Standard Operating Procedure

REV 0423 valid from **11/APR/2023**

§ 1 – Introduction
(1) LH Virtual Group is a virtual airline internet community.
(2) The membership and registration are free of charge. We are a non-profit-organization.
(3) Official language is English.

§ 2 – Entry Requirements
(1) At the time of registration, you must have achieved the age of 14 years.
(2) It is mandatory that you can speak and write the English language properly.

§ 3 – Membership
(1) After registration you hold an account at https://crewnet.lh-virtual-group.com/.
(2) On your request your account can be deleted at any time.
(3) Accounts will only be deleted on the holder's request.

§ 4 – Activity
(1) Members need to file a pilot report via the ACARS software once per 90 days.
(2) A member who has not filed a pilot report within 90 days will be set to inactive.
(2) Inactive accounts will not be removed. To be set to active again contact staff.

§ 5 – Transfer hours
(1) You can transfer hours from the online networks VATSIM & IVAO onto your pilot account.
(2) Transfer hours will only be transferred within 30 days after registration.
(2) Maximum amount of transfer hours is 500.

§ 6 – Ranking system
(1) Pilots start as First Officer.
(2) At 200 flight hours you become Senior First Officer.
(3) At 600 flight hours you become Captain.
(4) At 1200 flight hours you become Check Captain.
(5) The rank does not contain a restriction which aircraft the pilot is allowed to fly.

§ 7 – PIREP Rejection
(1) A pilot report which indicates cheating on ACARS time-management will be rejected.
(2) A pilot report which indicates cheating on ACARS tracking-management will be rejected.
(3) A pilot report which indicates manual fuel increasement after takeoff will be rejected.
(4) A pilot report which indicates a landing rate greater than -700 ft/min will be rejected.
If bad weather is the reason for an exceed of the landing rate, pilots may attach the METAR of your destination airport to the ACARS Log (Comments Section).
(5) A pilot report which indicates a non-standard aircraft in regards with **§ 8** will be rejected.
(6) A pilot report which indicates an incorrect livery on aircraft change (**§ 8**) will be rejected.
(7) A pilot report which indicates highspeed, stall or slew warnings will not lead to rejection

§ 8 – Aircraft Change
(1) It is prohibited to replace wide body types with narrow body types or the other way.
(2) It is not allowed to substitute aircraft from different airlines. Substitution is only permitted to all aircraft operated by the airlines according to **§ 11**.
(3) Narrow body types are: CRJ900, E190, E290, E195, E295, A220-100/300, A319-100, A320-200, A320neo, A321-100/200, A321neo, B738.
(4) Wide body types are: A330, A340-300/600, A350, A380, B777-200/300ER, B787, B767, B747-400/8, MD11.

§ 9 – Simulator-Crash-Report
(1) If the simulator crashes before landing users can file a simulator-crash-report (SCR).
(2) SCRs are only acceptable if the simulator crashes after reaching cruising altitude.
(3) SCRs cannot be filed if users forgot to start their ACARS.

§ 10 – Supported Airlines
We operate the following ICAO airlines: DLH, GEC, EWG, OCN, AUA, SWR, EDW, BEL, DLA, BOX, SXS

§ 11 – Supported aircraft by airlines
(1) DLH operates: CRJ9/E190/A319/A320/A321/A330/A340/A350/B747/A380/B787.
(2) GEC operates: B777F/MD11F.
(3) EWG operates: A319/A320/A321/B738.
(4) OCN operates: A320/A330.
(5) SWR operates: E290/A220/A320/A321/A330/A340/B777.
(6) EDW operates: A320/A340.
(7) AUA operates: E195/A319/A320/A321/B767/B777.
(8) BEL operates: A319/A320/A330.
(9) DLA operates: E190.
(10) BOX operates: B777F.
(11) SXS operates: B737/B38M.

§ 12 – Salvatory Clause
An invalid paragraph of this SOP does not make the SOP itself ineffective. A staff member can make exclusions from any regulation in exceptional situations.

With kind regards

Chief Executive Officer
LH Virtual Group