



## Thomson Virtual Terms of Service

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Prepared By

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### Terms of Service Version Control

Version	Date	Author	Change Description
1.0	12/11/13	Jacob Axford	First Draft

**Note** - This agreement, Thomson Virtual and customers, or users shall be governed by the law of England and the parties agree any actions will be under the jurisdiction of the English Courts. Your use of our products and services are subject at all times to these terms. Thomson Virtual at its option, may change, delete, suspend, or discontinue parts or the policy in its entirety, at any time without prior notice.

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## 1 Accounts

All accounts are setup once a staff member has accepted your application. A welcome email with new login details will be sent to the email you provided upon signup once the account has been successfully setup. Due to unforeseen complications with various mail servers and any connection problems between your ISP and Thomson Virtual, this process may be delayed. Our staff may take a few hours to fully process and set up your account at peak times.

## 2 Complaints

Should a user feel the need to make a complaint about a pilot, with regards to violating our Terms of Service, they can contact us by email: [ceo@virtualthomson.co.uk](mailto:ceo@virtualthomson.co.uk) stating the pilot

and the violation they are committing (Online networks, teamspeak or forum). All complaints will be dealt with professionally and quickly.

### **3 Staff**

Thomson Virtual will not tolerate any abuse towards its staff. Action may be taken against people who abuse our staff in any way or form. Thomson Virtual reserves the right to suspend or terminate accounts of pilots who abuse staff. To make a complaint about a member of staff please contact us by email: [ceo@virtualthomson.co.uk](mailto:ceo@virtualthomson.co.uk).

### **4 Requirements**

#### **4.1 Age**

Protecting the privacy of our younger members is very important for this reason we invite only those over the age of 13 to join Thomson Virtual. This rule is also in place in adherence with the Data Protection Act of 1998 which is strict in regard to the information we can collect.

#### **4.2 Online Networks**

To verify your details, pilots need to either be a member of the VATSIM or IVAO network. In addition to this they will also require to have at least 1 hour filed which can be seen on VATAWARE or the IVAO Pilot information directory. We verify details to ensure our server space can be efficiently used resulting in no waiting list to join.

#### **4.3 Legal Software**

Pilots must have a legal copy of the software they use, platforms required can be either of the following:

- Microsoft Flight Simulator 2004
- Microsoft Flight Simulator X
- Prepar3d
- X-Plane 10

All of the above software will work with our tracking system. Pilots must also have legal copies of other software such as add-on aircraft and scenery.

#### **4.4 Aircraft**

Pilots should fly to the best of their ability to ensure of a realistic virtual airline experience. Pilots must fly using a FMC/MCDU which allows Departures, Arrivals and Airways, this may either be integrated into an add-on aircraft such as the PMDG 737 or an external application such as VASFMC. Aircraft flown must coincide with the airline the route is for.

#### **4.5 Activity**

Pilots must complete a flight within 14 days of their account being processed. Following this you must complete a flight at least every 31 days which should be filed using our tracker. If required, extended leave can be requested by contacting [ceo@virtualthomson.co.uk](mailto:ceo@virtualthomson.co.uk) with reasons to this.

## 4.6 Staff

You must not be staff at any other virtual airline whether it is a small or large va. Evidence of you leaving must be presented if you wish for your application to be processed.

# 5 PIREPs

## 5.1 Fuel

Fuel must be calculated to ensure efficient and safe flight. Pilots landing with dangerously low reserves or above the maximum weight will have the PIREP **declined** at the staff member's discretion.

## 5.2 Landing Rates

Aircraft are very expensive to purchase and maintain. You must not have a landing rate more than -500ft/m, landing higher than this may cause damage to the aircraft gear and body. PIREPs will be **declined** if higher than this at the staff member's discretion. If you did have problems due to weather or any other incident, add a comment so we can investigate and consider accepting the PIREP.

## 5.3 Speed

Over speeds are very dangerous to aircraft if they are occurring to often or for to longer as aircraft are not designed for this stress. If you have over speeds reoccurring as separate events more than 20 times, your PIREP will be declined. This amount is high as we recognize FSX is not capable of controlling winds correctly however this can be changed by disabling winds aloft in the FSX menu and by limiting wind changes through FSUIPC. In addition to this we do not count over speeds which occur within 10 seconds of each other as this will count as one. However over speeds lasting over 10 minutes may result in a PIREP being declined. Any stalls recorded will result in the PIREP being **declined** unless the flight is operated as an aircraft which is GA.

## 5.4 Input

Pilots must use real world time which can be inputted using a tool named 'FS Real Time' or manually through the simulator. We also ask pilots use real world weather which can be added by using the simulator or external programs such as 'Active Skies'.

## 5.5 Stages

Pilots must not pause flights online. Offline pilots may pause for up to 10 minutes as we understand sometimes this may be necessary, however real world time must be updated on your return. Flights with slews and crashes recorded will be **declined**. If you accidentally press the slew key ensure you include this in your comment and this may be considered if you did not move too far from your position. Flights must also be flew in standard simulation speed and must not be accelerated.

## 5.6 Filing PIREP

When filing a PIREP pilots must use our tracker which is available from the downloads section of the site. Pilots may not use any other tracking software. Manual PIREPs may be filed however require evidence which can consist of a vataware link of your flight, this service is not to be abused. Manual PIREPs are only to be filled in case of our tracker failing to file.

## 6 Suspension

Thomson Virtual may suspend any pilot, previous and current. This may either be a temporary ban or a permanent ban which will be at the discretion of the management. This may include an IP ban and an account ban. You may dispute a suspension if you wish and the outcome will be decided by the CEO.