



Pinnacle Virtual Airlines

Pilot Handbook v1.3

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1. Introduction

This document contains the policies and procedures by which Pinnacle Virtual Airlines runs its daily operations including new hire orientation, flight operations, pilot conduct and terms of usage. This document is revised on a regular basis as needed and pilots must ensure they are following the current version.

The Pilot Handbook should be read by all Pinnacle Virtual pilots upon hiring and all policies and procedures are to be followed as directed. Most questions concerning Pinnacle Virtual can be answered simply by reading the handbook. If you should still have questions, please contact human resources or post a question on the Pinnacle Virtual Forum.

1.1 Welcome

Many virtual airlines claim to be different, but Pinnacle Virtual truly IS different. After years of flight simulator experience and careers in multiple virtual airlines, the founders decided it was time to create a unique environment for pilots by mixing the enduring qualities of other virtual airlines with their own flair, as such, Pinnacle Virtual Airlines was born.

Pinnacle Virtual is unique in the respect that we were created by experienced pilots from diverse VA's with a desire to provide the best experience possible. We pride ourselves in the freedom you have to fly the aircraft of your dreams to any destination in the world. And with multiples tours, ranks and awards available, there is something for everyone here at Pinnacle Virtual.

The staff at Pinnacle Virtual is committed to providing you with an entertaining, professional and safe environment in which to enjoy our virtual flying hobby. It is, after all, a hobby and should be enjoyable first and foremost!

Welcome to Pinnacle Virtual Airlines. We are glad you have chosen to fly with us and look forward to your long and industrious career.

1.2 Revisions

This handbook supersedes all previous revisions. Pinnacle Virtual reserves the right to modify, append and/or terminate any of the polices or procedures contained within. Revision descriptions can be found in the [change log](#).

2. New Hire Orientation

2.1 Application Procedures

Prospective pilots are required to complete the membership application on the Pinnacle Virtual Airlines website and should be completed in its entirety. Failure to do so will result in the application being rejected and the need to resubmit.

Applicants must be at least sixteen (16) years of age, no exceptions. Any pilot found falsifying their age on the application will be terminated immediately and indefinitely.

2.2 Hours Transfer

Pinnacle Virtual Airlines does accept transfer hours from another virtual airline up to 150hrs. This will not affect your ranking at Pinnacle, but we feel its important to acknowledge your experience. Email human resources upon acceptance with a link or screenshot to your hours for verification.

2.3 Hub Assignment

Pilots will be assigned to the hub of their choice based on operational tempo and pilot activity. Should a hub be full, a pilot may be assigned to a different hub in the interim.

Pilots are permitted to request a hub transfer at any time after 30 days activity at their current hub. Hub transfers must be approved by the HR Manager.

2.4 Leave of Absence

After sixty (60) days, an active pilot may request a Leave of Absence (LOA). A LOA will allow the pilot to remain on our roster without fear of termination. A Letter of Reinstatement (LOR) must be submitted to request a return to active flight status.

The LOA must be approved by the HR Manager and remain in effect until a LOR is received. Once active status is returned a pilot must resume adherence to the active pilot policy as defined in the Flight Operations section.

2.5 Rehiring

Any pilot who departed Pinnacle Virtual Airlines under favorable conditions and wishes to return may do so without penalty and full instatement of earned hours.

If a pilot was terminated for inactivity or failure to adhere to the leave of absence policy, the HR Director may require reapplication and confirmation the pilot understands these policies.

If a pilot was terminated for disciplinary reasons no reapplication or reinstatement will be **allowed** under any circumstances.

2.6 Termination

Violations of the Pilot Handbook could result in termination from Pinnacle Virtual Airlines on a case-by-case basis. Please see the [Conduct and Terms of Usage](#) section for further guidance.

3. Flight Operations

3.1 Flight Requirements

All new pilots must complete their initial flight within **fourteen (14) of hire**. To remain active, all pilots must complete at least one (1) flight every 30 days through the Pilot Reporting (PIREP) system. Denied and manual PIREPs do not count toward the 30-day flight requirement. Failure to adhere to the flight requirements will result in the pilots account being placed in an inactive state and marked for deletion.

All measures will be taken to help the pilot remain in an active state. Pinnacle Virtual Airlines only thrives with an active pilot roster.

All flights must be flown at 1x simulation speed and no in-flight refueling is allowed. Simulator time and weather settings are at the discretion of the pilot. Landing rates above -750fpm will result in a denied PIREP.

3.2 Simulator Requirements

Pinnacle Virtual Airlines supports FSX, FSX:SE, P3D and X-Plane via our state of the art smartCARS. Installation instructions are provided on the download page.

3.3 PIREPs

Pilots can fly any route contained in the scheduling system using any aircraft they wish. No PIREPs are rejected except in the cases listed in [3.1 Flight Requirements](#). Every effort should be made by the pilot to adhere to the flight schedule to provide the most accurate experience possible. **The ACARS program should not be started until ready for pushback.** Disciplinary action may be taken if a pilot is found purposely padding their hours using the ACARS.

Manual PIREPs are accepted on a case-by-case basis using the Manual PIREP form and are subject to approval by the Hub Manager or Chief Operations Officer.

3.4 VATIM Flights

Pinnacle Virtual Airlines does not require our pilots to fly on the VATSIM or **any another online** ATC network; however, it is highly encouraged. VATSIM provides a realistic ATC experience with real traffic.

While flying on the VATSIM network remember you are a direct reflection of Pinnacle Virtual Airlines so please abide by all rules and regulations set forth in this handbook.

4. Conduct and Terms of Usage

4.1 Online Activity

Pinnacle Virtual Airlines is a privately owned and operated virtual airline. As such, all rules, regulations, policies and procedures are the sole property and right of the CEO. All decisions are final.

Pinnacle Virtual Airlines does not and shall not discriminate based on race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all members of our pilots.

Grounds for immediate termination include:

- Threats, abuse or otherwise attacking another member of Pinnacle Virtual Airlines
- Posting profanity, vulgarity, obscenities or pornography
- Spams or business generating postings outside the provided forum sections for approved sponsors

4.2 Software Piracy







Pinnacle Virtual Airlines does not condone or support the use of pirated software of any kind. Any member found using, selling, providing or explaining the use of or the availability of pirated software or material will be immediately terminated.

5. Change Log

Revision	Changes	Date
1.0	Document Creation	April 7, 2018
1.2	First Draft Finalized	June 20, 2018
1.3	Policies Update	June 1, 2019

Note: Pinnacle Virtual reserves the right to modify, append and/or terminate any of the polices or procedures contained within.

Appendix A – Pilot Rankings

Rank	Insignia	Hours Requirement
New Hire		0 - 10
Junior Second Officer		10.1 - 100
Second Officer		100.1 - 250
First Officer		250.1 - 500
Captain		500.1 – 1000
Senior Captain		1000.1 - 2500
Chief Captain		2500.1+