



# Operations Manual

September 2020





## Our History

Buffalo Airways Virtual was created in early 2010 by Thomas Emms & Randy Kearnes. Inspired by the television show Ice Pilots NWT and our love of vintage aircraft, we contacted Buffalo Airways for permission and a few days later, the good news arrived!

After receiving permission from Buffalo Airways we decided to design a simple, unique website. We also decided to create our own version of the Buffalo Airways logo which can be seen on the header. Buffalo Airways Virtual is the Official VA of Buffalo Airways. This means that we are able to be in close contact with the staff at Buffalo Airways and they may join us from time to time on Discord, the forums and in the air on VATSIM.

All pilots joining Buffalo Airways have to complete at least 10 hours on Flight Simulation software. They are now required to fly those 10 hours with Buffalo Airways Virtual. Through our strong partnership with the "Real World Buffalo Airways" we will bring exciting features not currently provided by other Virtual Airlines. These will include features such as a direct link to the Buffalo Airways Satellite System, meaning we can view & track the Buffalo Airways aircraft in real time! We also provide a 10% discount code on all Buffalo Air Wear products.

Buffalo Airways Virtual's official launch date was the 1st of August 2010 however we were accepting registrations before this. Pilots who registered before this date have been given a special "Founding Member" award. Our launch event was taking the CL-215's from Red Deer, Over Canada then Onwards to Europe! Since allowing registrations, Buffalo Airways Virtual has been growing by leaps and bounds. We had over 50 pilots in less than 8 weeks! We also have a steady number of flights being flown each day!

## Membership Requirements & Application Information

To join Buffalo Airways Virtual you must be at least 16 years old. This is to comply with the worldwide Children's Online Privacy Protection Act (COPPA) of 1998. You must own a legal, working copy of MSFS, X-Plane, Prepar3D or Microsoft Flight Simulator X. FS9 is not supported.

You must have a valid e-mail address. You also agree to file your first PIREP (Flight Report) within 14 days of your registration being accepted, you will be mature, not use any sort of bad language, racism or abusive comments. You will not submit any false information when submitting application(s) or representing Buffalo Airways Virtual in any way. You will allow Buffalo Airways Virtual to send you NOTAMS via E-Mail (Max 3 per Week).

I understand that my application can be rejected at the discretion of Buffalo Airways Virtual or Buffalo Airways Ltd without prejudice. There are no payments required to join Buffalo Airways Virtual and therefore no refund will be given.

Please note there is a maximum of 2 accounts, If your 2nd account gets deleted any further applications will be rejected. If there are 2 further registrations, 4 in total, your IP and email may be blocked from our web server for spamming.

## **Applications can be denied for any of the following reasons:**

- Full/Part of my real name is written in capital (CAPITAL) letters only.
- Invalid Birth Date, eg; Under 16 YOA, Partial or No birth date given.
- Invalid e-mail account, eg; gives an error message.
- False location given on application.
- Any other valid reason given by staff.

## **Downloads**

Buffalo Airways Virtual has a variety of downloads available in the "[Download Center](#)". These include Scenery, Aircraft and Textures. There are freeware aircraft available and also a range of textures for Pay ware aircraft. Most downloads include instructions. Please note that we are not responsible for any 3<sup>rd</sup> party website links or downloads. All files are copyright to their original owners.

## **Flight Operations**

Buffalo Airways Virtual does not assign flights. You can view a full list of our flights on the 'Schedules' page or the forum section, "Flight Schedules & Routes". View Flights: <http://buffaloairwaysvirtual.com/index.php/Schedules/view> All of our flights are created to be as realistic as possible, most of the flight information is provided to us by Buffalo Airways flight crews.

## **ACARS Programs**

### **Freeware ACARS Programs:**

- [SmartCars](#) (preferred)
- XACARS & FSACARS
- VATAWARE Flight Log

### **Payware ACARS Programs:**

- FS Passengers
- FS Flight Keeper
- FSCaptain

All ACARS Configuration files can be found on your Profile Page.  
All Pireps must contain a flight log from one of the sources listed above.  
To login to smartCARS use the first part of your pilot ID (BFL\*\*\*\*) and your website password.

## Jump seating

Pilots are not required to fly from the last airport they landed at. You can fly any flight at any time as long as you have enough hours to fly the aircraft used for that flight.

## Inactive Policy

### New Pilots:

After your registration is accepted, you must file one (1) PIREP within 14 days otherwise your account will be deleted.

### After First Flight:

Pilots are required to file at least one PIREP every 30 days. If a PIREP is not filed within 30 days the pilot will be set to inactive. If after 90 days a PIREP has not been filed, pilots will be contacted by their HUB Manager. If no response is received, the pilot will be deleted.

If your account is set to inactive you must contact your Hub Manager to re-activate your account.

Once an account has been deleted, you can re-apply to join however there are no guarantees your 2<sup>nd</sup> application will be accepted. The hours, awards, and flights you had on your previous account will not be added to your new account, nor will you receive your previous pilot number.

If you are unable to fulfill this commitment, please contact your hub manager to make an alternative arrangement.

**Leave Of Absence (LOA)** If a Pilot wishes to take a Leave Of Absence of longer than 30 days you must contact your Hub Manager to ensure your account is not set to inactive or deleted.

Hub Manager Contact information can be found here:

<http://buffaloairwaysvirtual.com/index.php/pages/staff>

## PIREPS

**Hours** BAV operates a policy of allowing a maximum of 8 hours flying in any 24 hour period, unless a single flight is longer than that time. Any pireps taking a pilot over this time will be rejected.

**Deviations from the schedule** you must land at the designated airport regardless of an issue with the flight whether it is from a mechanical, engine or weather issue. Missed approaches are acceptable, but touch and goes are not unless specified in the schedule.

**Time Acceleration** Flying greater than 1x speed is not allowed. Pilots who submit PIREPS with any speed greater than 1x will have their PIREP rejected.

**Pausing** All PIREPs with pausing in them will be accepted, regardless for how long.

**Aircraft** Flights must be flown using the correct aircraft. Flights flown with a different aircraft will be rejected.

**Slewing** Flights using slew will be rejected, even if activated on the ground.

**Touchdown Rates** The acceptable touchdown rate must be between -500fpm and +50fpm

**Fuel Data** PIREPS may also be rejected if the fuel usage / flight data is wrong or there is none at all. There must also be no mid-air refueling. Flights are not allowed with fuel set to 'Unlimited'.

**Flight Level.** Altitude for each flight in the flight schedule is a suggestions only, you are free to plan any altitude you desire. However, flights in the Electra's and Orion's must be flown between flight level 180 (18,000 feet) & flight level 240 (24,000 feet) unless otherwise indicated in the flight's schedule.

**Piloting Skills.** Pilots must demonstrate good aircraft control; Pireps indicating poor control for example excessive stalls, over speeds will be rejected

**Manual PIREPS.** Manual PIREPS are accepted at the Hub Manager's discretion and are only to be used if an error with the Acars system is encountered during flight, all manual PIREPS must contain. An explanation as to why it is being submitted manually. Pireps with no explanation will be rejected.

## Multiplayer Flying

Buffalo Airways Virtual encourages pilots to use the Virtual Air Traffic Simulation Network™ (VATSIM™ <https://www.vatsim.net> ) or the International Virtual Aviation Organization™ (IVAO™ <https://www.ivao.aero> ). Both networks offer worldwide Air Traffic Control (ATC) coverage and real time flying with fellow pilots. You can connect to such networks using either Swift or vPilot for Vatsim or IVAO's own program, IVAP.

When flying on Vatsim your Buffalo Airways **pilot number** is to be used for your call sign **not the flight id.**

Buffalo Airways Virtual also organizes "Weekly Flights" on these networks, see forum for details.

## Ranks

Upon joining Buffalo Airways Virtual pilots are assigned the rank of "Ramp Hand (Rampie)", the current ranking system is based on hours.

<b>Rank</b>	<b>Required Hours</b>	<b>Aircraft</b>
Ramp Hand	Entry level	DC3, B55, CA185E, 7AC, FIREBOSS, NORSEMAN V
Flight Attendant	30	BASLER BT-67, C-46, CL-215, DC4, PBY-5A CANSO, C-310
Co-Pilot	60	A90, AC690, BELL 206B
Captain	150	DC6, L-188, P3A
Chief Pilot & Trainer	500 – Unlimited	All Aircraft

## **Transfer Hours**

Buffalo Airways Virtual does not transfer hours from any previous virtual airlines. The only person(s) allowed transfer hours is real world Buffalo staff who will be given 1 Transfer flight and 50 hours upon registration.

## **Forums**

Buffalo Airways Virtual has an active forum for Pilots only. We encourage each pilot to use the forum and maintain a regular presence. Once your application has been accepted your forum Username and Password will be created automatically within 48hrs and sent via email.

## **Discord**

Buffalo Airways Virtual has an active 24/7 Discord server setup for Pilots only. We encourage all pilots to use this server.

You can find our AUP (Acceptable Usage Policy) Here:

<http://www.buffaloairwaysvirtual.com/files/BUFAUP.pdf>

Our Discord Information can be found under the “Resources” dropdown on our website. You can join us on Discord at any time here - <https://discord.gg/xWc7PkF>

## **Contacting BFL Virtual**

Buffalo Airways Virtual’s main office(s) are based in Tyne & Wear, United Kingdom and British Columbia, Canada. If you are a Pilot, the best way to contact a member of staff is via the website PM System or the Forum PM System.

If you wish to contact a member of staff directly, please use the website “Contact Us” form.