Virtual Airlines

Standard Operating Procedures

2024

V2.5.2

PLEASE NOTE THIS SOP WILL CHANGE OVER TIME

1

This document has been prepared to explain in detail the Operation of Air Transat Virtual. This will go into detail on the website as well as the operations of PIREPS and Flights. These rules are to be followed if pilots choose to fly for this VA. Failure to do so may result in bids not going through or being removed.

2. Table of Contents

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3. Permission

3.1 Simulators
We allow all simulators within reason. We mainly run on Prepar3D, XPlane 11 XPlane 12 and MSFS 2020 and 2024

3.2 Software
To track, and book schedules and the entire network will be run through NewSky. Newsky is operational and running, pilots will be required to book flights and fly them through NewSky's system. To learn new about NewSky's operation, proceed to page 10 for more information

3.3 Our Policy

1. We have an absolute zero bullying policy.
2. We have a no cheating policy (no filing false or fake PIRPES).
3. We have a no alternating Policy (No altering routes or random aircraft replacements)
4. We do not talk about politics or political issues at all
5. ZERO tolerance for inappropriate context within Discord Servers
6. ZERO tolerance of discrimination within the Discord servers

If any is reported or noticed, serious Consequences are there for those who violate any policies.

THIS WILL CHANGE OVERTIME

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4. Navigating the website

4.1 Home page
This is where all the information you need to know is located. This includes our features, where to go if you need help, and a disclaimer at the bottom.

4.2 Route map
The route map displays what routes Air Transat fly in real life and they are to be followed as they would in the real world. The map indicates the summer schedule and during fall, winter, and spring schedules some of the destinations may not be listed. Destinations with the star icon* are year-round destinations.

4.3 Fleet
This is the True to Life Air Transat fleet and it is to be followed. No Substitutions are to be made without explicit permission from staff.

4.4 Contact
On this page, there is a link to our contact form that is monitored 24/7. If you encounter a problem or have any concerns, please feel free to use that link to report.
Reasons to use this would include
- General Inquiry
- Reporting someone
- Leave of absence
- Reporting a bug

4.5 TSC Operations

Within this part of the website, the official Air Transat Virtual SOP is located along with the Vatsim/IVAO notepad. There is also a link to the Newsky page as well as the discord server.

4.6 TSC Pilot tool

This is a link to our pilot tool where you will find a series of helpful tools implemented or linked within along with the Newsky Page implemented. See Chapter 7 for more information

4.7 File PIREP

Once a pilot has arrived it is required that the pilot close the flight on Newsky. Once the pilot has done that the PIREP will automatically be filled

4.8 Photo Gallery

The photo gallery will be weekly updated showing everyone pilots their Air Transat experience. Be sure to send in your top screenshots!
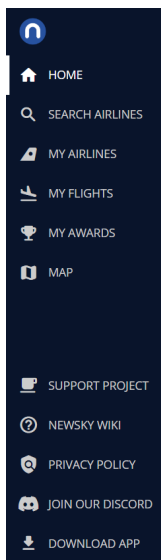
4.9 Contact

If you need to find the discord server or contact a staff member directly, simply fill out the form and we will write back to you as soon as possible.

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5 Newsky

5.1 Joining the Virtual Airline

To join Air Transat Virtual's profile you must first create an account and log in. Once that has been completed, find the "Search Airlines tab located on the left menu. Then type in "Air Transat Virtual" or type "**TSV**" in the search bar. Currency is irrelevant so please ignore it

Once you have created an account, it must be activated by doing a flight. The distance and aircraft choice for this flight do not matter. Once you have done those steps you should be all set

5.2 Help with Newsky

If you encounter any problems, ask for help from our server and if the problem is not resolved, go to the Newsky FAQ
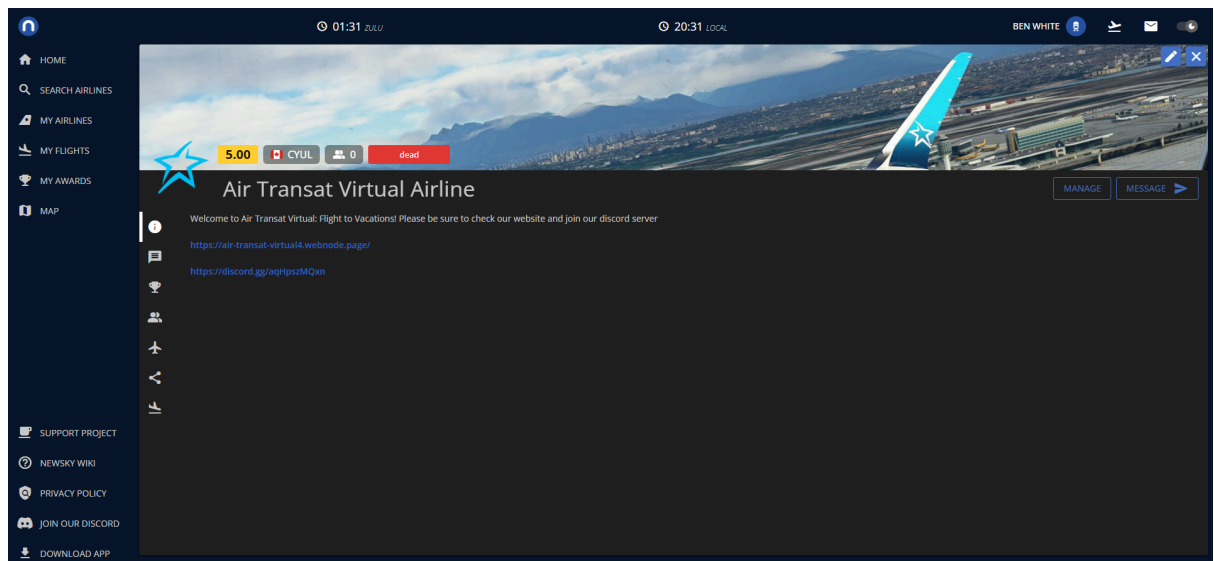https://wiki.newsky.app/

5.3 Bidding a flight

To BID a flight you must do it through NewSky.

Once you have made an account and have joined the TSC VA server you will be allowed to BID a flight with no aircraft restrictions (Get familiar with the aircraft beforehand or NewSky and the VA could charge you)
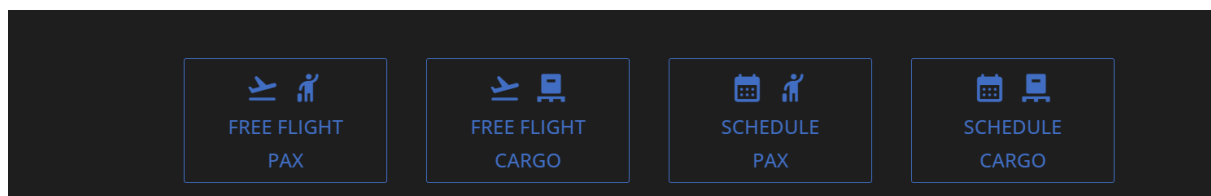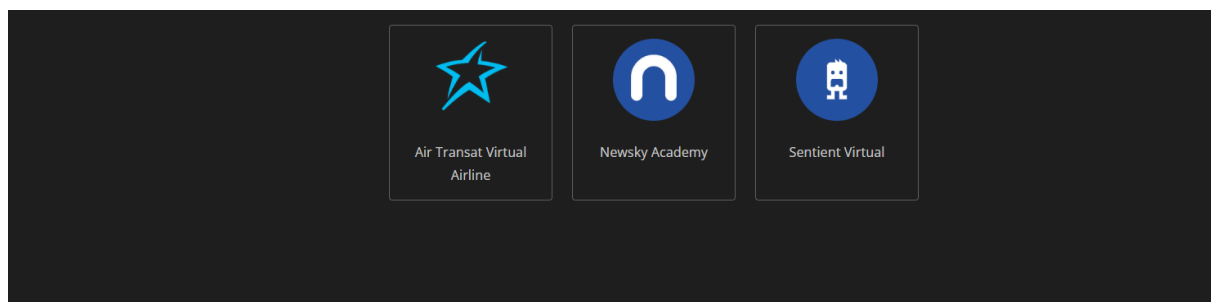
To bid a flight here are the steps

1.

Click the Icon to the right of your name

2.

Please press Schedule PAX and select the Air Transat Virtual Airline profile on the next page

3. Fill out the appropriate fields including Aircraft, Departure, Arrival, OFF time, and Weights only if applicable

4. You have created the flight, Newsky will allow you to generate an OFP through Simbrief by clicking the clipboard icon

5. The Newsky application MUST be running in the background for the flight to be logged properly.
6. Once you have arrived at your final destination, you are permitted to close the flight

5.4 Aircraft within Newsky

Newsky tracks where the aircraft are based on their last flight flown (C-GOIF were to be flown from CYUL-LFPG, C-GOIF will be in LFPG until moved back). If you wish to move a certain aircraft you can ask a pilot within the discord server or you may ask a staff member to do so. Use the appropriate aircraft for what is selected, (Compensation will be added in the future). If there are any problems in the future, please let us know.

5.5 Limitations

For flights over the Atlantic Ocean, the aircraft must be ETOPS certified. This includes the A321Neo LR, A330-200 A330-300. Flights over the Atlantic Ocean in the A320-200, A321-200, B737-800, or B737-700 will be disregarded.

5.5.1 Legacies

For those who wish to fly legacy fleet members, reach the certain hours required, or ask a staff member. The legacies are the A310-300, B737-700/-800 and the L1011(substituted by the MD11).

5.6 Departure and Arrival Information.

Those requiring Departure Gates, Arrival Gates or Flight Requests for Vatsim events ONLY may do so in the discord server under #dispatch-requests (see more for the formatting and requests)

5.7 Newsky ICAO vs Real ICAO

PLEASE NOTE, For our Newsky page at the moment we are not allowed to use the real Air Transat ICAO code. When you fly on vatsim, please be sure to use the real Air Transat ICAO code **"TSC".**

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6. Terminals

6.1 Terminal use in Canada

LOCATION	AIRPORT	TERMINAL
Calgary, Alberta, Canada (YYC)	Calgary International Airport	International Terminal (Main Terminal)
Halifax, Nova Scotia, Canada (YHZ)	Halifax Stanfield International Airport	Main Terminal
Hamilton, Ontario, Canada (YHM)	John C. Munro Hamilton International Airport	Main Terminal
London, Ontario, Canada (YXU)	London International Airport	Main Terminal
Moncton, New Brunswick, Canada (YQM)	Greater Moncton Roméo LeBlanc International Airport	Main Terminal
Montreal, Quebec, Canada (YUL)	Montreal-Pierre Elliott Trudeau International Airport	Main Terminal
Ottawa, Ontario, Canada (YOW)	Ottawa MacDonald-Cartier International Airport	Main Terminal
Quebec City, Quebec, Canada (YQB)	Quebec City Jean Lesage International Airport	Main Terminal
Toronto, Ontario, Canada (YYZ)	Toronto Lester B Pearson International Airport	Terminal 3
Vancouver, British Columbia, Canada (YVR)	Vancouver International Airport	South & Transatlantic: International Terminal. Within Canada: Domestic Terminal

6.2 Terminal use in Europe

LOCATION	AIRPORT	TERMINAL
Amsterdam, Netherlands (AMS)	Amsterdam Schiphol Airport	Terminal 3
Athens, Greece (ATH)	Eleftherios Venizelos Athens International Airport	Main Terminal - Door A1 / Non Schengen departures
Barcelona, Spain (BCN)	Barcelona El Prat International Airport	Terminal 2
Basel-Mulhouse, Switzerland (BSL)	Basel-Mulhouse Freiburg International Airport	Main Terminal
Bordeaux, France (BOD)	Bordeaux-Merignac Airport	Hall A
Brussels, Belgium (BRU)	Brussels Airport	Terminal B
Dublin, Republic of Ireland (DUB)	Dublin International Airport	Terminal 1
Faro, Portugal (FAO)	Faro Algarve Airport	Main Terminal
Glasgow, Scotland (GLA)	Glasgow International Airport	Terminal 2
Lamezia, Italy (SUF)	Lamezia Terme International Airport	Main Terminal
Lisbon, Portugal (LIS)	Lisbon Portela Airport	Terminal 1
London (Gatwick), England (LGW)	London Gatwick Airport	North Terminal
Lyon, France (LYS)	Lyon-Saint-Exupery Airport	Terminal 1
Madrid, Spain (MAD)	Adolfo Suarez Madrid-Barajas Airport	Terminal 1
Malaga, Spain (AGP)	Malaga-Costa del Sol Airport	Main Terminal
Manchester, England (MAN)	Manchester Airport	Terminal 1
Marrakesh, Marocco (RAK)	Marrakesh-Menara international Airport	Terminal, to be defined
Marseille, France (MRS)	Marseille Provence Airport	Terminal 1A
Nantes, France (NTE)	Nantes Atlantique Airport	Hall 3
Nice, France (NCE)	Nice Cote d'Azur International Airport	Terminal 1

Paris, France (CDG)	Charles-de-Gaulle International Airport	Flights: Terminal 3 and 2C Trains operated by SNCF: Terminal TN (located in Terminal 2)
Porto, Portugal (OPO)	Francisco sa Carneiro International Airport	Main Terminal
Rome, Italy (FCO)	Leonardo Di Vinci Fiumicino International Airport	Terminal 3
Toulouse, France (TLS)	Toulouse-Blagnac Airport	Main Terminal Hall D
Venice, Italy (VCE)	Venice Marco Polo International Airport	Ground Level, Door E
Zagreb, Croatia (ZAG)	Zagreb International Airport	Main Terminal

6.3 Terminall use in USA and South Destinations

LOCATION	AIRPORT	TERMINAL
Acapulco, Mexico (ACA)	General Juan N. Alvarez International Airport	Main Terminal
Cancun, Mexico (CUN)	Cancun International Airport	Terminal 4
Cartagena, Colombia (CTG)	Rafael Nunez International Airport	Main Terminal
Cayo Coco, Cuba (CCC)	Jardines Del Rey International Airport	Main Terminal
Cozumel, Mexico (CZM)	Cozumel International Airport	Main Terminal
Fort de France, Martinique (FDF)	Martinique Aime Cesaire International Airport	Main Terminal
Fort Lauderdale, Florida (FLL)	Fort Lauderdale-Hollywood International Airport	Terminal 4
Havana, Cuba (HAV)	Jose Marti International Airport	Terminal 2
Holguin, Cuba (HOG)	Frank Pais International Airport	Main Terminal
La Romana, Dominican Republic (LRM)	La Romana International Airport	Main Terminal
Liberia, Costa Rica (LIR)	Guanacaste Airport	Main Terminal
Lima, Peru (LIM)	Jorge Chavez International Airport	Main Terminal
Miami, Florida (MIA)	Miami International Airport	Terminal H
Montego Bay, Jamaica (MBJ)	Sangster International Airport	Main Terminal
Orlando, Florida (MCO)	Orlando International Airport	Terminal A

Pointe-à-Pitre, Guadeloupe (PTP)	Pointe-à-Pître le Raizet International Airport	Main Terminal
Port-au-Prince, Haiti (PAP)	Toussaint-Louverture International Airport	Main Terminal
Puerto Plata, Dominican Republic (POP)	Gregorio Luperon International Airport	Main Terminal
Puerto Vallarta, Mexico (PVR)	Gustavo Diaz Ordaz International Airport	Main Terminal
Punta Cana, Dominican Republic (PUJ)	Punta Cana International Airport	Terminal A
Rio Hato, Panama (RIH)	Scarlet Martinez International Airport	Main Terminal
Salvador, El Salvador (SAL)	El Salvador International Airport	Main Terminal
Samana, Dominican Republic (AZS)	El Catey International Airport	Main Terminal
San Jose, Costa Rica (SJO)	Juan Santamaria International Airport	Main Terminal
San Juan, Puerto Rico (SJU)	San Juan Luis Muňoz Marin Airport	Terminal C3
Santa Clara, Cuba (SNU)	Abel Santamaria International Airport	Main Terminal
Santo Domingo, Dominican Republic (SDQ)	Las Americas International Airport	Main Terminal
St Maarten, Netherland Antilles (SXM)	Princess Juliana International Airport	Main Terminal
Varadero, Cuba (VRA)	Juan Gualberto Gomez International Airport	Main Terminal

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7. Air Transat Pilots tool

7.1 landing page
On the landing page, the only important information here is the time in Zulu. On the sidebar or the hamburger dropbox, there is a list of our recommended pilot tools as well as our implemented Newsky page.

7.2 Pilots tools
This drop-down menu holds some of the necessities you will need when flying for Air Transat Virtual. This includes a free source of Charts, Simbrief, a free source of weather, a map of Newsky servers and links for requesting oceanic clearance. Everything a pilot could need for flying on vatsim!

7.3 Crew page
This is where we implemented Newsky and our page. It is 100% usable but may be a bit small as we cannot implement the true scale of the original website. See chapter 5 for information on how to use Newsky

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8. Regional Operations

8.1 Summary
In November 2023, Porter Airlines and Air Transat entered into a joint venture aimed at enhancing their market positions and expanding their reach. This collaboration allows both carriers to coordinate pricing, schedules, and revenue sharing, building upon a year-old code-share agreement that had already increased Air Transat's traveler count by 60,000.

For Porter, this partnership opens access to European and southern destinations served by Air Transat, complementing its existing network. Conversely, Air Transat benefits from Porter's growing presence in Canada and the United States, facilitating better connections and more competitive pricing.

The joint venture intensifies competition with Canada's largest carrier, Air Canada, by strengthening Porter and Air Transat's positions on major domestic and transatlantic routes. Analysts note that this alliance could pressure prices and alter the competitive landscape in both domestic and transatlantic travel markets.

Overall, the partnership aims to broaden both airlines' networks, offering passengers more destinations and improved connectivity. Porter plans to expand its fleet to 79 aircraft by 2025, supporting this growth.

8.2 Operations

!**IMPORTANT!**
IN NEWSKY, ALL REGIONAL FLIGHTS ARE QUADRUPLE DIGIT FLIGHT NUMBERS (ext TSV2577) All flights with quadruple digit flight numbers, or flow by E190's or DH8D, are flow and operated by Porter Airlines inc.

8.3 Porter hubs
With Porter Airlines becoming our regional options for pilots to fly it is to note that they use the same terminals as Air Transat. HOWEVER the new hub for Porter is CYTZ, ABSOLUTELY NO commercial airliners bigger than a Dash 8-Q400 are permitted to land there. If pilots ignore this rule, the PIREP will be removed and the pilot may receive disciplinary actions including account suspension.