

Alaska Virtual Standard Operating Procedures (SOP)

VERSION 4.0

EFFECTIVE:

Wednesday, July 26, 2023

Note:

We are not affiliated with real-world Alaska Airlines.

All procedures & information contained in this document are for simulation purposes only.

CHANGELOG

VER	CHANGES	NAME/TITLE	DATE
1.0	Initial document publication	Dylan W. CEO	7/10/21
2.0	Presentation edits & stylizing; information consolidation; grammar correction/ Update SOP and Policies	Dylan W. CEO	8/24/21
3.0	PHP VMS Updates to SOP	Dylan W. CEO	10/8/21
3.1	Staff & wording update	Dylan W. CEO	10/8/21
3.2	PIREP Rejections	Dylan W. CEO	10/11/21
3.2.1	Correction in Pilot age requirements	Dylan W. CEO	1/16/22
3.3	Rank restructure and aircraft substitution	Dylan W. CEO	3/19/22
3.4	PIREP Acceptance	Dylan W. CEO	7/27/22
3.5	Code of Conduct & wording update	Kamyar . OPS	1/1/23
4.0	Logistical update & Roles Update	Jon B DCO	7/25/23

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1.1 Welcome

1.2 CEO Welcome

Thank you for your interest in Alaska Virtual Airlines! We're here to provide you with a safe and friendly virtual flying experience. If there is anything my staff or I can do to improve your experience, my door is always open to you. I created this virtual airline keeping the following 5 core values in mind:

1. We are dedicated to our pilots, who form the nucleus of Alaska Virtual Airlines. All decisions made shall keep the pilots' best interests in mind.
2. We shall provide an environment where pilots of all experience levels and interests are challenged and intellectually stimulated in pursuit of this hobby.
3. Great weight shall be placed on providing incentives for online flying. We shall also provide training and encouragement for those pilots who wish to learn how to fly online.
4. We shall continually strive to be the internet's most modern and accurate virtual airline, including all operational systems and resources to ensure complete realism.
5. We shall provide ample opportunities for accomplished pilots seeking advancement into staff and leadership positions to demonstrate their commitment to Alaska Virtual Airlines.

No matter the decision or task, I will always value quality over quantity and look forward to welcoming you to Alaska Virtual Airlines!

*Dylan Williams, ASA1
Owner & CEO*

1.3 Mission Statement

Alaska Virtual Airlines aims to provide an ultra-realistic, modern, and friendly virtual airline that is fully simulated to emulate Alaska Airlines. The Alaska Virtual Airlines experience shall be tailored so that participating pilots can achieve maximum levels of operational efficiency, personal satisfaction, accomplishment, and enjoyment.

1.4 Alaska Core Values

At Alaska Virtual Airlines, we embrace a set of core values that guide our actions, decisions, and interactions with our flight crew, staff members, and partners. These core values are the foundation of our virtual airline, representing the principles we uphold to create a thriving and supportive community. They reflect our commitment to excellence, realism, and inclusivity in every aspect of our operations.

1. **Dedication to Our Pilots:** At Alaska Virtual Airlines, our flight crew forms the core of our organization. We place a strong emphasis on the well-being and satisfaction of our pilots, ensuring that all decisions are made with their best interests in mind. We deeply appreciate the valuable contributions of our pilots and are dedicated to fostering an environment that provides challenges, support, and intellectual stimulation for individuals of all experience levels and aviation interests, jet fueling their passion for flight sim and aviation.
2. **Operational Excellence:** We are committed to providing an ultra-realistic, modern, and friendly virtual airline experience that emulates Alaska Airlines. Our focus on operational excellence extends to all aspects of our operations, from flight planning and execution to staff management and communications. By adhering to the highest standards of professionalism, we ensure a seamless and enjoyable experience for our entire community.
3. **Innovation and Realism:** Alaska Virtual Airlines endeavors to be at the forefront of virtual aviation by continuously innovating and providing the most modern and authentic virtual airline experience. We are dedicated to enhancing realism and authenticity in every aspect of our operations, ensuring our pilots are challenged and engaged in pursuit of their passion for flight sim and aviation. Our commitment to excellence, combined with our strong sense of community, fosters an environment where pilots of all experience levels thrive. We take pride in being a close-knit community, supporting one another as we soar to new heights in the virtual skies. As one of the top contenders in the virtual aviation community, we continuously strive to set new standards for excellence within the AlaskaVA community.
4. **Inclusivity and Diversity:** We celebrate diversity and promote an inclusive environment where all individuals, regardless of their background or identity, are respected, valued, and welcomed. Alaska Virtual Airlines fosters a culture of mutual respect and equality, ensuring that everyone feels empowered and appreciated within our community.
5. **Growth and Leadership:** We recognize the importance of personal and professional growth for our flight crew and staff members. We offer ample opportunities for accomplished pilots to advance into staff and leadership positions, where they can showcase their commitment to Alaska Virtual Airlines and contribute to our collective success.

By upholding these core values, we aspire to be more than just a virtual airline; we aim to be a community that fosters camaraderie, collaboration, and passion for aviation. Our commitment to these values drives us to create a virtual airline experience that our flight crew, staff, and partners can be proud to be a part of.

1.5 Real world affiliation

Alaska Virtual Airlines (AlaskaVA) is an aviation community operated by volunteers who share a profound enthusiasm for aviation and all things with "go juice." It is important to note that **AlaskaVA is not associated with real-world Alaska Airlines in any way.**

The procedures and information presented in this document are solely intended for simulation purposes. They do not constitute real-world operational guidelines or official procedures of any actual airline. As a virtual airline, AlaskaVA creates a simulated environment for aviation enthusiasts, allowing them to experience the excitement of virtual flying in a safe and enjoyable manner.

Readers and users of this document are advised to treat all content herein as part of a virtual aviation experience, and any actions taken based on these procedures should be strictly confined to the virtual realm of Alaska Virtual Airlines.

AlaskaVA does not assume any responsibility for actions or consequences resulting from the application of information contained in this document beyond the scope of virtual aviation simulation and the AlaskaVA community. Users should recognize that virtual airline operations do not have real-world implications, and all activities are conducted in a simulated environment for entertainment and educational purposes only.

By engaging with Alaska Virtual Airlines and utilizing the information provided in this and any other AlaskaVA document, users acknowledge and agree to participate within the confines of the virtual aviation experience, recognizing that AlaskaVA operates solely as a community-driven simulation community, separate from any real-world airline.

Please enjoy your flight simulation experience with Alaska Virtual Airlines and embrace the camaraderie of fellow aviation enthusiasts in this virtual adventure.

1.6 Copyright Statement

All content, materials, and intellectual property presented on the Alaska Virtual Airlines (AlaskaVA) website and related platforms are protected under copyright law. AlaskaVA retains all rights, titles, and interests to its logo, graphics, text, images, videos, software, and any other creative works displayed or distributed through official AlaskaVA channels.

No part of the AlaskaVA website or associated materials may be reproduced, copied, distributed, modified, or used in any form without the express written permission of Alaska Virtual Airlines. Any unauthorized use or reproduction of AlaskaVA's copyrighted materials is strictly prohibited and may result in legal action.

AlaskaVA reserves the right to enforce its copyright to the fullest extent of the law against any individual, organization, or entity found to be infringing upon its intellectual property rights.

For inquiries or requests regarding the use of Alaska Virtual Airlines' copyrighted materials, please contact us at: info@alaskava.org

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By accessing and using the Alaska Virtual Airlines website or any related platforms, you acknowledge and agree to comply with this copyright statement.

2.1 Staffing

2.2 Staff Structure & Requirements

- ✎ To serve as an Alaska Virtual Airlines staff member, a pilot shall:
 - ✎ Be at least 17 years of age.
- ✎ Be a member of Alaska Virtual Airlines for at least 1 month.
 - ✎ Log at least 2 flights each calendar month.
- ✎ Be present on Discord at least one time per week.
- ✎ Be in good standing on VATSIM, IVAO, and/or PilotEdge.
- ✎ Not be a staff member at another virtual airline.

2.3 Chief Executive Officer (CEO) Duties & Responsibilities

The CEO of Alaska Virtual Airlines holds the highest executive position and is entrusted with overseeing all aspects of the company's operations, functions, promotions, and legal standing. They possess the exclusive authority to override decisions made by other executive staff members and are empowered to terminate staff members or pilots, with or without cause.

2.4 Chief Operating Officer (COO) Duties & Responsibilities

The COO shall be responsible for the planning, implementation, and oversight of Alaska Virtual Airlines operations, including, but not limited to, operations and pilot activity, and will oversee the Director of Flight Operations and the Director of Human Resources and will have the final say of hiring any staff. The COO shall have the authority to recommend termination of any staff member or pilot to the CEO. The COO shall provide regular reports to the CEO about the state of Alaska Virtual Airline's daily operations.

2.5 Director of Community Operations (DCO) Duties & Responsibilities

The Director of Community Operations shall oversee all community-related aspects of Alaska Virtual Airlines. This role involves hands-on moderation tasks, such as welcoming new members, answering questions, and facilitating conversations within the community. The DCO will work to foster a positive and inclusive environment for all members of the airline.

2.6 Director of Hub Operations (DHO) Duties & Responsibilities

The Director of Flights Operations shall be responsible for the daily flight operations of the VA. The Director of Flights Operations will be responsible for the Hub Managers and their responsibilities. The Director of Flight Operations shall also ensure that Alaska Virtual Airlines policies are being properly implemented and complied with by all Hub Managers. The Director of Flight Operations will also enforce the PIREP policy, and the aircraft flying within the VA. The Director of Flight Operations shall report to the COO with regards to the state of Alaska Virtual Airlines flight operations.

2.7 Director of Technology Operations (DTO)

In charge of overseeing and upholding the security and performance of diverse airline systems. The DTO is also responsible for developing tailored software to assist the airline whenever requested by the CEO. In case of a security breach, the DTO promptly informs the Chief Executive Officer, Chief Operating Officer, and Executive Staff.

2.8 Director of Events (DE)

The Director of Events (DE) is accountable for the successful planning, organization, and execution of Alaska Virtual events. When necessary, they will collaborate with VATSIM or other external entities. Additionally, the ED will be responsible for designing any required graphics for social media or Alaska Virtual events. Directly reporting to the OPS (Operations Department), the Director of Events plays a vital role in overseeing events from the initial stages to post-event analysis and awards, ensuring attention to detail to provide pilots with a memorable and enjoyable experience.

2.9 Hub Managers (HM) Duties & Responsibilities

The Hub Managers have the key responsibility of communicating with and supporting pilots in their designated hubs. They assist pilots by addressing general questions and guiding them to appropriate sources for further assistance when necessary. Additionally, Hub Managers play an active role in promoting VA events, group flights, competitions, and various activities to maintain the engagement and activity of pilots. Keeping the OPS (Operations Department) informed, they regularly report on their hub's activities and take charge of handling all PIREPs from pilots, aiming to avoid any delays in the approval process.

3.1 New Hire Information

3.2 Pilot Hiring Requirements

Alaska Virtual Airlines extends a warm invitation to pilots of all experience levels and interests to join its flight crew.

To apply for a position, a prospective pilot must meet the following requirements:

1. Minimum age of 16 years.
2. Read and accept the Alaska Virtual Airlines Standard Operations Procedures; (this document).
3. Own a legitimate copy of Microsoft Flight Simulator, X-Plane, or Prepar3D simulator.
4. Have an active email address.
5. Maintain a clean record without any previous disciplinary actions on VATSIM, IVAO, or PilotEdge.
6. Avoid filing double PIREPs for two virtual airlines per flight.

Former members seeking rehire should contact the Director of Human Resources (DHR) and complete a new application. If removed for inactivity, a pilot can be rehired only once per 365 days. Pilots with more than three terminations for inactivity must obtain permission from the DHR before reactivation.

Failure to follow these pilot hiring requirements may result in the Director of Human Resources (DHR) or any executive staff member imposing a permanent ban, preventing the pilot from rejoining Alaska Virtual Airlines at any point in the future.

3.3 Transfer Hours

If a pilot is unable to provide an official or verified link or screenshot of their hours, due to various concerns, we will be unable to accept the transfer without supporting documentation. At Alaska Virtual Airlines, we understand that each pilot's situation is unique. We greatly value your honesty and commitment to maintaining the highest standards within our virtual aviation community. If you have any questions or need further assistance, please feel free to reach out to us. Our team is here to support you in any way we can!

3.4 New Pilot Prerequisites

We ask that the flight crew possesses a general knowledge of the basics of flight and the successful operation and navigation of at least one of the aircraft in the Alaska Virtual Airlines fleet.

4.1 Alaska Virtual Community

4.2 Social Channels

Alaska Virtual Airlines maintains several social media channels, including Discord, Facebook, and internal message boards. Pilots are strongly encouraged to join the **Alaska Virtual Airlines Discord channel**, as it serves as the **primary source for communication**, news, and event updates. While Alaska Virtual Airlines may occasionally use email for announcements, it is the pilot's responsibility to stay informed through our social media channels and adhere to our Code of Conduct, including the messaging system on our website. Any misuse of the messaging system, such as sending inappropriate messages or threats, will result in immediate termination, and severe threats may be reported to law enforcement.

4.3 Emails

Alaska Virtual Airlines may send information to pilots using the email provided in their respective application. Pilots are expected to check their email at least once a week. If a pilot changes their email address, they must promptly inform their respective Hub Manager.

5.1 Flight Operations

5.2 Activity Requirements

Alaska Virtual Airlines pilots must complete at least one flight per month, regardless of its length. Failure to meet this minimum activity requirement may lead to a pilot's suspension or termination. Pilots who are unable to meet the activity requirements can request a leave of absence (refer to section 7.0).

5.3 PIREP Procedures

Pilots are encouraged to submit PIREPs automatically using ACARS. However, if a pilot cannot access the program, a manual PIREP is acceptable as long as it includes a verification link. This link will allow the Director of Flight Operations to verify the hours flown on a third-party platform.

5.4 Aircraft Substitution

Pilots are allowed to substitute aircraft with any type listed on the Alaska Virtual Airlines Approved Aircraft List. The substituted aircraft must have a livery representing Alaska or one of the partner airlines. PIREPs filed with substitute aircraft not on the official list will be rejected (refer to section 5.4).

5.5 PIREP Rejections

Alaska Virtual Airlines has the right to reject any pilots' PIREPS for the following reasons:

- Mid-air refueling
- Over a -800fpm landing rate
- Double dipping (Flying the same flight for 2 or more VAs)
- Any unnatural aircraft position movements ("slew mode", 2x speed, etc.)
- Diversions to another airport without a reason and comment made on PIREP
- Flying an aircraft not found on the approved aircraft list
- Flying a livery of an airline that is not from Alaska or a partner airline

6.1 Ranks

6.2 Pilot Ranks

HOURS	TITLE	PERMITTED EQUIPMENT
0 - 49	Reg F/O	All
50-149	Reg Captain	All
150 - 299	F/O	All
300-499	Captain	All
500-999	Senior Captain	All
1000-2499	Fleet Captain	All
2500+	Check Airman	All

6.3 Rank Delivery

Pilot ranks are delivered automatically, but if you have issues with your rank, please reach out to your hub manager, or any member of staff.

7.1 General Code of Conduct

7.2 Code of Conduct

To offer a first-class experience and product to our users, Alaska Virtual Airlines shall implement this Code of Conduct that must be followed by all personnel. The Code of Conduct applies to all offline and online flight operations, social media participation, and live chat and voice applications.

Any and all Alaska Virtual Airlines personnel may NOT:

- No Alaska Virtual Airlines pilot shall fly for any other Virtual Airline that simulates Alaska, or Alaska Air Group subsidiaries. Pilots found in violation of this will result in removal of all accounts with Alaska Virtual Airlines.
- Verbal abuse or bullying directed at any member of Alaska Virtual Airlines or our partner organizations. Sending explicit and/or degrading messages related to race, color, religion, gender, sexual orientation, veteran or disability status, national origin, or any other lawfully protected classifications.
- Engaging in political, religious, or personal discussions on any Alaska Virtual Airlines medium and/or property.
- Sharing or discussing any content depicting sexual acts, nudity, or violence on any Alaska Virtual Airlines medium and/or property.
- Violating the personal privacy of any individual.

- ✎ Advertising third-party products and services without the expressed written consent of Alaska Virtual Airlines.
- ✎ Advertise or promote any other virtual airline on any Alaska Virtual Airlines medium and/or property.
- ✎ Registering or attempting to register on any Alaska Virtual Airlines medium and/or property using more than one email account and/or Pilot ID.
- ✎ Using any aliases or fake names on any Alaska Virtual Airlines medium and/or property.
- ✎ Discussing, conducting, or participating in any illegal activities, such as pirating or the distribution of any entertainment without completing proper purchases required by law.
- ✎ Performing or promoting the use of hacks, glitches, bugs, and other exploits of Alaska Virtual Airlines or partner organizations' property.
- ✎ Using the intellectual property of Alaska Virtual Airlines without proper authorization.

Any violations of this Code of Conduct will result in disciplinary action or termination, by the procedures outlined in this document.

7.3 Leave of Absence

We understand that life events can sometimes take precedence, and therefore, we offer our pilots the option to request a leave of absence, allowing them to focus on personal matters. An active member of Alaska Virtual Airlines is eligible to request a leave of absence for a duration of 30-90 days. During this period, the pilot will be exempt from fulfilling the "Activity Requirements" outlined in this document. However, please note that each pilot can request only one leave of absence per 365 days.

7.4 Requesting a Leave of Absence

To initiate a leave of absence, the pilot must communicate with their respective Hub Manager, who will then inform the Director of Human Resources (DHR) about the LOA. In case the pilot is unable to return within the approved timeframe, their membership will be suspended, and they will need to contact the DHR for reactivation should they wish to rejoin.

7.5 Online Flying Conflicts

Improper, rude, or unprofessional conduct on VATSIM, IVAO, or PilotEdge is grounds for disciplinary action and/or termination. Pilots are expected to represent the Alaska Virtual Airlines brand with excellence and competency. If a pilot or staff member witnesses' misconduct on any of these platforms, he or she shall immediately contact the Director of Human Resources and provide as much evidence as possible to substantiate the complaint. Pilots should be aware that Alaska Virtual Airlines maintains excellent working relationships with all online flying platforms and receives regular updates regarding the conduct of the pilots.

7.6 Conflict Resolution

All conflicts will be discussed and handled by the CEO, COO, and DHR working as a team. The COO shall have the ability to make the final decision unilaterally. If a pilot feels he or she has received an unfair or unwarranted disciplinary decision, he or she may appeal, in writing, to the DHR. The DHR shall approach the COO to present the appeal, and a final decision shall be made.

7.7 Pilot Dismissal

Hub managers may recommend that a pilot be dismissed from Alaska Virtual Airlines. Hub Managers will report any recommended pilot dismissals to the Director of Flight Operations, and the Director of Flight Operations will discuss this with the DHR. The DHR will have the final decision on pilot dismissals. Pilots may have 1 opportunity to overturn their dismissal by proposing their case in writing and must be submitted to the DHR and COO for review.

8.1 We Care About Your Privacy

8.2 Privacy Policy

Effective Date: 03/31/21

AlaskaVA complies with the General Data Protection Regulation (GDPR valid from May 2018) and with the Children's Online Privacy Protection Act of 1998 (COPPA). The European Union does not have an independent law that addresses the protection of children's data similar to the United States' Children's Online Privacy Protection Act of 1998. Rather, it addresses the protection of children's data throughout its General Data Protection Regulation by indicating which provisions within the GDPR warrant a higher standard to protect children's data. AlaskaVA will maintain full compliance with COPPA and GDPR, as stipulated, and any other iterations of the act and regulation through amendments.

As such, no child under the age of 16 may join Alaska Virtual Airlines. While AlaskaVA cannot independently verify this information, appropriate actions will be taken (including immediate termination of membership and a permanent ban) should AlaskaVA become aware of any doctoring of age. All information concerning an applicant will be deleted from all AlaskaVA servers, except for name, email, and IP address to stop the applicant from joining in the future.

This policy has been put in place to achieve the following aims:

- To comply with the law, particularly the EU General Data Protection Regulation and with the Children's Online Privacy Protection Act of 1998 (COPPA).
- To ensure good data protection practice.
- To protect members, staff, pilots and other individuals, up to and including our partners.
- To protect the AlaskaVA organization.

8.3 Age Limitation

Pilots must be a **minimum of 16 years of age** to apply for membership and fly with AlaskaVA.

AlaskaVA collects the following personal data:

- First name.
- Last name.
- Password.
- Birthdate.
- Email address.
- Country and City.
- VATSIM ID.






8.4 Consent to Collect Data

We collect information from you when you register for the airline, register on our website, fill out a form, or submit any external information through a third-party application (i.e., submitting a PIREP). When registering on our site, as appropriate, you may be asked to enter your name, email address, age, etc. You may, however, visit our site anonymously. By applying to AlaskaVA and using our site and services, you are giving consent to collect personal data that will only be used by AlaskaVA.

8.5 Collected Information

AlaskaVA uses your data for the purpose of conducting services offered by AlaskaVA, such as but not limited to the participation as an AlaskaVA pilot, pilot certifications, pilot advancements, access to Aircraft, scenery, and awards offered by AlaskaVA. Some of this data is also used in cookies. Cookies are small files that a site or its service provider transfers to your computer's hard drive through your web browser that enables the site's or service provider's systems to recognize your browser and capture and remember certain information. We use cookies to understand and save your preferences for future visits (i.e., keep you logged into the website). Although the use of cookies in your web browser is not mandatory, they aid in allowing the web browser to remain logged onto our website. We may also contact you via email with announcements of upcoming events, and important information related to AlaskaVA.

Any of the information we collect from you may be used in one of the following ways:

-  To maintain your status as an active pilot. Your information helps us establish and update your profile, as well as keep track of your progress and hours while flying for AlaskaVA.
-  To personalize your experience. Your information helps us to better respond to your individual needs.
-  To improve our website. We continually strive to improve our website offerings based on the information and feedback we receive from you.
-  To administer a contest or promotion or run an event such as those conducted on the VATSIM network.
-  To send periodic emails. The email address you provide may be used to send you information, respond to inquiries, and/or other requests or questions.

8.6 Data Retention

AlaskaVA will not retain your data after you have been deleted from our Pilot Rosters. You may terminate your membership and therefore delete your data at any time by contacting us and requesting to terminate your AlaskaVA account.

8.7 Personal Information Distribution

We do not and never sell, trade, or otherwise transfer to outside parties any of your personally identifiable information. This does not include trusted third-party software who assists us in operating our website or servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce site policies, or protect ours or others' rights, property, or safety.

8.8 Transparency and Choice

We will be transparent about our practices so that you can make meaningful choices about how your personal information is used. If we make a material change, we will provide prominent notice by posting a notice on our service on this website page and/or we will notify you through our discord channel, or by email (if you have provided an email address to us)

8.9 Data Controller

User data collected by AlaskaVA is managed by the AlaskaVA management team. We implement a variety of security measures to maintain the safety of our personal information when you enter, submit, or access your personal information. Please note that we cannot guarantee that any data transmission over the internet is completely secure. Our email address for this team is: info@alaskava.org If we decide to change our privacy policy, an email will be sent to all AlaskaVA members and VA Partners. Additionally, we will post notice about these changes on the forums and the main website index.

9.1 Conclusion

In conclusion, this Standard Operating Procedures (SOP) document serves as the comprehensive and official guide for all members and staff of Alaska Virtual Airlines (AlaskaVA). It outlines the rules, guidelines, and responsibilities that govern our virtual airline community.

As of Tuesday, July 25, 2023, this SOP supersedes all previous versions, and any prior versions are now void.

At AlaskaVA, we strive to provide a professional and enjoyable environment for our pilots, ensuring that they can immerse themselves in a realistic and rewarding virtual aviation experience. By adhering to the principles set forth in this SOP, we aim to maintain the highest standards of professionalism, safety, and camaraderie within our virtual airline.

All pilots and staff are required to familiarize themselves with this SOP and conduct themselves accordingly. It is essential that every member contributes to fostering a positive and inclusive community, both in online interactions and during flight operations.

As AlaskaVA continues to grow and evolve, this SOP will be periodically reviewed and updated to align with the changing needs of our virtual airline. We encourage open communication and feedback from all members, as we believe that continuous improvement is the key to success.

By embracing the principles outlined in this SOP, we can collectively contribute to the success and longevity of Alaska Virtual Airlines. Together, we embark on an exciting journey, upholding the values that have made AlaskaVA a prominent and respected virtual airline within the flight simulation community.

Thank you for being a part of Alaska Virtual Airlines and for your commitment to excellence in virtual aviation.



Contact Us

We value open communication and encourage you to reach out to us with any questions, concerns, or feedback. Your input helps us improve our services and ensure that Alaska Virtual Airlines remains a vibrant and thriving community.

Please use the following contact information to get in touch with the relevant department:

General Inquiries:

For general inquiries or assistance, you can reach out to the Alaska Virtual Staff team via email at info@alaskava.org. We are committed to responding promptly and addressing any questions you may have.

Please ensure to provide clear and detailed information in your emails so that we can better assist you. Our teams are committed to delivering exceptional support and ensuring your experience with Alaska Virtual Airlines is a great one.

