight events, creating and executing new Southwest Virtual tours, and keeping our pilots updated with new VATSIM/VATUSA events that are posted within our Discord server. Event Coordinators will work together to ensure we are offering weekly/biweekly/monthly group flights and events.

Reports to: Vice-President of Operations (VPO)



Crew Base Manager



To see a CURRENT and up-to-date list of all Crew Base Managers, visit this link:
<http://www.swavirtual.com/wn/?lib=team>

The CBM is responsible for managing the pilots assigned to their specific crew base. The CBM will be the front-line supervisor to all pilots within the VA. They are responsible for the *daily* management of PIREPS both MANUAL and those submitted through LUVCARS as well as ensuring their members are complying with the requirements set forth in this document.

Reports to: Vice-President of Operations (VPO)

DISCORD



DISCORD

Southwest Virtual Airlines hosts an active Discord server open to all active members. Please note that all code of conduct rules applies to the Discord server. Also note that official requests to staff members should not be made through Discord, but rather written via E-Mail. The use of the Discord server for flight coordination, training, and general chatting is highly encouraged and it is a great way to enhance your SVA experience. Our Discord server information is given to all pilots upon joining via the welcome message. Please note that recruiting for other organizations or advertising is strictly prohibited.

Discord Download: [Click here to download Discord](#)

SVA Discord Server Link: <https://discord.gg/hJXTGhc>



VATSIM

The use of the free Virtual Air Traffic Simulation Network (VATSIM) by our pilots is highly encouraged. All members are required to also be members of VATSIM; however, you are not required to use the feature. All pilots are required to cooperate with the VATSIM Code of Regulations and the VATISM Code of Conduct. All pilots are also reminded that they are representing Southwest Virtual Airlines while on the network, therefore, are expected to behave accordingly. More information about the network can be found at www.vatsim.net

Southwest Virtual Airlines also prides itself on being an Approved Training Organization (ATO) for VATSIM. More information on available curriculums can be found at <https://www.swavirtual.training/> as well as contacting our Director of Training at LCA@swavirtual.com



VATSIM CALLSIGN USAGE

Our pilots are encouraged to use the actual flight number as their VATISM callsign. Alternatively, pilots are also allowed to use their SWA ID number as their callsign. Please refer to the chart below on more information on callsign usage.

Airline Flight	Callsign Prefix	Callsign Pronounced
Southwest	SWA	"Southwest"

Pilots are also encouraged to support our airline by providing a link to us in the 'remarks' section of your flight plan.



Frequently Asked Questions (FAQ)

To help our staff respond to general inquiries faster, please read the following frequently asked questions to see if they answer any questions that you might have before contacting our staff team.

- Do I have to fly online on VATSIM?**

No. Although you do not have to fly online on VATSIM, we are a VATSIM Virtual Airline Partner and a VATSIM Authorized Training Organization, so we require that you have an active and valid VATSIM ID. Our system checks this automatically upon registration. VATSIM is also where we conduct event flights.
- How do I request a Leave of Absence/Crew Base Change/Change my password for the website?**

All of this can be done through the 'OPERATIONS > SETTINGS' page once you log into the website. Please remember that there are limitations to LOA's, and Crew Base changes as outlined earlier in the pilot operating handbook.
- I was once a former member of the virtual airline. Can I come back?**

We welcome back pilots who have been terminated for inactivity or who have voluntarily left the airline. SVA will reinstate previous members up to 2 times within a 6th month window after being terminated. To do this, please **do not** file a new application but rather contact Human Resources at HR@swavirtual.com
- I no longer have the time to partake in the hobby. How can I resign on good terms?**

The best way to inquire is to e-mail Human Resources at HR@swavirtual.com and explain your situation. If you do this, you will be considered 'retired' and allowed to come back on good terms later.
- I have received an e-mail stating that I have a held flight report. Who do I contact?**

You need to contact your Crew Base Manager for any flight report issues. If you are not sure how to contact your crew base manager, please look on our website under 'ABOUT > TEAM' for a staff e-mail contact list.
- Am I restricted to a certain airplane?**

No. You may fly any airplane in our fleet but please look at our Aircraft Substitution Policy for specific information regarding what airplanes can be flown on what flights.
- Do I have to fly out of my Crew Base?**

No. We do not restrict flights to your crew base. You may fly any flight on our schedule.
- Southwest is going to offer a new flight starting on XXX. Will you offer it also?**

Yes. Our virtual airline is one of the only VA's around in which the flight schedule is updated DAILY to reflect the schedules of our real-world counterparts. If they only fly to a destination on certain days, our flight schedule will reflect that accurately. It is updated automatically at midnight each night.



Legal Notice

Southwest Virtual Airlines (SVA) and its partners are not affiliated with Southwest Airlines or any other real-world airline. Southwest Virtual is a fully owned non-for-profit entity of the RF Company. Southwest Virtual is an organization instituted to enhance the enjoyment of the flight simulation hobby and is not interested in engaging in for-profit business activity.

Privacy Policy

Southwest Virtual Airlines has instituted a privacy policy for the VA that is simple: We will not collect any personal information about our Pilots for use by third-party entities. In applying for Southwest Virtual Airlines, Pilots must use their real names and advise us of your real age. The information we collect will be used specifically for the purpose of the hiring and membership process. All information collected will be used for that purpose. Southwest Virtual Airlines will store demographics information collected from our Pilot applications, so that we may provide Pilots with the best programs. Southwest Virtual Airlines does not collect personal information for any other purposes. Some information provided from Pilot applications (name, join date and country of residence) may be displayed on the password-protected pages of the Southwest Virtual Airlines web site. When your account is approved, Southwest Virtual Airlines will use your real name, e-mail address, country, password, age and VATSIM ID for Southwest Virtual Airlines purposes only. This personal information will be stored on our web servers and can only be viewed by the Southwest Virtual Airlines Executive Staff. All information provided is not given to any private organizations or private persons, in accordance with the Data Protection Act 1988.

Links to Other Sites

Because the Southwest Virtual Airlines web site contains links to other sites, please be aware that Southwest Virtual Airlines is not responsible for the privacy practices of such other sites. Southwest Virtual Airlines encourages its users to be aware when they leave our site to read the privacy statements of each web site that collects personally identifiable information. This privacy statement applies solely to information collected by this web site.

Piracy

Southwest Virtual Airlines does not condone the use of pirated software or material of any kind and takes seriously the use or transfer of pirated software and/or information, including serial numbers/passwords, through any channels presented by Southwest Virtual Airlines and associated Discord channel. If a member is found to be in breach of this policy, the member will be placed on administrative leave and the details of the piracy transaction communicated to the software developer and/or re-seller.

